COMPASS
COMMUNITY PLANNING ASSOCIATION
of Southwest Idaho

Working together to plan for the future

2022 Coordinated Public Transit-Human Services Transportation Plan for Ada and Canyon Counties

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Introduction

Public agencies in Ada and Canyon Counties, Idaho — the "Treasure Valley" — continually strive to improve the coordination and provision of public transportation services to underserved populations. The *2022 Coordinated Public Transit Human Services Transportation Plan for Ada and Canyon Counties*, or "Coordinated Plan," is the newest iteration of a plan that seeks to better understand the transportation needs of underserved populations and identify strategies to address them.

This plan was developed by the Community Planning Association of Southwest Idaho (COMPASS), the metropolitan planning organization (MPO) for Ada and Canyon Counties, and Valley Regional Transit (VRT), the regional public transportation authority for Ada and Canyon Counties.

Plan Organization

This plan is organized in two parts: Part I Existing Conditions and Part II Identifying and Addressing Unmet Transportation Needs.

Part I describes the current state of public transportation and demographic trends in the Treasure Valley. This section includes the following chapters: Funding Programs (Chapter 1), Existing Transportation Services (Chapter 2), and Demographic Changes 2010-2019 (Chapter 3).

Part II identifies unmet transportation needs of target populations and how the Coordinated Plan seeks to address these needs. This section includes the following chapters: Public Survey (Chapter 4), Unmet Transportation Needs, Priorities, and Strategies (Chapter 5), and Implementation (Chapter 6).

Geographic Scope

The scope of this plan is limited to Ada and Canyon Counties, Idaho, which is the area served by both VRT and COMPASS (Figure 1).
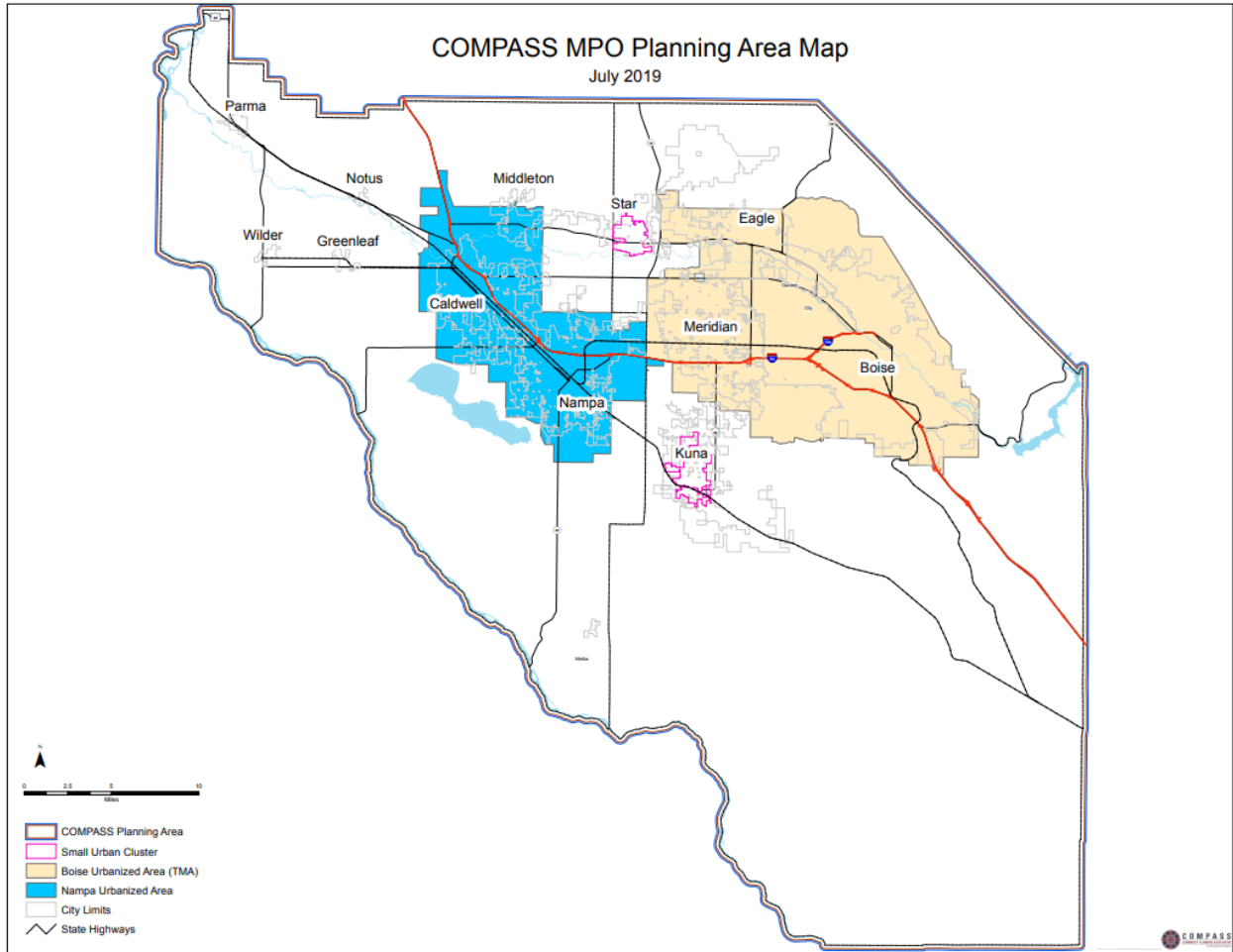
Figure 1: COMPASS Planning Area

Stakeholders

The Coordinated Plan identifies the unmet transportation needs of target populations, provides strategies to meet these needs, and prioritizes transportation services for funding and implementation. Figure 2 shows the target populations included in this plan, as well as the types of community advocates and service providers with whom this plan seeks to coordinate services and planning efforts.
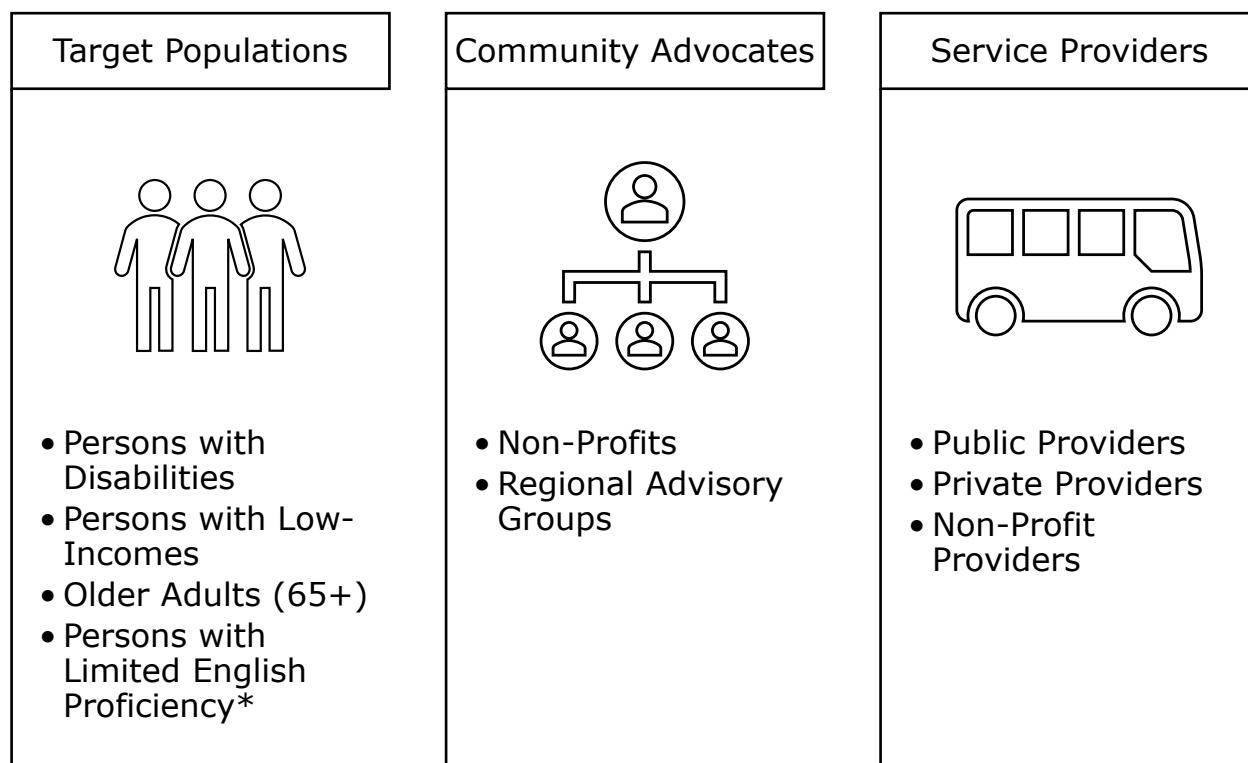
Target Populations	Community Advocates	Service Providers
• Persons with Disabilities • Persons with Low-Incomes • Older Adults (65+) • Persons with Limited English Proficiency*	• Non-Profits • Regional Advisory Groups	• Public Providers • Private Providers • Non-Profit Providers

Figure 2: Stakeholders of the Coordinated Plan

* Not a federally required target population of the Coordinated Plan

Federal guidance only requires persons with disabilities, older adults, and persons with low income to be included in the Coordinated Plan; however, due to the unique vulnerabilities of persons with limited English proficiency, community advocates and service providers in Ada and Canyon counties chose to include them as a target population in the Coordinated Plan.

This plan was produced in partnership with the Regional Advisory Council (RAC), a standing committee of the VRT Board of Directors. RAC members include non-profit transportation and human services providers who represent target populations for this plan. RAC members provided key feedback on the development of this plan and distributed information about the Coordinated Plan to their stakeholders.

Regulatory Guidance

The Coordinated Plan is required for project proposals to be eligible to receive funding from the Federal Transit Administration's (FTA's) Section 5310 program - *Enhanced Mobility of Seniors and Individuals with Disabilities* (49 U.S.C. 5310).[i] On July 7, 2014, the FTA issued its most recent guidance on the administration of the Section 5310 program - *Circular (C) 9070.1G, Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions*[ii]. This

circular continues to guide Coordinated Plan development under the 2021 Infrastructure Investment and Jobs Act.

Public Participation

COMPASS developed a survey in fall 2021 to identify unmet transportation needs. Members of the RAC and six other regional advisory groups participated in and distributed the survey through their websites, mailing lists, and social media channels. The survey process and results are discussed in detail in Chapter 4.

A 31-day public comment period on the draft plan was held from April 15 - May 15, 2022, with one virtual and two in-person open houses. Targeted outreach to increase awareness of the plan was also conducted through online and off-line advertising. Public involvement materials were available in Spanish and English and accessible via screen reader. COMPASS received [xx] comments. Following completion of the public comment period, more detail on the public comment period, including a copy of the comment form, all comments received, and a discussion of how comments were incorporated into the plan will be provided in Appendix X.

Previous Plans

The 2022 Coordinated Plan builds on more than a decade of human service transportation planning in the region.

2007	Transportation Service Coordinated Plan
	• VRT completed this study with the assistance of a consultant.
2009	Local Mobility Management Network (LMMN) 3C Mobility Plan[iii]
	• The Idaho Transportation Department (ITD) completed this plan as part of its *Idaho's Mobility and Access Pathways (IMAP)* program. IMAP divided the state into 17 Local Mobility Management Networks (LMMNs) to coordinate and enhance transportation and mobility options. The 2009, 2011, 2013, and 2014 updates of the Coordinated Plan were merged with the LMMN Plan updates. The plan covers a six-county area of Ada, Boise, Canyon, Elmore, Gem, and Owyhee Counties.
2011	Local Mobility Management Network (LMMN) 3C Mobility Plan[iv]
	• The Community Transportation Association of Idaho (CTAI) and ITD completed this plan. The plan covers a six-county area of Ada, Boise, Canyon, Elmore, Gem, and Owyhee Counties.
2013	Local Mobility Management Network (LMMN) 3C Mobility Plan[v]

	• CTAI and ITD completed this plan. The plan covers a six-county area of Ada, Boise, Canyon, Elmore, Gem, and Owyhee Counties.
2014	Local Mobility Management Network (LMMN) 3C Mobility Plan[vi] • COMPASS completed this plan. For this plan, the planning boundaries for LMMNs changed to match the MPO planning boundaries. The plan covers Ada and Canyon Counties.
2022 (current)	Coordinated Public-Transit Human Services Transportation Plan • COMPASS completed this plan. The plan covers Ada and Canyon Counties.

Other Relevant Planning Documents

2011	Mobility Concept: Human Services Transportation Organizations, COMPASS [vii]
2017	Idaho Public Transportation Office's State Management Plan, ITD[viii]
2018	Idaho Public Transportation Plan, ITD[ix]
2018	Communities in Motion 2040 2.0, COMPASS[x]
2018	ValleyConnect Plan 2.0, VRT[xi]
2020	High-Capacity Transit Study Update, COMPASS[xii]
2020	Community Assessment, United Way[xiii]
2021	Regional Park and Ride Study, COMPASS[xiv]
2021	Regional Analysis of Impediments to Fair Housing Choice, Cites of Boise, Meridian, Caldwell, and Nampa[xv]
2021 – 2023	Idaho State Plan for Independent Living, Idaho State Independent Living Council (SILC)[xvi]
2021 – 2025	Idaho State Independent Living Council Strategic Plan, SILC[xvii]

Review of Activities

In the eight years since the previous Coordinated Plan, VRT has worked to optimize financial, human, technical, and equipment resources and expand access to transportation for vulnerable populations. Over time, these efforts have evolved into services for older adults, persons with disabilities, veterans, refugees, and populations with low incomes. Highlights include:

Better Coordinated Services for Older Adults. In 2011, the senior centers were losing a percentage of Area Agency on Aging Title III-B funding due to recession-driven state budget cuts. This led to cuts in funding to insure and maintain vehicles and operate services. VRT became the designated recipient for Large Urban Section 5310 Program funding and gradually centralized efforts to coordinate programs. Initially, two of the rural senior center providers were collaborating. The senior centers shared the nutrition program and offered meals on alternating days for all seniors in their combined areas, applying for coordinated Section 5310 funding for transportation. Gradually, other programs were included, as the senior centers worked together and built trust. VRT also worked with FTA Region 10 to use Small Urban Federal public transit dollars for trips from rural area into larger urban areas, if one leg of the trip was within the urban area.

Increased Efficiency of Specialized Services. In 2018, VRT was able to further build on its coordination efforts by becoming the recipient of Area Agency on Aging funding for most of the service area. These funds can be used as match for 5310 funding. During this time, VRT expanded scheduling technology and vehicle support to more providers. The result shifted from performance in 2017 averaging 1.56 passengers per hour, to as high as 2.81 passengers per hour in 2019, for those systems using the scheduling technology.

Improved Services for Transit Dependent Medical Patients. In response to a 2015 federally sponsored initiative, VRT developed Rides 2 Wellness, a public/private collaborative with Boise area hospitals and clinics. Non-emergency medical transportation (NEMT) service providers deliver the rides. Rides 2 Wellness improves community heath by enabling Treasure Valley residents, who may otherwise not have transportation, to get to follow-up medical appointments and receive treatment.

Improved Coordination Among Human Service Agencies and Employers. In 2016, VRT began providing low-income job access transportation, serving populations with commuting needs beyond the times and locations of the fixed route bus system that can't be served by a vanpool. The Village Van program focuses on the coordination and development of transportation services for low-income workers, aimed at increasing access to jobs by improving workers' access to transportation. Village Van is made available to qualified riders who are referred by a human service agency. VRT staff works closely with human service agencies to coordinate services with new employers. The local match for the services is provided by the employers served by VRT's Village Van program.

Coordinated Plan Update Process

This 2022 plan update replaces the 2014 Coordinated Plan and should be referred to in applications beginning in federal fiscal year 2023.

Performance reporting and assessment will be conducted on an annual basis. The update cycle for the Coordinated Plan is aligned with the update cycle of the regional long-range transportation plan for Ada and Canyon Counties (*Communities in Motion*) developed by COMPASS. The next update to *Communities in Motion* is due for completion by December 2026. Therefore, the next update of the Coordinated Plan is also planned for 2026.

Plan Development

The 2022 Coordinated Plan was developed over a two-year period.

Jan – Sept 2021	Plan scope and schedule established, working with RAC
Sept – Oct 2021	*Unmet Transportation Needs Survey*
Nov – Dec 2021	List of highest priority transportation needs approved by RAC
Jan 2022	Strategies to meet the highest priority transportation needs reviewed by RAC
Feb 2022	Draft plan reviewed by RAC
April 15 – May 15 2022	Public feedback on draft plan
June – July 2022	Revised draft plan recommended by RAC and COMPASS' Regional Transportation Advisory Committee *(anticipated)*
Aug 2022	Final Coordinated Plan adopted by VRT and COMPASS Boards of Directors *(anticipated)*
Aug 2022	Final plan posted on COMPASS website *(anticipated)*

Part I. Existing Conditions

Summary

The chapters in Part I set the stage to understand conditions in the Treasure Valley that contribute to gaps in the public transportation system for underserved populations.

Key findings from 2010-2019 include the following:

Growth in target populations. All target populations increased in number, except for the population of younger (0-65 year old) persons with limited English proficiency whose numbers decreased.

Growth in population of older persons. Overall, older adults in the region are growing in both number and share of population. There was also growth in older adults with low incomes, limited English proficiency, and/or disabilities. As of 2019, many older adults live in more rural areas of the region without many public transportation options.

Growth of underserved populations in Canyon County. Underserved populations are subsets of target populations that are more likely to rely on public transportation options. Underserved populations such as persons with low incomes, older adults with disabilities, persons with disabilities living in poverty, older adults with limited English proficiency, and autoless households grew at faster rates in Canyon County than Ada County. These demographic trends are especially striking as Canyon County does not have as many public transportation options as Ada County.

Increased funding. The 2021 Infrastructure Investment and Jobs Act (IIJA) increased funding for state and federal transportation programs. Notably, funding for the Section 5310 program in the State of Idaho increased by 47% in rural, small urban, and large urban areas. Idaho's Americans with Disabilities Act (ADA) Curb Ramp Program will also realize a 50% increase in funding, beginning in state fiscal year 2024. Since most funding to address the needs of underserved populations primarily comes from federal and state programs, these increases are critical in addressing unmet transportation needs identified in this plan.

Key Definitions

A **target population** is a population group that may require public transportation to meet their daily transportation needs. Not all members of a target population are underserved. Target populations in this plan include persons with disabilities, older adults (65+), persons with low-incomes, and persons with limited English proficiency.

An **underserved population** is a subset of the target population that relies on the public transportation system to travel. These individuals may also be thought of as "vulnerable" populations.

Growth in on-demand transportation service options. Since the last update of the Coordinated Plan in 2014, the region has significantly increased the number of gap-filling, on-demand transportation services. These services seek to meet the demand of underserved individuals in the region and function alongside fixed-route public transportation services.

Impacts from COVID-19. Since the start of the COVID-19 pandemic in early 2020, both specialized and fixed-route transit ridership has been low. As severe pandemic restrictions subside, ridership is expected to increase to pre-pandemic levels.

Chapters included in Part I (Chapter 1: Funding Programs, Chapter 2: Existing Transportation Services, and Chapter 3: Demographic Changes) will all expand upon these findings.

1 | Funding Programs

Federal transit law requires that projects selected for funding under the Section 5310 - *Enhanced Mobility for Seniors and Individuals with Disabilities* are "included in a locally developed, coordinated public transit-human services transportation plan"(49 U.S.C. 5310).[xviii] This program is described below.

However, Section 5310 funds are not the only funds available to improve public transportation in Ada and Canyon Counties. To ensure coordination of planning efforts, additional funding programs are also described below.

Section 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

The 5310 program provides formula funding to states to assist private or designated public non-profit agencies in meeting the transportation needs of older adults and individuals with disabilities when the transportation service provided is "unavailable, insufficient, or inappropriate."[xix] Funds are apportioned based on the state's share of the population for these two groups.

ITD's Public Transportation Office is the state's direct recipient of 5310 funds and administers the program for rural counties and the state. VRT is the direct recipient of Section 5310 funding for the urbanized areas in Ada and Canyon Counties. Thus, rural area funding is managed by the state and urbanized areas are managed by VRT.

5310 funds can be used for operating, capital, and administrative expenses. For operations, recipients of 5310 funds may provide services or work with private businesses, non-profit organizations, or other entities that operate public transit services to provide service.

Capital projects eligible for the Section 5310 program include both traditional and nontraditional capital projects. Eligible traditional capital projects are projects that meet the special transportation needs of older adults and individuals with disabilities when public transit is insufficient, inappropriate, or unavailable[xx]. Eligible nontraditional projects are projects that exceed transportation services required under the ADA, improve access to fixed-route service and decrease reliance on ADA-complementary paratransit service by people with disabilities, or provide alternatives to public transit that assists seniors or people with disabilities with transportation. Mobility management and the purchase of service are allowed as capital expenses.

At least 55% of program funds must be used for traditional projects. The remaining 45% may be used for nontraditional projects. Table 1 provides an example of eligible traditional and nontraditional activities. The *Circular (C) 9070.1G, Enhanced*

Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions[xxi] includes a comprehensive list of eligible activities.

Table 1: Traditional and Nontraditional Section 5310 Activities

Project Type	Eligible Activities
Traditional capital projects (55%)	• Purchase or replace rolling stock • Upgrade or construct passenger facilities • Support facilities and equipment • Lease equipment • Acquire transportation services • Coordinate mobility management programs among public transit providers • Fund ADA-complementary paratransit service
Nontraditional capital projects (45%)	• Expand paratransit beyond ¾ of a mile • Expand hours of operation • Fund incremental costs of same-day service or door-to-door service • Implement travel training programs • Implement volunteer driver programs • Improve accessibility to transit stations beyond requirements in ADA • Install wayfinding improvements • Purchase vehicles that support accessible ride-sharing, taxi, and/or vanpooling programs • Provide additional "feeder" services to existing public transit services

Federal cost share for capital costs of both traditional and non-traditional projects is 80%. However, operations require a 50% cost-share. Table 2 shows the breakdown of the federal cost share for the 5310 program.

Table 2: Section 5310 Program Federal Cost Share

	Federal Share	Local Share
Capital Expenses (Both traditional and non-traditional)	80%	20%
Operating Expenses	50%	50%
Administrative Expenses	100% (Only up to 10% of the annual FTA allocation)	

Other Funding Programs

Section 5307

Urbanized Area Formula Grant Program

This program provides grants to urbanized areas for public transportation capital, planning, job access, and reverse commute projects, as well as operating expenses in certain circumstances. Programs to assist low-income individuals in accessing jobs are eligible.

Section 5311

Nonurbanized or Rural Area Formula Grant Program

This program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations less than 50,000. Job access and reverse commute programs are included in Section 5311.

Section 5311(f)

Nonurbanized or Rural Intercity Bus Program

This program provides capital, planning, and operating assistance to states to support the connection between rural areas with populations less than 50,000 and the larger regional or national system of intercity bus services.

Section 5339

Bus and Bus Facilities Program

This program provides capital funding to replace, rehabilitate, and purchase buses and related equipment, and construct bus-related facilities. Public, private, and non-profit organizations engaged in public transportation are eligible.

FTA Funding Tables

Every year, the FTA distributes funding to states and other direct recipients based on population estimates and the most recent legislation. Table 3 shows FTA funding across the State of Idaho. Table 4 shows FTA funding for Ada and Canyon Counties. Congress has not approved the current apportionment bill (FY2022 budget) past February 18, 2022. When the apportionment bill is passed, the yellow cells will be filled in.

Table 3: FY2021 and FY2022 FTA Funding for Idaho

	5307	5310	5339	5311	5311 (f)
FY2021 Idaho Rural	N/A	$ 434,036	$ 3,500,000	$ 9,103,451	$ 1,365,518
FY2022 Idaho Rural	N/A	$ 708,083	$ 4,000,000	$ 11,136,117	$ 1,670,418
Difference	N/A	$ 274,047	$ 500,000	$ 2,032,666	$ 304,900
% Difference	N/A	63%	14%	22%	22%
FY2021 Idaho Small Urban	$ 7,405,323	$ 767,914	$ 531,064	N/A	N/A
FY2022 Idaho Small Urban	$ 9,547,069	$ 1,258,124	$ 783,868	N/A	N/A
Difference	$ 2,141,746	$ 490,210	$ 252,804	N/A	N/A
% Difference	29%	64%	48%	N/A	N/A
FY2021 Large Urban	$ 4,703,312	$ 322,150	$ 531,064	N/A	N/A
FY2022 Large Urban	$ 6,052,177	$ 473,597	$ 509,208	N/A	N/A
Difference	$ 1,348,865	$ 151,447	$ (21,856)	N/A	N/A
% Difference	29%	47%	-4%	N/A	N/A

Notes: *Amounts do not include ITD's 10% Cost of Administration.*

Table 4: FY2021 and FY2022 FTA Funding for Ada and Canyon Counties

	5307	5310	5339	5311	5311 (f)
FY2021 District 3 (rural)	N/A	$ 98,656	$ 770,000	$ 1,532,794	$ 306,559
FY2022 District 3 (rural)	N/A	$ 144,853	$ 880,000	$ 1,875,044	$ 375,009
Difference	N/A	$ 46,197	$ 110,000	$ 342,250	$ 68,450
% Difference	N/A	47%	14%	22%	22%
FY2021 Nampa Urbanized Area	$ 2,613,931	$ 269,180	$ 285,069	N/A	N/A
FY2022 Nampa Urbanized Area	$ 3,357,476	$ 396,913	$ 274,354	N/A	N/A
Difference	$ 743,545	$ 127,733	$ (10,715)	N/A	N/A
% Difference	28%	47%	-4%	N/A	N/A
FY2021 Large Urban (Boise TMA)	$ 4,703,312	$ 322,150	$ 531,064	N/A	N/A
FY2022 Large Urban (Boise TMA)	$ 6,052,177	$ 473,597	$ 509,208	N/A	N/A
Difference	$ 1,348,865	$ 151,447	$ (21,856)	N/A	N/A
% Difference	29%	47%	-4%	N/A	N/A

Notes: *Amounts do not include ITD's 10% Cost of Administration. 5311 and 5339 funds are suballocated based on general population. 5310 funds are suballocated based on the populations of elderly and individuals with disabilities. Small and Large Urban funds are managed by COMPASS/VRT. Rural funds are managed by ITD.*

Idaho Programs

ITD Vehicle Investment Program (VIP)

ITD's Vehicle Investment Program (VIP) provides capital funding for demand response providers to replace, rehabilitate, and purchase vehicles to support the continuation and expansion of public transportation services.

Americans with Disabilities Act (ADA) Curb Ramp Program

This state-administered program provides funding to construct new or alter existing curb ramps on the state highway system to meet ADA requirements. Accessible pedestrian infrastructure at transit locations is critical to building a system that is navigable for everyone. Funds can only be used for construction purposes. ITD currently allocates $500,000 of state funds annually for this program but will increase funds to $1 million in FY2024. Also in fiscal year 2024, ITD will open eligibility of this program to include any barrier to an accessible route on the State Highway System. This includes sidewalks, shared use paths, aprons, curb ramps, and physical obstructions.

Transportation Alternatives Program (TAP) Funding

This program provides funding for alternative transportation projects to address the needs of non-motorized users. Both infrastructure and non-infrastructure projects are eligible for this funding. COMPASS manages TAP-TMA program for the Boise Urbanized Area while ITD manages the area outside the Boise Urbanized Area.

2 | Existing Transportation Services

In the Treasure Valley, there are two types of transit services: demand response and fixed route (Figure 3).
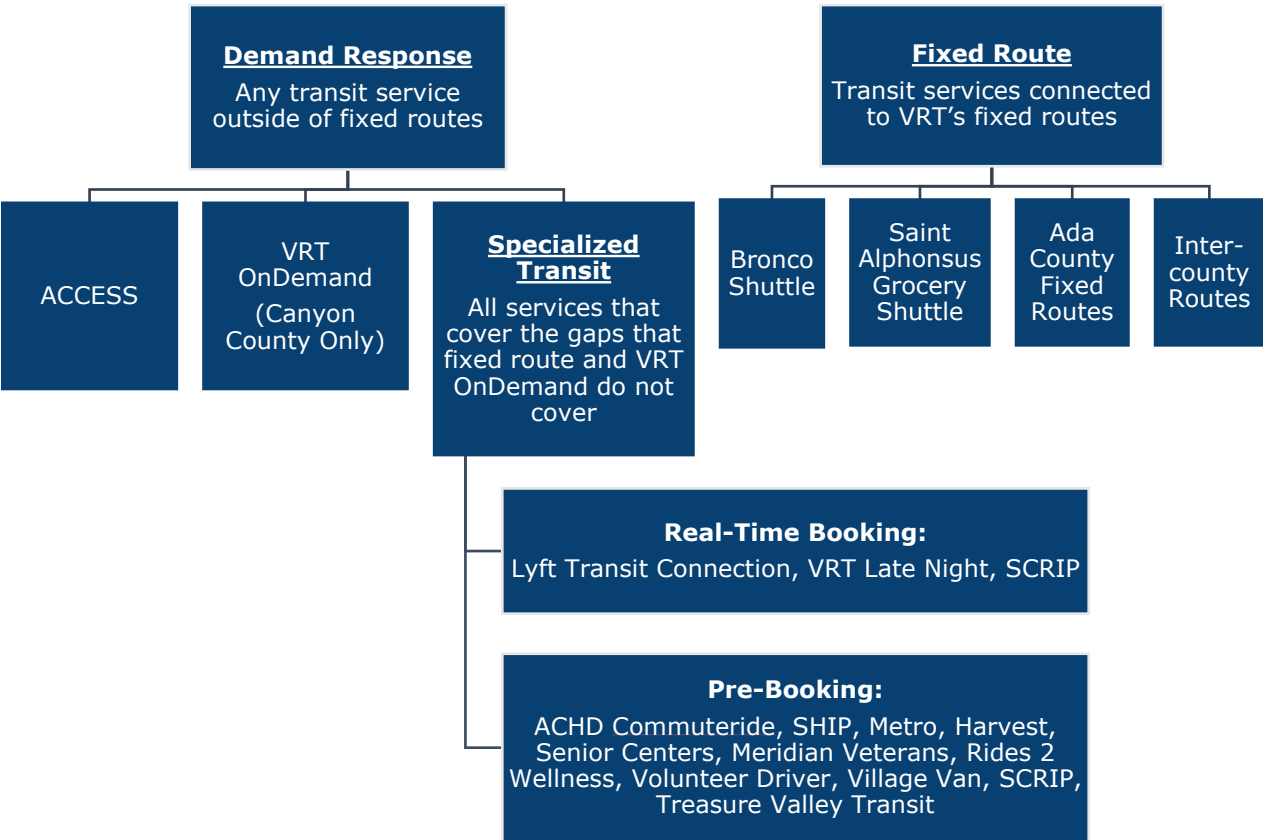
Demand Response
Any transit service outside of fixed routes

- ACCESS
- VRT OnDemand (Canyon County Only)
- **Specialized Transit**
  All services that cover the gaps that fixed route and VRT OnDemand do not cover

Fixed Route
Transit services connected to VRT's fixed routes

- Bronco Shuttle
- Saint Alphonsus Grocery Shuttle
- Ada County Fixed Routes
- Inter-county Routes

Real-Time Booking:
Lyft Transit Connection, VRT Late Night, SCRIP

Pre-Booking:
ACHD Commuteride, SHIP, Metro, Harvest, Senior Centers, Meridian Veterans, Rides 2 Wellness, Volunteer Driver, Village Van, SCRIP, Treasure Valley Transit

Figure 3: Service Types and Programs in the Treasure Valley [1]

Fixed-route services are traditional bus services with identified routes and stops. While fixed-route services are meant to be accessible and available for all populations, specialized transportation plays a critical role in filling gaps where fixed-route transportation services are "insufficient, inappropriate, or unavailable".[xxii] Specialized transportation services often require riders to pre-book their rides; however, some specialized services operate more like taxi services where riders can request a ride in real-time. Specialized transportation services that use real-time booking should not be confused with VRT's OnDemand bus service.

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[1] These programs are described in detail on pages 18 through 32.

VRT OnDemand operates using fixed routes and fixed-route buses and thus does not serve populations for whom fixed-route transit is not a viable option.

This plan recognizes that people want to travel in the most efficient and effective way possible. Thus, people may use either demand-response or fixed route services, or a combination of both. To meet the needs of target populations of this plan, coordination of funding and all transportation services in the region is critical.

This chapter describes the existing transportation services in Ada and Canyon Counties including their geographic boundaries, eligibility requirements, and availability. Information in this chapter was used to identify and contextualize gaps in service provision for underserved populations in the region.

Regional Transportation Authority

VRT is the regional public transportation authority for Ada and Canyon Counties and is the primary transit provider. It directly operates or hires contractors to operate local and express buses as well as specialized transportation services throughout the region.

The VRT system serves more than 600 bus stops, with 18 Ada County fixed bus routes, 4 intercounty routes, and OnDemand service in Canyon County (Figure 4). There are three transit centers: Main Street Station and the Towne Square Mall Transit Center in Ada County and the Happy Day Transit Center in Canyon County. All transit centers are built to ADA standards.

Ada County bus routes run six days per week, intercounty routes run five days per week, and Canyon County OnDemand service runs five days per week. Annual ridership was 1,213,678[xxiii] in FY2019 and 1,057,283[xxiv] in FY2020. FY2020 ridership levels were severely impacted by the COVID-19 pandemic. As pandemic restrictions subside, ridership is expected to return to pre-COVID levels.
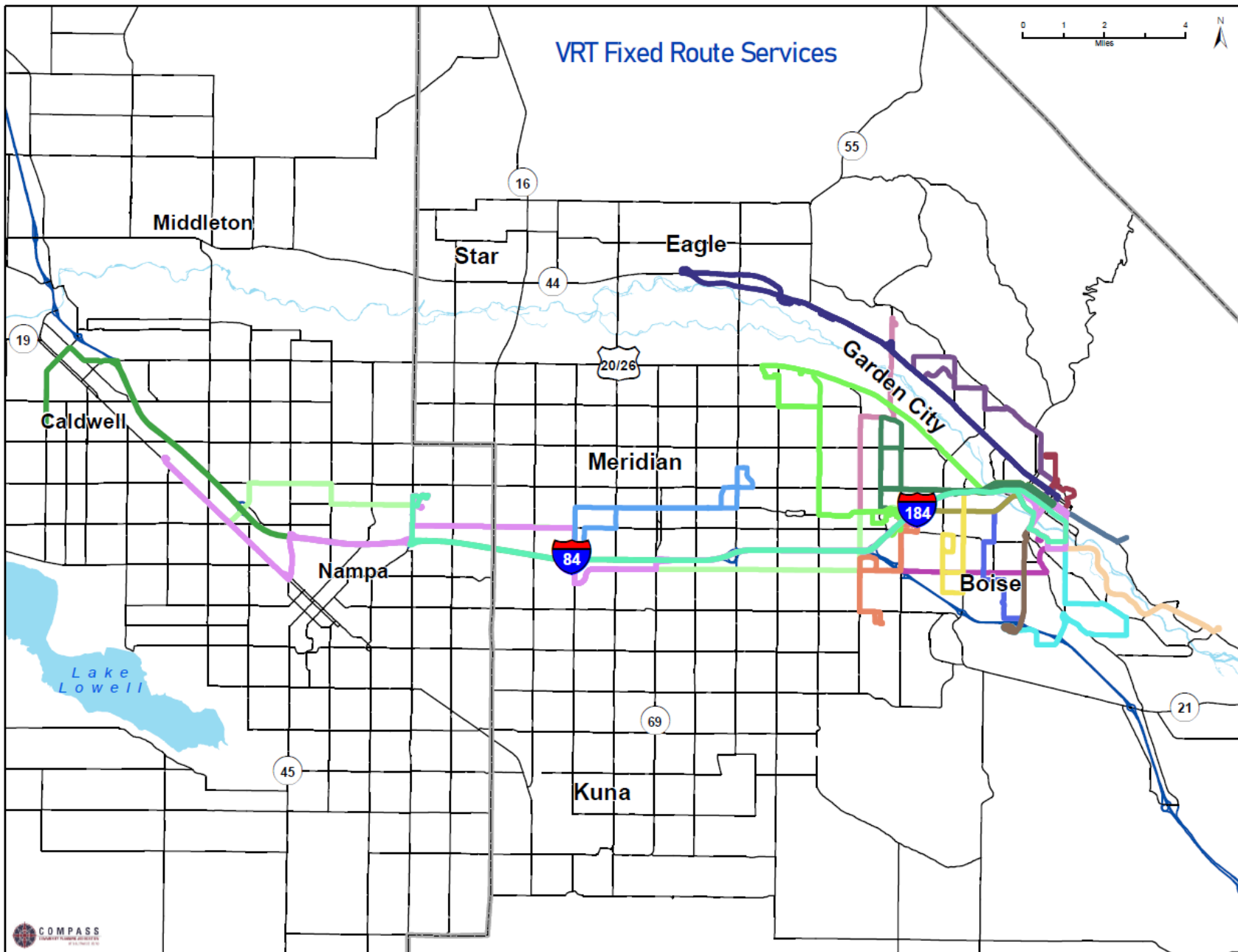
Figure 4: 2022 Valley Regional Transit Fixed-Route Services (map does not include OnDemand bus service area)

To fill gaps in service, VRT implemented the following programs:

- **VRT Late Night**: Qualified low-income residents can get $3 Lyft rides from 9pm to 6am (hours outside of public bus service). Costs that exceed $23 are the rider's responsibility. Riders are qualified by first verifying their income then receiving a promotional code (Figure 5).
- **Lyft Transit Connections**: Riders may travel to a VRT bus stop via Lyft for $2. Costs that exceed $8 are the rider's responsibility. This service is only available in a portion of Garden City and Boise (Figure 5).

Figure 5: Valley Regional Transit Additional Services

Specialized Transportation

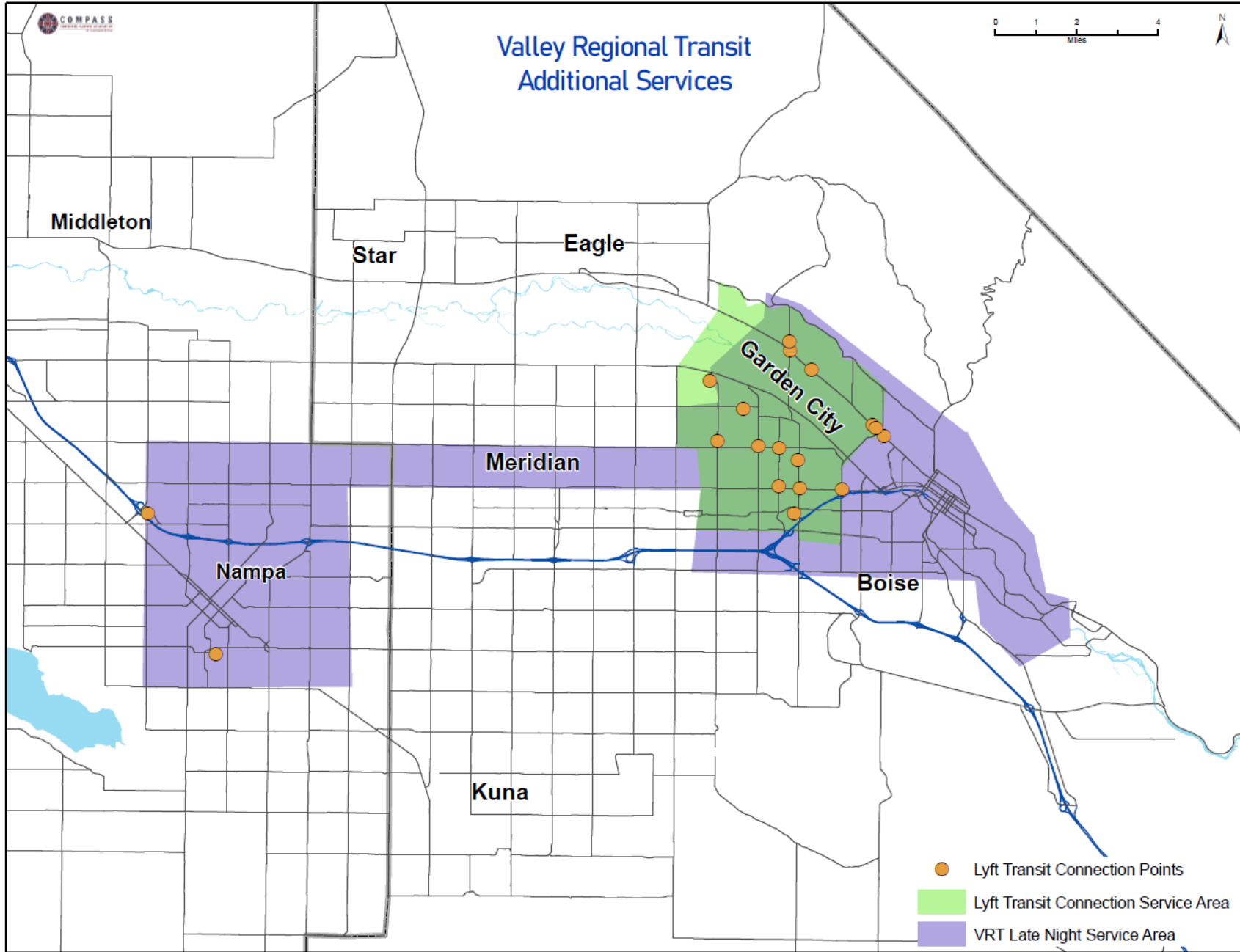VRT use a portion of 5310 funds to contract with private companies or non-profits to "acquire" service. These programs are called Acquisition of Service (AOS) programs. AOS programs are included under the service category of "specialized transportation" service, which seeks to fill gaps that are not addressed by fixed route or other demand-response services like ACCESS and OnDemand services. The primary objective of specialized transportation is to optimize financial, human, technical, and equipment resources and expand access to transportation for vulnerable populations. Over the years, those programs have evolved into services for older adults, persons with disabilities, veterans, refugees, and populations with low incomes. Many specialized services provide non-emergency medical transport (NEMT) (Figure 6). More information on VRT's specialized transportation programs is included in Appendix A.

While services are provided through independent service providers, VRT assists with training, insurance, coordination, and grant application activities. Annual ridership for specialized transportation programs peaked in FY2019 at 87,502 annual boardings. During COVID-19 many programs suspended service and ridership fell to under 60,000 in FY2020.

Most specialized service trips are clustered around fixed routes, with a smattering of trips provided in outer lying areas. The location where trips are requested (trip origins) and where riders want to go (trip destinations) do not significantly differ (Figure 7 and Figure 8). Some trips fall outside the service area and point to a growing need for service boundaries to extend to those areas. For example, the City of Middleton does not fall inside the service boundaries, but there is a relatively high number of rides provided to residents in the city.
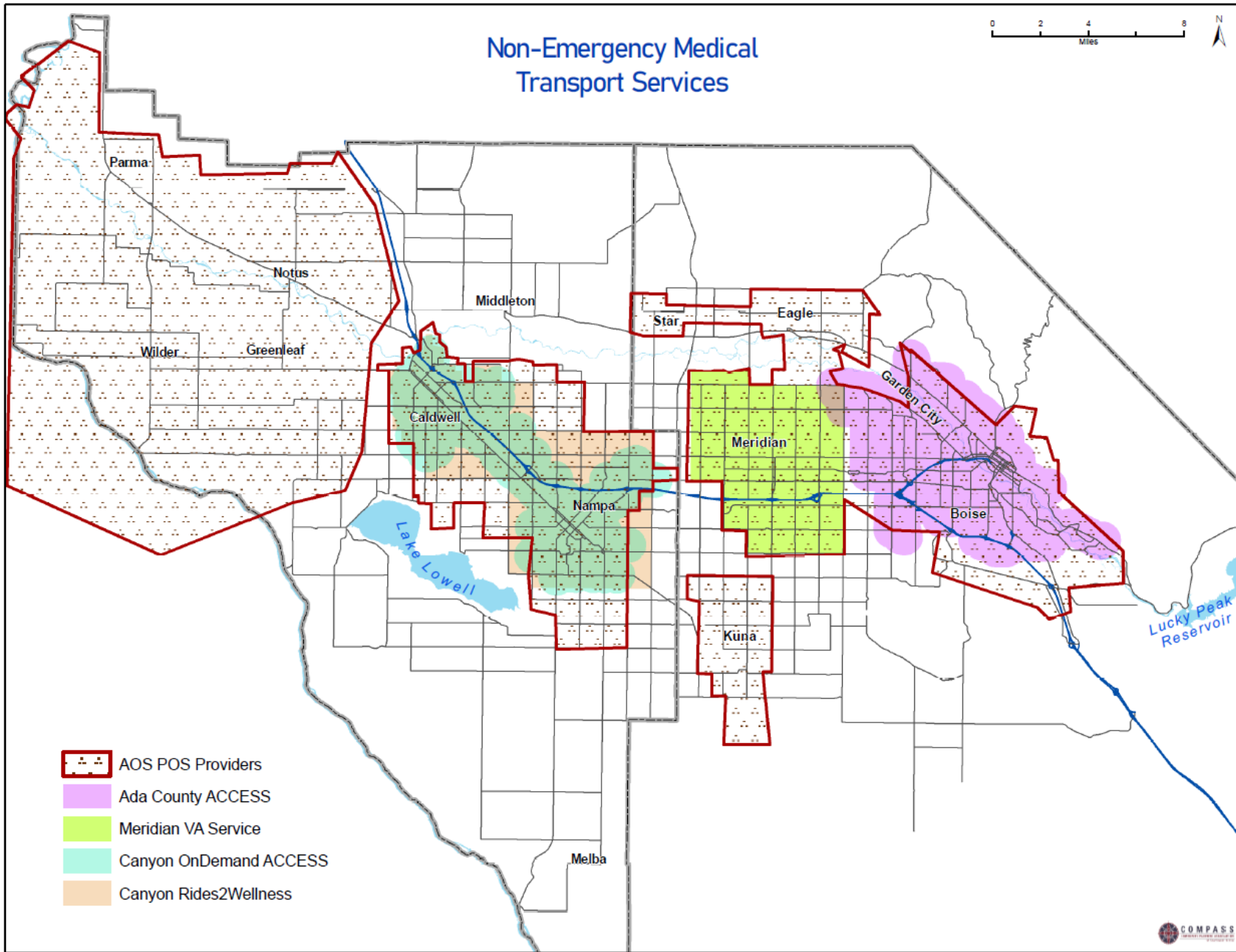
Figure 6: Non-Emergency Medical Transport Service Area
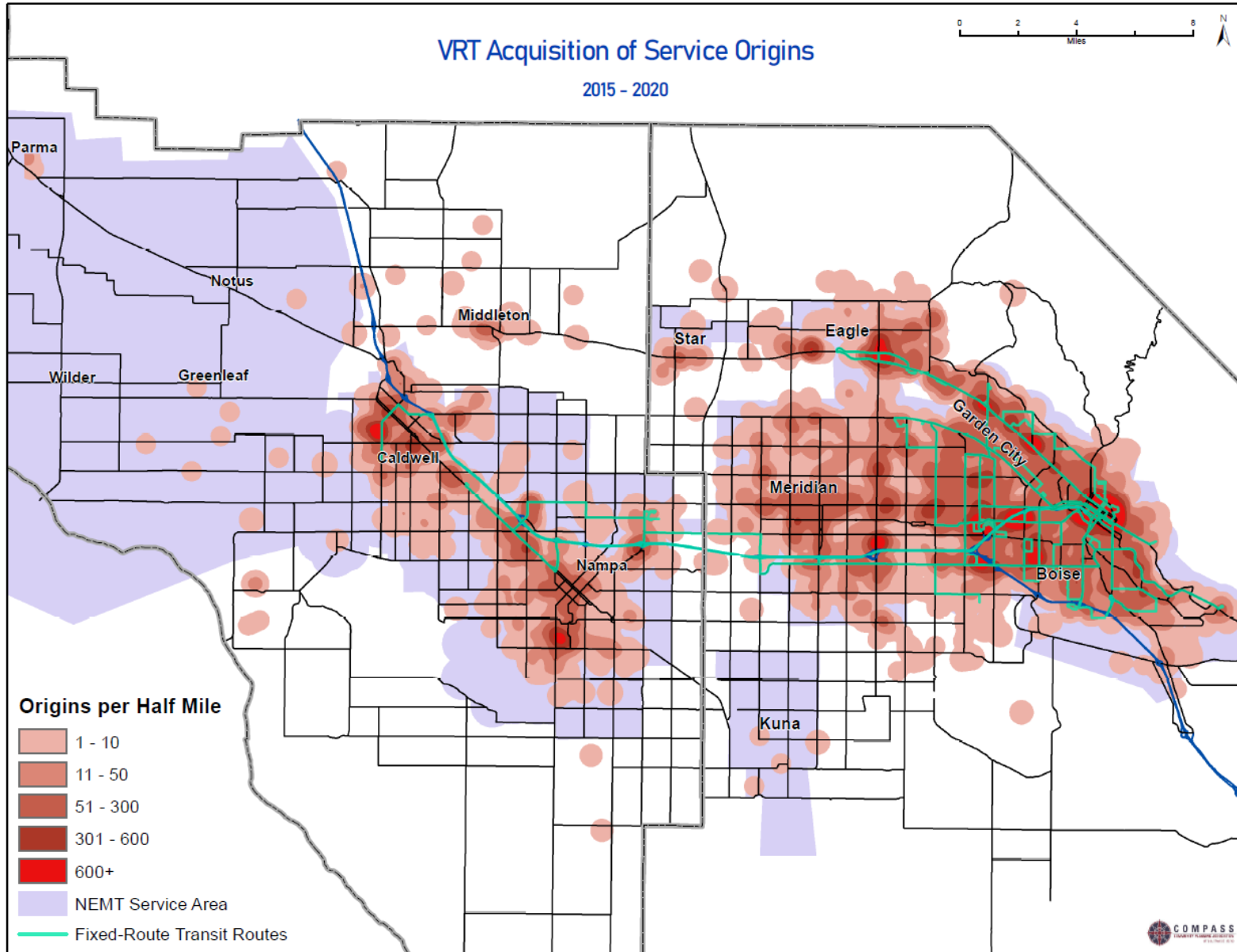
Figure 7: Valley Regional Transit Acquisition of Service Trip Origins, 2015-2020

NEMT service area (purple) shows the combined service areas of Parma, Eagle, Meridian, Star, and Kuna Senior Centers as well as SHIP, Metro, and Harvest transit services, Ada County ACCESS, Canyon County OnDemand, Canyon County ACCESS, Canyon County Rides to Wellness, and VRT Late Night (detailed description of programs below).
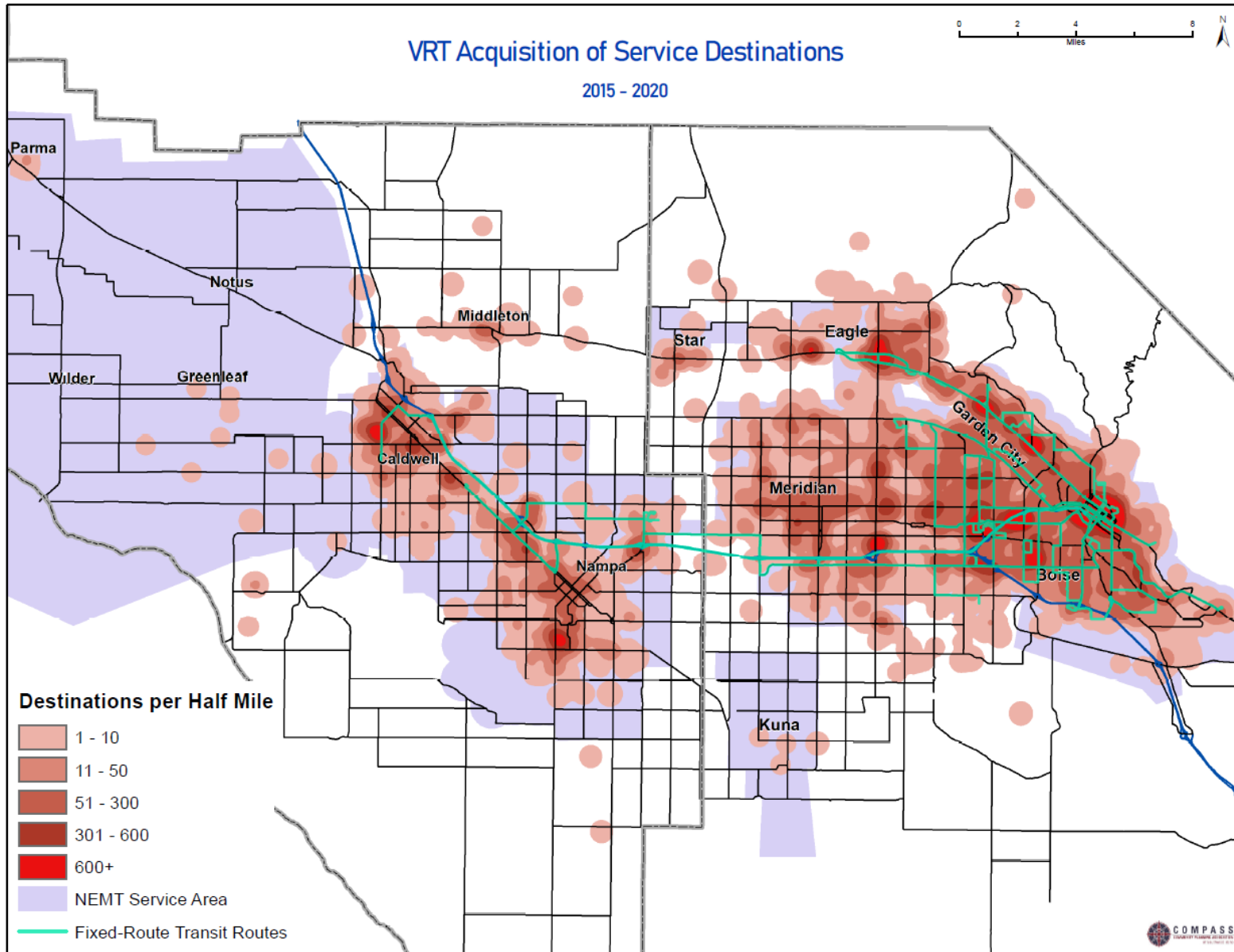
Figure 8: Valley Regional Transit Acquisition of Service Trip Destinations, 2015-2020

NEMT service area (purple) shows the combined service areas of Parma, Eagle, Meridian, Star, and Kuna Senior Centers as well as SHIP, Metro, and Harvest transit services, Ada County ACCESS, Canyon County OnDemand, Canyon County ACCESS, Canyon County Rides to Wellness, and VRT Late Night (detailed description of programs below).

Senior Center-Contracted Shuttle Services:

Senior centers contract with VRT for use of their accessible and non-accessible vehicles as well as support services. The following senior centers have active contracts with VRT:

- **Eagle Community and Senior Center**: Free rides are available 9:00am – 5:00pm Monday - Friday for seniors and persons with disabilities within the Eagle city limits. Four (three accessible) vehicles.
- **Kuna Senior Center**: Free rides are available upon request Monday - Friday for members and others in the area. One accessible vehicle.
- **Meridian Senior Center**: Free rides are available upon request Monday - Friday for mainly members of the senior center. One accessible vehicle.
- **Parma Area Senior Center**: Free rides are available 8:00am– 2:00pm Monday - Friday for seniors and persons with disabilities in the Cities of Parma, Notus, Wilder, Homedale, and surrounding rural areas. One accessible vehicle.
- **Star Senior Center**: Free rides are available upon request Tuesday - Friday for members and others in the Star/Eagle area. One accessible vehicle.

Non-profit-Contracted Shuttle Services:

Non-profits contract with VRT for use of their accessible and non-accessible vehicles as well as support services. The following non-profits have active contracts with VRT:

- **Harvest Transit:** Free rides are available 9:00am – 3:00pm Monday - Saturday for seniors and persons with disabilities within the city limits of Meridian. Three accessible vehicles.
- **Metro Community Services:** Free rides are available 6:00am– 5:00pm Monday - Friday for seniors and persons with disabilities within the Cities of Caldwell, Nampa, and Middleton. Rides for residents in smaller communities in Canyon County are available upon request. Five (two accessible) vehicles.
- **Supportive Housing and Innovative Partnerships (SHIP):** Free rides are available 7:00am – 6:00pm Monday - Friday for seniors, persons with disabilities, and veterans within the city limits of Boise. Four (three accessible) vehicles.

Non-profit Service Providers

- **Treasure Valley Transit (TVT) Services:** TVT is a non-profit service provider for Medical Transportation Management (MTM) (see "public-private partnerships," below, for more on MTM). Services are only available in Canyon County. Rides are free for Medicaid participants, but all other riders are charged per mile. TVT coordinates with VRT on service provision.

- **Grocery Store Shuttle:** The Boise Rescue Mission, St. Luke's Health System, and Saint Alphonsus Health System support a free shuttle to WinCo and Walmart grocery stores each Saturday in the City of Nampa. The program has been running since February 2018. VRT stores the shuttles used for this service at the Happy Day Transit Center.
- **Saint Alphonsus Mercy Express Van:** Saint Alphonsus operates a free transportation service for Nampa area residents to and from Nampa medical clinics only. Riders need to call 48 hours in advance.

Public-Private Partnerships

Both the Idaho Department of Health and Welfare and VRT use public-private partnerships to provide NEMT services.

- **MTM** is a private company that acts as Idaho's NEMT broker. Medicaid participants set up appointments through MTM who, in turn, subcontracts with service providers.
- **Rides 2 Wellness** is a curb-to-curb transportation service for residents in Ada and Canyon Counties to get to and from medical appointments. Riders must book their rides through VRT who, in turn, schedules the ride with an available private provider. Rides 2 Wellness is a public/private collaborative between NEMT service companies, VRT, and participating hospitals (currently St. Luke's, Saint Alphonsus, and Saltzer Medical). Funding comes from VRT, participating hospitals/clinics, and federal grants. Hours of operation are 7:30am - 6:00pm weekdays.

Private Providers

Many private companies operate emergency and NEMT in the region. Only private companies that partner with public agencies to provide services are listed in this plan. In 2022, VRT maintained contracts with the following companies:

- Trinity Transport
- Your Best Now
- All City Transport

Municipal Services

Some cities have invested tax dollars into providing transportation options for elderly or disabled individuals within their city boundaries. Services include:

- **ACCESS:** VRT operates a curb-to-curb paratransit service for those who are unable to use the VRT fixed-route and on-demand bus systems due to a disability. Stop locations must be within ¾ mile of a VRT fixed route. The service is funded with tax dollars from the Cities of Boise, Garden City, Nampa, and Caldwell; therefore, only residents with disabilities from those

cities can use this service. Trips cost $3 and are available Monday - Saturday in Boise/Garden City and Monday - Friday in Nampa/Caldwell.

- **SCRIP:** SCRIP is a subsidized taxi service, only available in the City of Boise. Anyone age 15 or older with a permanent disability is eligible to buy six rides for $42.
- **Meridian VA Shuttle:** The Meridian Veterans Shuttle is a curb-to-curb transportation service for veterans living in the City of Meridian to get to and from appointments at the Boise Veterans Medical Center. Trips are free and are available Monday - Friday from 7:00am to 5:30pm.

Volunteer Services

Volunteer services use qualified volunteer drivers to provide services to individuals in need of transportation. There are two volunteer driver programs in the region:

- **VRT Volunteer Driver Program:** Certified volunteer drivers give rides to older adults and persons with disabilities. Rides cost $5 per 12-mile segment and $0.50 per additional mile. Trips are available 24/7, but contingent upon driver availability.
- **Disabled American Vets Transport:** Volunteers provide free rides for veterans. The service is based at the Boise Veterans Medical Center and operates Monday - Friday in the City of Boise and Monday – Wednesday in the City of Nampa. The service stops taking requests at 1:00pm each day.

Refugee Services

One local non-profit agency and VRT operate programs designed to provide refugees transport to essential services.

- **Agency for New Americans:** Volunteers provide rides for newly arrived refugees for up to two weeks when they first arrive in Idaho
- **Village Van**: Employers contract with VRT to provide low-income individuals and refugees access to jobs. It operates in Ada County seven days a week.

Commuter Services

Rideshare/Vanpool

Two public agencies provide rideshare services in the Treasure Valley.

- **Boise State Carpool**: Boise State University students can purchase a carpool parking pass for $320 annually. This pass is only applicable for one vehicle. Benefits include a discounted parking fee and access to designated carpool parking stalls. To qualify for the carpool permit, students must have relatively similar class schedules.
- **ACHD Commuteride**: Ada County Highway District (ACHD) manages and operates the Commuteride program. Commuteride provides rideshare services and works with employers and commuters to reduce vehicle trips in

Ada County. ACHD Commuteride's Club Red Vanpool Program provides vanpool transportation for commuters across the Treasure Valley. Commuteride's vanpool route serve multiple employment areas including Downtown Boise, South Boise, Bogus Basin Recreation Area, and the region's military bases.

- o **Club Red Vanpool**: Five or more people with a similar commute create a vanpool with a volunteer driver. Vanpool participants pay a monthly fixed rate based on their van's daily round-trip miles and the average number of days commuting per month. Many employers subsidize the cost of vanpooling as part of their transportation benefit program.

Transportation Management Association

CityGo is the Transportation Management Association for downtown Boise. It provides discounted group rates and incentives to its members; as well as helps coordinate public transportation services.

- **City Go Wallet:** An integrated fare system for VRT, ACHD Commuteride, and other public transit services.
- **Member Services:** Discounted vanpool rates, bike rental rates, and parking passes to incentivize smart commute practices in downtown Boise.
- **Corporate Member Program:** A personalized transit package for employees of member companies.

Park and Ride

There are 15 designated park and ride locations in Ada and Canyon Counties that support ridesharing and transit access. With the exception of the Elder Street Park and Ride, all parking is provided for free to commuters. Locations are managed by ACHD Commuteride, ITD, VRT, and others. In 2021, the *COMPASS Regional Park and Ride Study[xxv]* analyzed existing park and ride locations and identified potential for expanded connections (Figure 9).
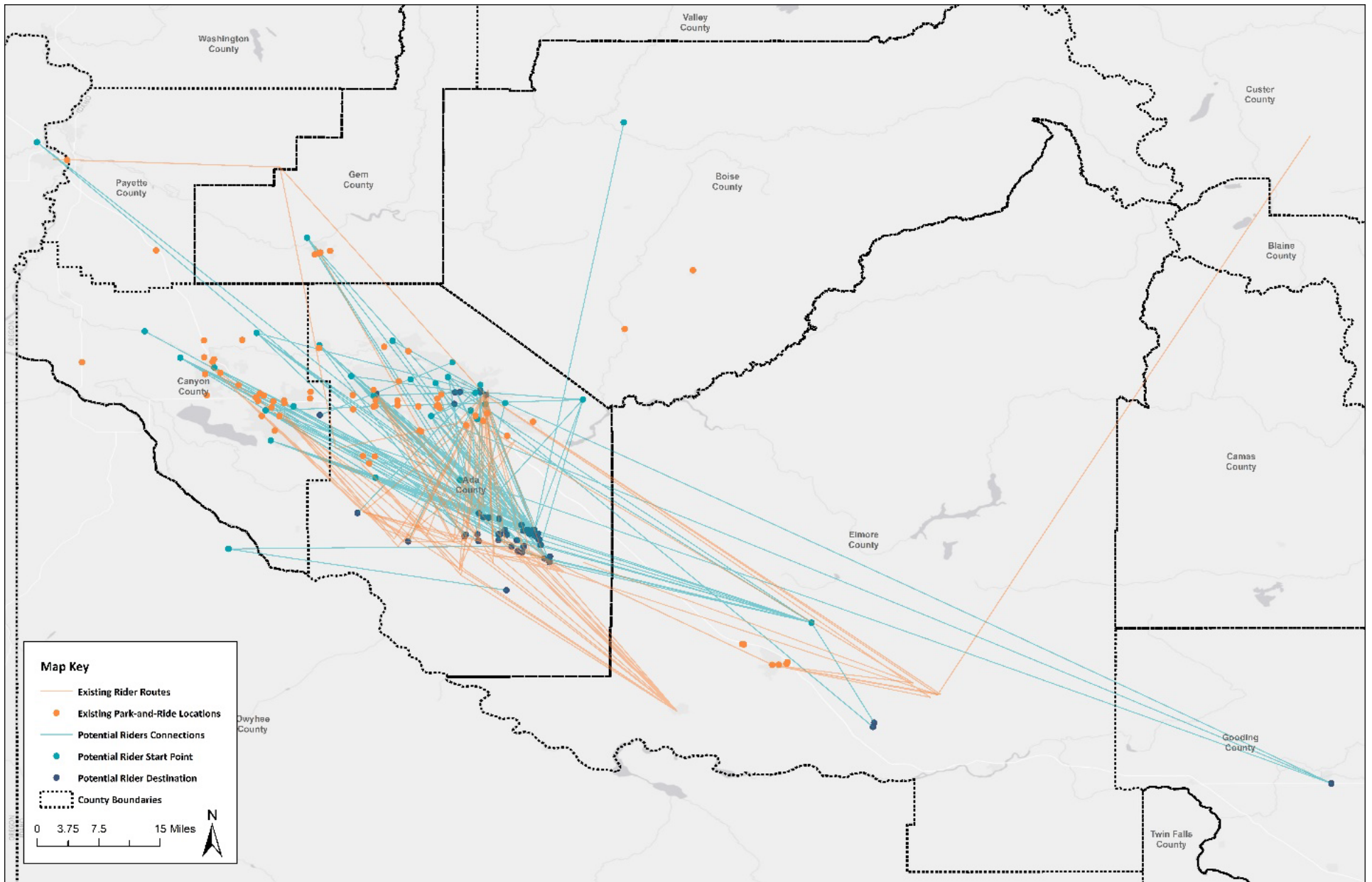
Figure 9: Existing (2021) Park and Ride Locations with Existing and Potential Routes

Schools/Educational Institutions

Education-focused transportation services in Ada and Canyon Counties include both independent and school-contracted operators.

Independent Operators

- **Boise State University** provides the Bronco Shuttle, a loop shuttle service on the Boise State University campus, as well as a carpool matching program and promotion of other transportation alternatives such as bicycling, car-sharing (through the private company Zipcar), and public transit. The university also provides a guaranteed ride home program.
- **Kuna School District, Melba School District, Notus School District**, and **Parma School District** operate their own bus service for students in the Parma School District.

School-Contracted Operators

- **Boise Shuttle Service** is a private operator that operates a loop route on the Boise State University campus.
- **Brown Bus Company** is a private school bus operator that services the Nampa, Vallivue, and Wilder School Districts as well as various charter schools.
- **Cascade Student Transportation** is a private school bus operator that services the West Ada School District.
- **Caldwell Transportation** is a private school bus operator that services the Caldwell and Middleton School Districts as well as various charter schools.
- **Durham School Services** is a private school bus operator that services the Boise Independent School District.

Long-Distance Transit Operators

Five for-profit inter-city bus carriers serve the Treasure Valley.

- **Greyhound** stops in Boise and Nampa on its route between Portland, OR, and Salt Lake City, UT. The Greyhound route makes two round trips per day. ADA equipped vehicles are available upon request.
- **Northwestern Stage Lines** provides services between Boise and Coeur d'Alene. This Northwestern Stage Lines route makes one round trip daily. ADA equipped vehicles are available upon request.
- **Salt Lake Express** operates service from the Boise Airport to Idaho Falls and Salt Lake City, UT. This route makes two round trips per day, and also stops in Mountain Home. ADA equipped vehicles are available upon request.
- **Caldwell Transportation Company** offers rental transportation service for large groups and events, such as holiday events, corporate charters, Idaho Wine Tours, and large event/conference shuttles. Vehicle types available

include school buses, shuttle vans, and motor coaches. ADA equipped vehicles are available upon request.

- **Sun Valley Express** is a designated route run by Caldwell Transportation Company that provides services between the Boise Airport and Sun Valley. The Sun Valley Express makes one round trip daily. ADA equipped vehicles are available upon request.

Taxi/Rideshare Companies

Approximately 20 providers of taxi services served Ada and Canyon Counties in 2021, down from approximately 40 in 2014. The decline of taxi services is largely due to the growing popularity of rideshare services. Rideshare services match passengers with drivers who work as contractors for the rideshare company and charge a fee to transport passengers. Two well-known rideshare companies operating in the Treasure Valley are Uber and Lyft.

Lyft currently works with VRT through the VRT Late Night and Lyft Transit Connections program.

3 | Demographic Changes

The Treasure Valley is one of the fastest growing areas in the nation. As the region grows, the need for expanded public transportation services for underserved populations is also growing. This section identifies demographic changes of target populations in Ada and Canyon Counties from 2010-2019. This information is critical in analyzing potential growth in demand for public transportation. Information in this chapter is summarized in Part I, Existing Conditions. All data cited in this section is from the 2010 and 2019 American Communities Survey (ACS).[xxvi] At the time this report was written, 2019 ACS data were the most recent data available.
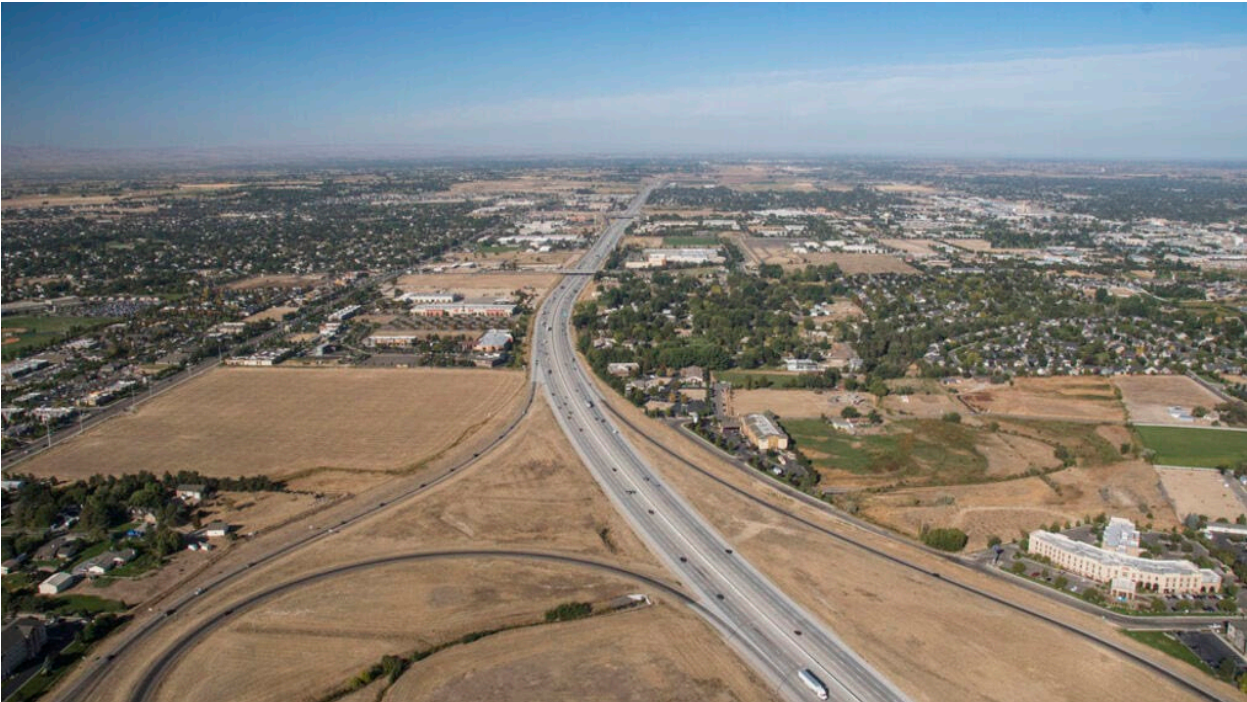
Figure 10: Aerial view of the Treasure Valley. Photo Credit: [CBS2 Idaho News](#).

Population Growth

Ada County is the most populous county in Idaho with 481,587 people in 2019. Similarly, Canyon County is the second-most populous county in Idaho with 229,849 people. Together, in 2019 the two-county region had an estimated population of 711,436.

The region has experienced significant population growth over the last nine years. From 2010-2019, population grew in Ada County by 22% and Canyon County by 21% (Table 5).

Table 5: Total Population (2010-2019)

	Ada	Canyon	Region
2010	393,531	189,428	582,959
2019	481,587	229,849	711,436
9-year change	88,056	40,421	128,477
9-year % change	22.4%	21.3%	22.0%

Source: ACS 2010, 2019 1-year Estimates

Population density shows the areas that are most likely to need transportation services. In the Treasure Valley, population is concentrated in city centers, but there are also large swaths of medium density areas throughout the region (Figure 10). The population of Ada County is relatively concentrated, while Canyon County's population is more widely dispersed. To show relative population densities, COMPASS traffic analysis zones are used instead of census blocks.
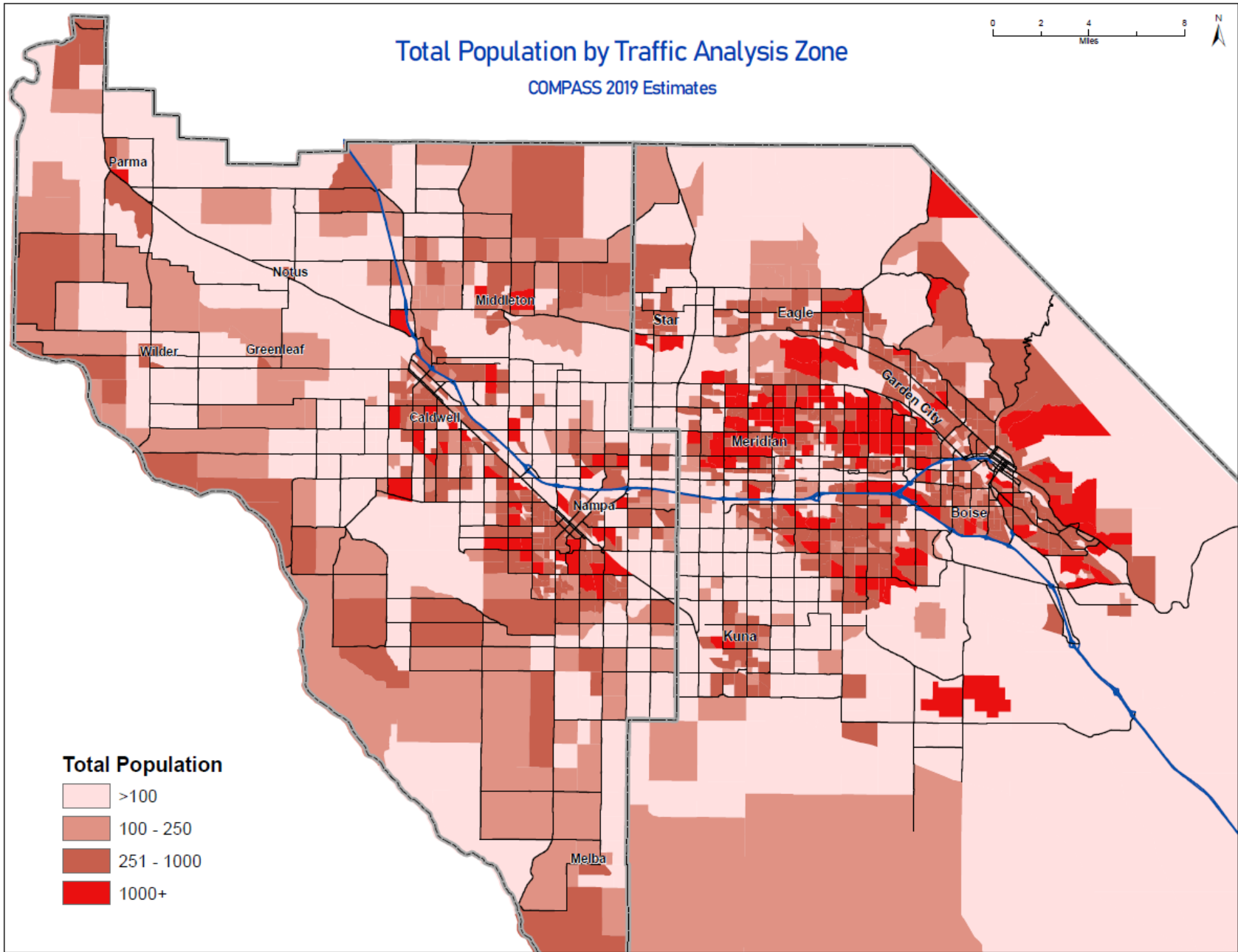
Figure 11: Total Population by COMPASS Traffic Analysis Zones

Disability

A disability may cause an individual to have some level of transportation dependency. From 2010-2019, the overall population of individuals with disabilities increased from 10% of the total population (62,055) to 12% (87,318); or by 25,263 people ages 5 and above (Table 6).

Region-wide, the number of individuals with disabilities has increased, with the biggest gains in the 65+ year old population. Ada County has more seniors with disabilities (20,388) than Canyon County (15,040).

From 2010-2019, the share of older adults (65+) with a disability grew faster in Canyon County (90%) than Ada County (42%) (Table 6). This means that this population more than doubled in Canyon County.

Ada County saw lower rates of growth for older individuals with disabilities, but also saw fairly high growth in the number of younger (18-64) low-income individuals with a disability.

Table 6: Population of Individuals with Disabilities

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	2,884	18,991	14,400	2,967	14,917	7,896	5,851	33,908	22,296
% total population	4%	8%	34%	7%	14%	38%	5%	9%	35%
2019	3,350	26,722	20,388	3,216	18,602	15,040	6,566	45,324	35,428
% total population	4%	9%	9%	7%	14%	46%	5%	11%	34%
9-year total change (#)	466	7,731	5,988	249	3,685	7,144	715	11,416	13,132
9-year total change (%)	16%	41%	42%	8%	25%	90%	12%	34%	59%

Source: ACS 2010, 2019 1-year Estimates

Across the region, the percentage of persons with disabilities living in poverty decreased. However, the number and percentage of younger low-income individuals with disabilities increased in Ada County while the number and percent older low-income individuals with disabilities in Canyon County increased (Table 7).

Table 7: Population of Individuals with Disabilities Living in Poverty

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	548	5,173	3,896	737	4,848	706	1,285	10,021	13,917
% disabled population in poverty	19%	27%	27%	25%	32%	9%	22%	30%	62%
2019	361	7,435	1,552	325	3,932	1,263	686	11,367	12,919
% disabled population in poverty	11%	28%	8%	10%	21%	8%	10%	25%	36%
9-year total change	-187	2,262	-2,344	-412	-916	557	-599	1,346	-998
9-year total % change	-34%	44%	-60%	-56%	-19%	79%	-47%	13%	-7%

Source: ACS 2010, 2019 1-year Estimates

Relative to total population, a high number of persons with disabilities live in rural areas without many public transportation options (Figure 12).
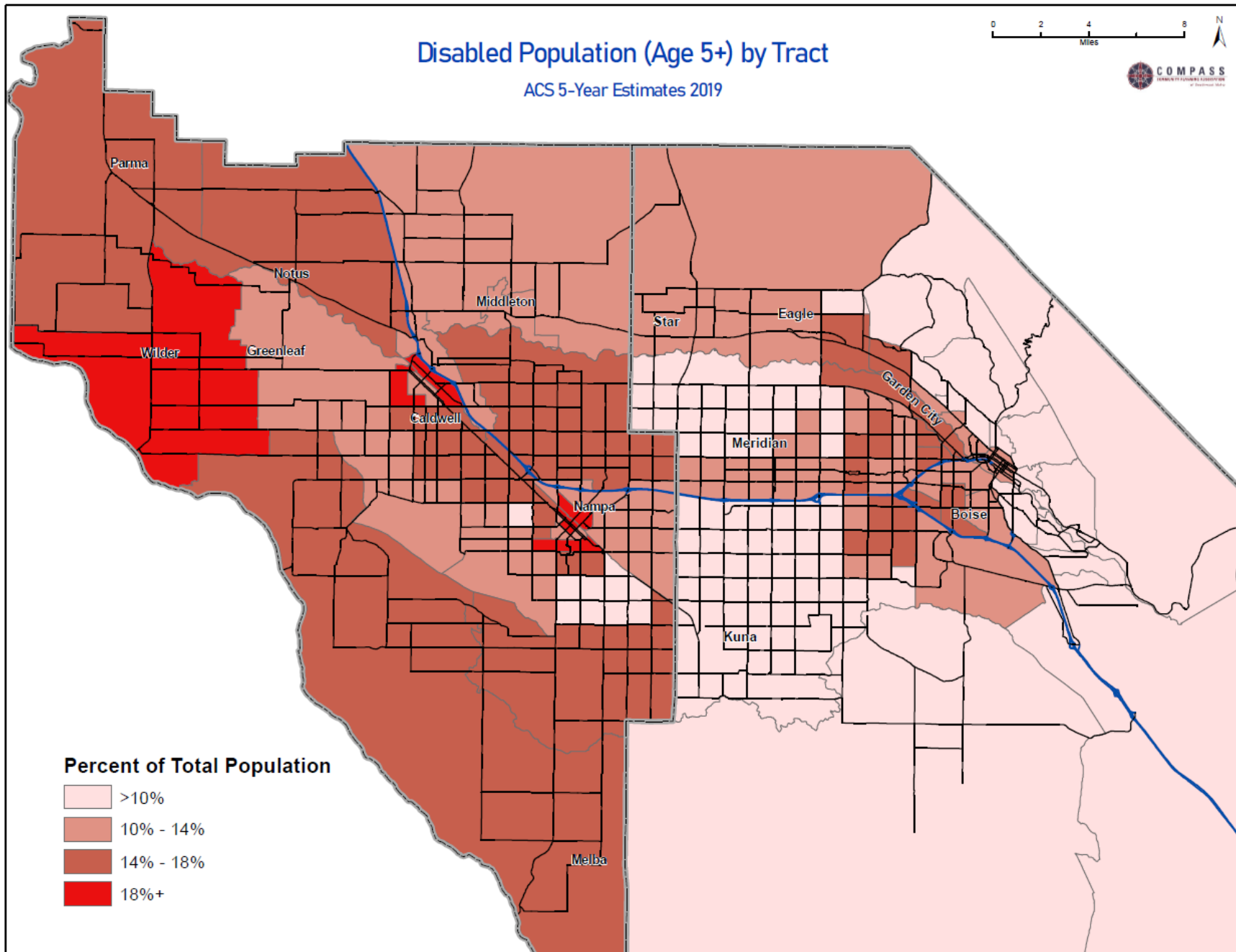
Disabled Population (Age 5+) by Tract
ACS 5-Year Estimates 2019

Percent of Total Population
- >10%
- 10% - 14%
- 14% - 18%
- 18%+

Figure 12: Percent of Population with a Disability

The increasing number of people with disabilities in the Treasure Valley highlights a growing need for accessible public transportation options. Additionally, some seniors may not be "disabled," but still have trouble driving. The combined growth of populations of older adults and individuals with disabilities has implications for changes and expansions of the Treasure Valley's transportation system.

Limited English Proficiency

From 2010-2019, the total number of individuals who speak English less than "very well" decreased from 12,618 to 10,733, a region-wide decrease of about 1,885 people. However, older persons who speak English "not well" or "not at all" increased from 2010-2019 (Table 6). This population is partially made up of resettled refugees. From 2010-2020, there were 2,720 refugees resettled in the region[2].

Table 8: Population who speaks English "not well" or "not at all"

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	880	3,066	705	663	6,813	491	1,543	9,879	1,196
2019	293	2,792	869	480	5,426	873	773	8,218	1,742
9-year total change	-587	-274	164	-183	-1387	382	-770	-1661	546
9-year total % change	-67%	-9%	23%	-28%	-20%	78%	-50%	-17%	46%

Source: ACS 2010, 2019 5-year Estimates

While the population who speak English "not well" or "not at all" is relatively small, they may have a high reliance on public transportation since it may be difficult for this population to receive a driver's license or purchase a vehicle.

Low Income

FTA defines a low-income person as one whose household income is at or below the poverty guidelines set by the Department of Health and Human Services. The 2021 federal poverty estimates for the nation range from $12,880 for a one-person household to $44,660 for an eight-person household[xxvii].

Older adults are the only population group that increased in total number and percent of population in poverty. The percent growth of low-income older adults was especially high in Canyon County at 79% growth over the last 9-years. However, Ada County still has about twice the number of low-income older adults as Canyon County (Figure 13).

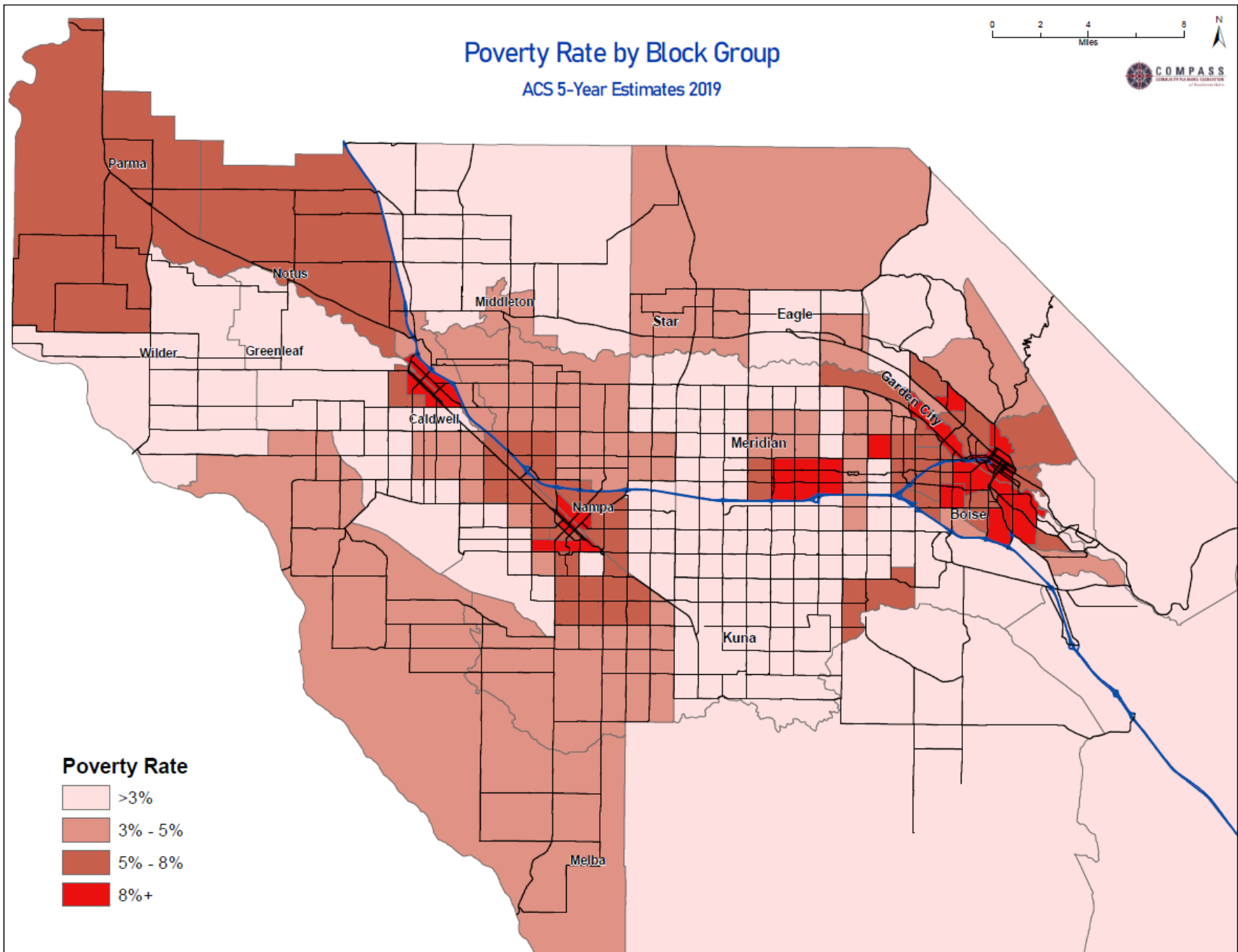[2] Data is from staff at the Idaho Office for Refugees.

Figure 13: Poverty Rate by Block Group, ACS 5-year Estimates 2019

From 2010-2019, older adults in poverty increased by 856 people (Table 9). Most of the gains occurred in Canyon County whose population of low-income older adults increased by 79%. That said, the total number of older adults in poverty is still much higher in Ada County (3,736) than Canyon County (1,849).

Table 9: Population in Poverty

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	10,764	31,481	3,697	11,249	20,933	1,032	22,013	52,414	4,729
% age group in poverty	14.1%	12.7%	8.8%	27.2%	19.0%	5.0%	18.7%	14.7%	7.5%
2019	8,694	29,911	3,736	3,579	12,411	1,849	12,273	42,322	5,585
% age group in poverty	10.3%	10.0%	5.2%	7.5%	9.3%	5.7%	9.3%	9.8%	5.4%
9-year total change (#)	-2,070	-1,570	39	-7,670	-8,522	817	-9,740	-10,092	856
9-year total change (%)	-19%	-5%	1%	-68%	-41%	79%	-44%	-19%	18%

Source: ACS 2010, 2019 1-year Estimates

When all adults in poverty ages 18-65+ are included, there are about 47,900 low-income adults in the Treasure Valley who may struggle to keep vehicles operational and fueled and thus, may be more reliant upon public transportation options. Low-income people ages 5-17 may also rely on public transportation options to travel, especially if their caretakers do not have access to transportation. When this population is added to the low-income adult population, the number of residents who have a higher likelihood of relying on transportation options outside of auto increases to 60,180 in 2019.

Finally, while many older adults may be above federal poverty income thresholds, some still struggle with modest fixed incomes that can impact their transportation choices.

Older Adults (65+)

FTA guidance defines a senior as an individual who is 65 years old or older. Older adults may have trouble driving and, in some cases, cease driving altogether.

Older adults in the region are growing in both number and share of population. From 2010-2019 the 65+ year old population increased from 62,945 people to 104,186 people. The 65+ year old age group now makes up 15% of the total population (Table 10). In Ada County the 65+ year old population grew by 70%. Canyon County grew at a slightly slower rate of 57%.

Table 10: Population by Age Group (2010-2019)

	Ada			Canyon			Region		
	5-17	18-64	65+	5-17	18-64	65+	5-17	18-64	65+
2010	76,345	247,531	42,108	41,295	110,058	20,837	117,640	357,589	62,945
% total population	19%	63%	11%	22%	58%	11%	20%	61%	11%
2019	84,474	298,325	71,534	47,886	132,997	32,652	132,360	431,322	104,186
% total population	18%	62%	15%	21%	58%	14%	19%	61%	15%
9-year total change (#)	8,129	50,794	29,426	6,591	22,939	11,815	14,720	73,733	41,241
9-year total change (%)	11%	21%	70%	16%	21%	57%	13%	21%	66%

Source: ACS 2010, 2019 1-year Estimates

In both Ada and Canyon Counties, there are high concentrations of older adults living in low-density rural areas without significant public transportation options (Figure 14).

65+ Population by Block Group

ACS 5-Year Estimates 2019

Percent of Total Population
- >10%
- 10% - 15%
- 15% - 20%
- 20%+
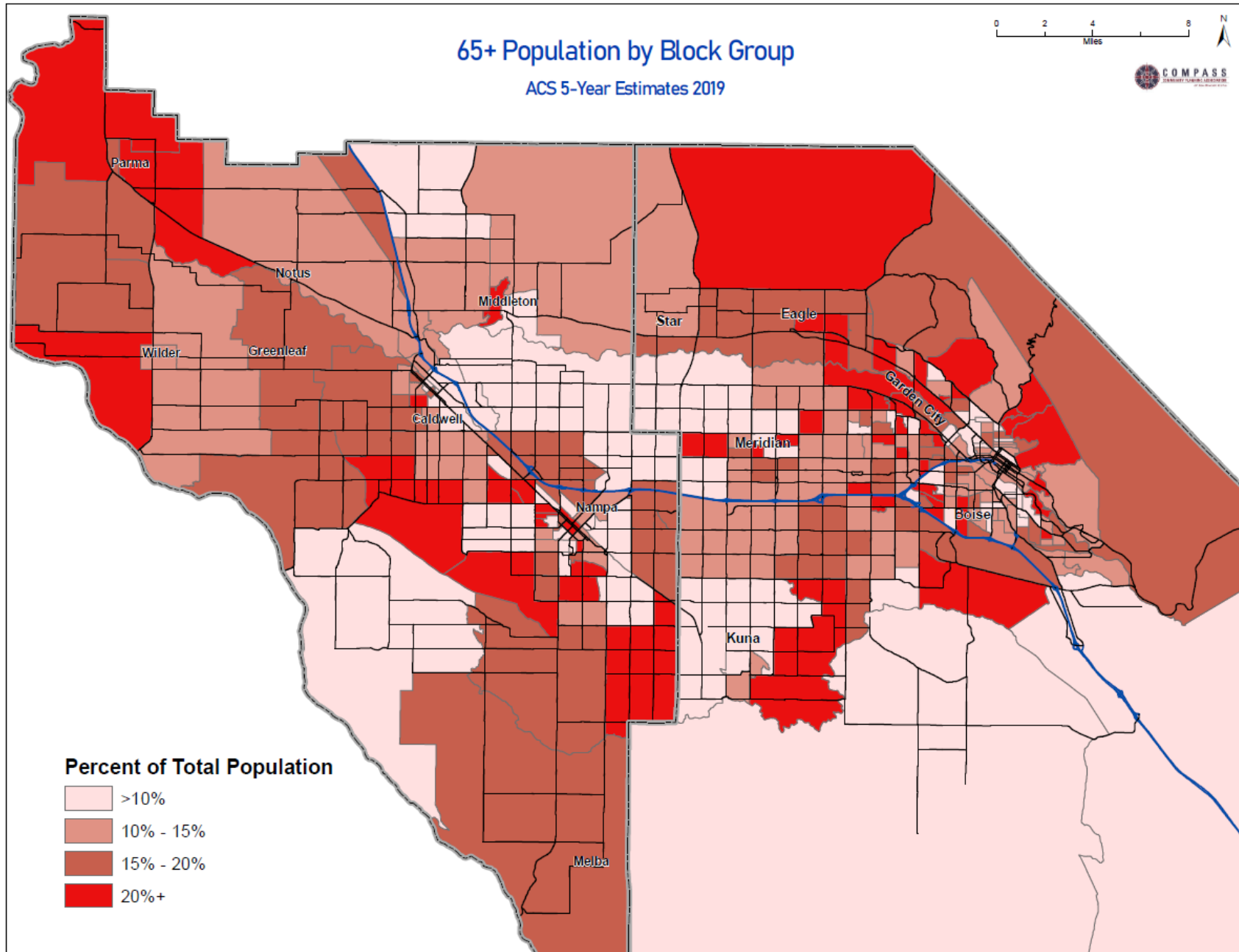
Figure 14: 65+ Population by Block Group, ACS 5-year Estimates 2019

Autoless Households

While not a target population, households with less than one car per driver (auto-deficit households) are highly correlated with persons with low-incomes, persons with disabilities, and older adults. Since 2010, the number of autoless households decreased in Ada County by 2% but increased in Canyon County by 10% (Table 11 and Figure 15). This has significant implications for the public transit system in Canyon County.

Table 11: Households with No Vehicles Available

	Ada	**Canyon**	**Region**
2010	7,318	2,962	10,280
2019	7,144	3,257	10,401
9-year change	-174	295	121
9-year % change	-2%	10%	1%

Source: ACS 2010, 2019 1-year Estimates
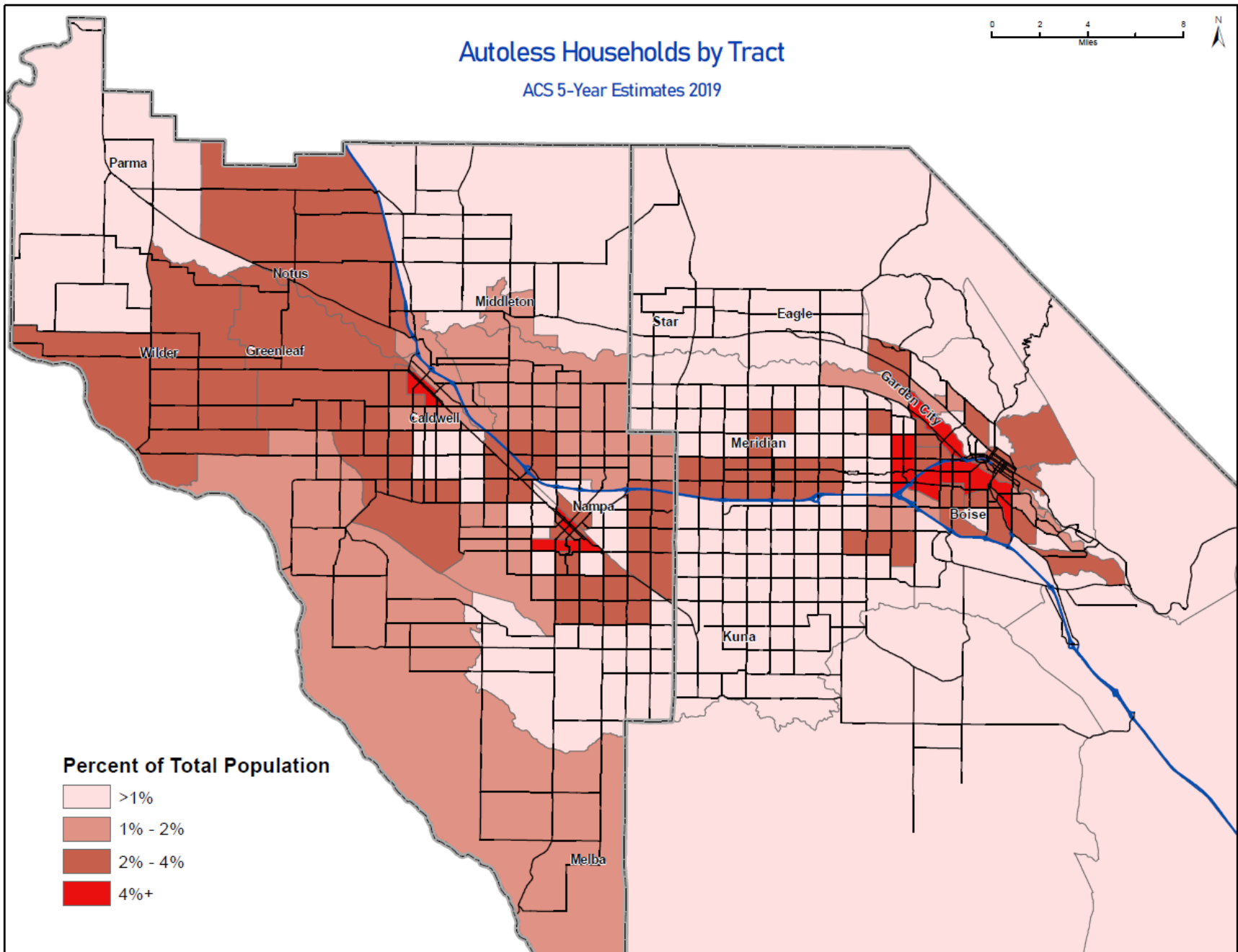
Figure 15: Autoless Households by Tract, ACS 5-year Estimates 2019

Part II. Identifying and Addressing Unmet Transportation Needs

Part II will address the following federal requirements:

- An assessment of transportation needs for target populations included in the Coordinated Plan.
- Identification of strategies to address the identified gaps between current services and needs.
- Priorities for implementation.

Findings included in the following chapters will guide service improvements for the 5310 program and serve as information to improve coordination of services across the region.

4 | Public Survey

From September 15 to October 15, 2021, COMPASS conducted the *Transportation Needs Identification Survey*, a public survey to identify the unmet transportation needs of persons with disabilities, older adults, persons with limited English proficiency, and persons with low-incomes. The survey was distributed to the following groups:

- *Boise Ada Homeless Coalition* - virtual meeting and email distribution
- *Valley Regional Transit Regional Advisory Council* - virtual meeting and email distribution
- *Ada County Highway District ADA Advisory Committee* - virtual meeting and email distribution
- *Idaho Transportation Department District 3 Public Transportation Provider Meeting* - virtual meeting and email distribution
- *Wilder Housing Authority* - hard copy survey materials posted in public areas
- *Caldwell Housing Authority* - hard copy survey materials posted in public areas
- Informal phone calls to senior homes

Two versions of the survey were distributed. A longer survey was distributed to public transportation providers/non-profit community advocates (Survey 1) and a shorter survey was distributed to individual stakeholders (Survey 2) (Figure 16).
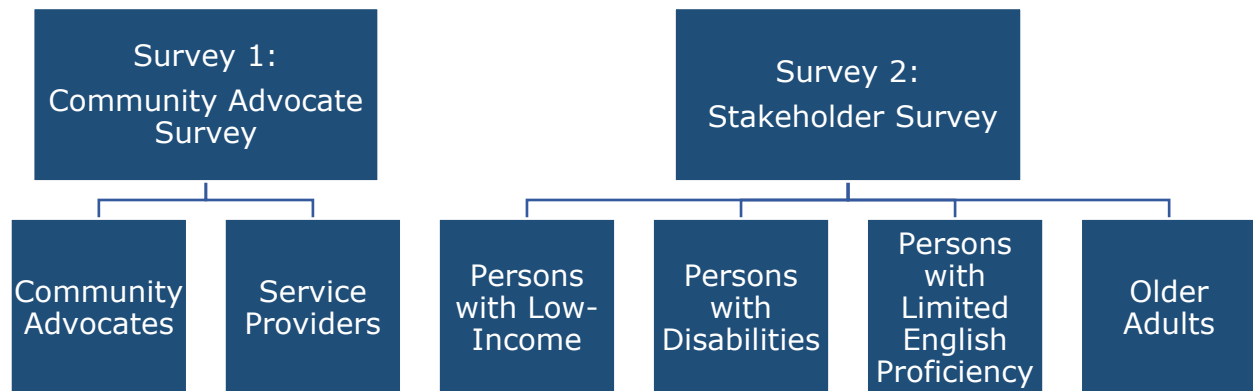
Figure 16: Transportation Needs Survey Participants

To ensure accessibility, online surveys were available in English and Spanish and accessible via a screen reader. Hard copies were also available in both English and Spanish. The surveys are included in Appendices B and C.

Twenty-six individuals completed the advocate survey (Survey 1), representing the following organizations:

- ACHD Bicycle Advisory Committee
- Charitable Assistance to Community's Homeless (CATCH)
- Canals Connecting Communities Coalition (CCCC)
- Idaho Commission on Aging
- Idaho Strong – COVID Crisis Response
- Jannus – English Language Center
- Metro Community Services (METRO)
- Nampa's Bicycle and Pedestrian Advisory Committee
- Parma Senior Citizen Home
- Idaho State Independent Living Council (SILC)
- Treasure Valley Transit (TVT)
- West Ada School District - Special Education

Ten individuals completed the stakeholder survey (Survey 2). At least two respondents from each target population group participated (Figure 17).

Figure 17: Stakeholder Survey (Survey 2) Participants by Target Population.

5 | Unmet Transportation Needs, Priorities, and Strategies

This section identifies unmet regional transportation needs and corresponding priorities and strategies to address them.

An **unmet transportation need** is a barrier that stops or hinders persons with disabilities, older adults, persons with low-incomes, and/or persons with limited English proficiency from getting to their desired destinations using public transportation.

A **high transportation priority** is an unmet transportation need that has been determined to be one of the most pertinent needs to address.

A **strategy** is a method to address an unmet transportation need.

Public Survey

The *Transportation Needs Identification Survey* asked participants asked to identify their transportation needs or those of the constituency they represent. Survey results were organized into the following four categories:

1. **Infrastructure Needs** - Needs that relate to maintaining existing or constructing new transportation infrastructure
2. **Service Needs** - Needs that relate to the expansion of public transportation services (including new routes and/or increased frequency or operating hours)
3. **Customer Service Needs** - Needs that relate to customer service provided by transportation operators, including driver behavior and communication with passengers
4. **Inter-Agency Coordination** - Needs that relate to coordination between transportation providers and local land use agencies.

This survey was not intended to be a statistically representative survey, but rather it was meant to learn about unmet transportation needs of target populations in the region. Due to this, a quantitative survey analysis is not included in this plan; qualitative results are described in Table 12.

Table 12: Transportation Needs Identification Survey Results

Identified Need	What We Heard
Infrastructure	
Accessible vehicle improvements	"Limited space for more than one chair user to ride together"
Accessible bus stop improvements	"Sidewalks to stop locations are in bad condition (not cleared of snow, cracked, etc.)" ""Missing, broken, or badly graded ramps"
Accessible information	"Bigger Font Size" "Bus Tracking through the Phone, with Voice over" "Clearer Information on how to transfer" "Drivers and who speak their language (i.e.: Spanish, ASL, Farsi, Burmese) or at least information in those languages"
Update scheduling software	"Scheduling software is not well calibrated to real travel time"
Service	
More on demand services	"We need to be able to be spontaneous and be able to go where we want to go without scheduling 24 hours in advance (minimum)"
Longer service hours	"When it (the bus) stops running at 6 or 7 p.m. they'd get stranded." "Limited weekend service"
More frequent service	"Getting to/from work difficult without a significant amount of time lost for time with family and increasing childcare cost/needs" "Missing a bus could jeopardize their job, miss an appointment, or prevent them from being on time to pick up their child from school or daycare."
Lack of service in rural/suburban areas	"Individuals outside of service area" "Accessibility to the surrounding communities. Star, Eagle, Meridian, Kuna, Nampa and Caldwell"

Identified Need	What We Heard
Lack of access to job sites	"Many jobs that pay well do not have a bus route that can take them there" "After high school, students who are unable to drive or ride a bike safely are unable to work or access the community in a meaningful way due to a lack of transportation"
Expensive passenger fares	"Even discounted Lyft rides are expensive on fixed income"
Lack of access to activity centers	"Access to basic services" "Limits work, shopping, recreational opportunities"
Long commute times	"Seniors have very little stamina due to chronic illness and health concerns and it's hard for them to be all day riding to get where they need to go."
Un-reliable service (late)	Needs "reliable (on-time) transportation to/from work"
Customer Service	
Lack of quality-of-life trips	Difficulty getting to parks, gyms, "grocery stores, appointments, lunch and other places in the community."
Driver discrimination	"Cost, confusion, discrimination by drivers and community members against unhoused people"
Inter-Agency Cooperation	
Lack of affordable and accessible housing on transit lines	"Many people are forced to live far from where they work because they cannot afford to live there (Example Boise/Meridian/Eagle). If they rely on public transit and they are forced to move to an area without adequate public transportation they are faced with the possibility of losing their job"
Lack of coordination between transit with medical providers	"Coordinate with the Medical providers to get several people from the same area appts. at the same time or back-to-back."
Lack of affordable housing near park and ride locations	"Few Park and ride locations close to affordable housing"
Unclear service areas	"We (providers) are going out of our way to service (people), even though they may not be in our boundary"

Prioritization Process

Federal regulations require that transportation services and projects be prioritized for funding and implementation. Although it is necessary to prioritize strategies and actions based on available resources, this Coordinated Plan does not attempt to dictate which needs and strategies should receive funding. Rather, it identifies set of highest priorities for the Ada and Canyon County region as ranked by RAC members (Table 13). The list of highest priority needs will guide project selection for 5310 funds and inform project selection for other funding sources until the next update of this plan.

Table 13: RAC Ranking of Unmet Transportation Needs

Ranking	Unmet Transportation Needs
	Infrastructure
High	Accessible vehicle improvements
High	Accessible bus stop improvements
High	Accessible information
Medium	Scheduling software is not well calibrated to real travel time
	Service
High	Longer service hours
High	More frequent service
High	Lack of service in rural/suburban areas
High	Lack of access to job sites
Medium	Expensive passenger fares
Medium	Lack of access to activity centers
Medium	Long commute times
Medium	Un-reliable service (late)
	Customer Service
Medium	Lack of quality-of-life trips
Medium	Driver discrimination
	Inter-Agency Cooperation
High	Lack of affordable and accessible housing on transit lines
High	Lack of coordination between transit with medical providers
Medium	Lack of affordable housing near park and ride locations
Medium	Unclear service areas

Highest Priority Transportation Needs

Based on the rankings of specific needs shown in Table 13, seven overarching needs were identified and approved by the RAC as the highest priority transportation needs to be addressed in this Coordinated Plan. They are as follows:

- Improve Access to Transit
- Expand Service Hours and Days
- Increase Service Frequency/Availability
- Improve Access to Employment
- Meet Service Needs in Rural/Suburban Areas
- Co-Locate Affordable and Accessible Housing on Transit Lines
- Improve Access to Necessary Social Services and Medical Providers

Strategies to Address Highest Priority Transportation Needs

A set of strategies to address these transportation needs was developed by agency staff at COMPASS and VRT; then reviewed and approved by the RAC. Strategies were developed in coordination with the strategic objectives of the forthcoming VRT Transportation Development Plan[xxviii]. In this way, the region seeks to coordinate efforts across programs to meet the growing transit needs of the region.

An individual may use either demand-response or fixed route services or both. Thus, to effectively address the needs of all target populations of this plan, strategies are not limited to specialized transportation services but include improvements to fixed-route services. However, when fixed-route service is not a viable alternative, specialized transportation services are especially important.

Highest priority needs and strategies are described on Pages 54 – 59. Note that the numbers are for reference only; they do NOT indicate a priority order of needs. For example, Priority Need #4 is as important as Priority Need #1. Individual projects that meet these needs will be prioritized for funding based on the funding source and specific circumstances of that project.

Priority Need #1: Improve Access to Transit

This priority focuses on improving target populations' access to transit service.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
1.1	Improve infrastructure and transit amenities at bus stop locations to provide lighting, shelter, and accessible pedestrian connections	X		X			X		X	X
1.2	Increase availability of accessible vehicles for demand response services, including specialized transportation		X		X		X	X		
1.3	Expand marketing and outreach efforts to ensure residents are aware of transportation options within the region	X		X						
1.4	Expand programs that train people on how to use available transportation options	X		X						

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #2: Expand Service Hours and Days

This priority focuses on expanding service hours and days for fixed and specialized transit services in the region.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
2.1	Increase late night service hours	X		X						
2.2	Increase service hours on weekends	X		X						

*Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program. * Program is only eligible to fund specialized transit improvements, not fixed-route.*

Priority Need #3: Increase Service Frequency/Availability

This priority focuses on expanding frequency of fixed-route transit and availability of specialized transit services in the region so that individuals have greater access to transit more hours in the day.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
3.1	Improve the cost-effectiveness of demand response services, including specialized transportation	X								
3.2	Increase revenue hours for demand response services, including specialized transportation	X			X					
3.3	Increase availability of qualified transit drivers in the region	X	X		X					
3.4	Invest in "premium" transit services to increase service frequency in key transit corridors	X								
3.5	Invest in "frequent" transit services to increase service frequency in key transit corridors	X								

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #4: Improve Access to Employment

This priority focuses on expanding access to employment through fixed or specialized transit services in the region.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
4.1	Increase the frequency of fixed route services and/or the availability of demand-response services to better accommodate individuals who ride public transportation to work	X			X					
4.2	Increase evening service hours	X								
4.3	Maintain and expand VRT Late Night and Lyft Transit Connections Programs	X	X		X					
4.4	Work with employers to improve and expand transit services or programs that increase access to places of employment	X			X					X

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #5: Meet Service Needs in Rural/Suburban Areas

This priority focuses on expanding fixed or specialized transit services to meet needs in rural/suburban areas.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
5.1	Increase geographic coverage of demand response services to reach a greater range of locations	X			X			X		X
5.2	Increase the number of fixed route transit connections at Park and Ride locations	X			X			X		X
5.3	Improve infrastructure and transit amenities at existing Park and Ride locations	X			X		X		X	X
5.4	Expand existing intercounty public transportation services	X			X		X			

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #6: Co-Locate Affordable and Accessible Housing with Transit Lines

This priority focuses on co-locating affordable and accessible housing with fixed transit lines.

	Strategies	Funding Opportunities
6.1	Develop collaborative opportunities with municipalities to locate affordable housing on or near transit routes	Grant programs to address these strategies include: Housing and Urban Development's Sustainable Communities division, FTA Transportation Oriented Development (TOD) grant programs, etc.
6.2	Develop collaborative opportunities with municipalities to locate ADA accessible housing on or near transit routes	

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

Priority Need #7: Improve Access to Necessary Social Services and Medical Providers

This priority focuses on improving scheduling coordination between medical providers and transit services to increase efficiencies.

	Strategies	Federal Programs						State Programs		
		5307	5310 (T)	5310 (NT)	5311	5311 (f)	5339	VIP	Curb Ramp	TAP
7.1	Improve coordination between transit services and key partners									
7.2	Optimize routing and appointment times to shorten trips and wait times	X	X		X					

Note: 5310 funds can be used for "traditional" (T) or "non-traditional" (NT) uses. 5311 (f) refers to the portion of 5311 funds specific to funding intercity bus programs. VIP stands for Vehicle Improvement Program. TAP stands for Transportation Alternatives Program.

6 | Implementation

Biennial Report

COMPASS will track regional progress toward addressing the highest priority needs identified in the Coordinated Plan. COMPASS, in cooperation with VRT, will analyze the extent to which federal and state funded projects addressed the highest priority needs and track progress toward meeting those needs using on identified performance measures (Table 14). The results of these analyses will be presented biennially to the RAC.

Results of these analyses will also be used to inform future Coordinated Plans.

Table 14: Performance Measures for the Coordinated Plan

Performance Measure	Service Type	Source
Improve Accessibility to Transit		
Qualitative changes in ADA compliance	Specialized Fixed-Route	Local Agencies
Number of transportation vehicles in "good condition"	Specialized	VRT
Annual Boardings	Specialized Fixed-Route	VRT
Expand Service Hours and Days		
Change in annual weekday service hours	Specialized Fixed-Route	VRT
Change in annual weekend service hours	Specialized Fixed-Route	VRT
Increase Service Frequency/Availability		
Change in annual service hours at 30-minute frequency or higher	Fixed-route	VRT
Change in annual coverage (sq miles)	All demand response services	VRT
Change in drivers available	All demand response services	VRT
Improve Access to Employment		
Change in percentage of employment within ¼-mile walking distance of a bus stop	Fixed-Route	COMPASS
Average number of jobs accessible by transit within 30 minutes on average on weekdays	Fixed-Route	COMPASS
Vanpool monthly ridership	Specialized	ACHD Commuteride
Meet Service Needs in Rural/Suburban Areas		
Increased annual coverage (sq miles)	Specialized Fixed-Route	VRT
Co-Locate Affordable and Accessible Housing on Transit Lines		
Due to limited data, <u>affordable</u> and <u>accessible</u> housing will be evaluated using the following surrogate measure: Change in percentage of total households within ½-mile of a bus stop	n/a	Local Agencies
Improve Access to Necessary Social Services and Medical Providers		
Qualitative description of improvements	n/a	Local Agencies
Activity center access (i.e. key destinations)	Fixed-Route	COMPASS

7 | Conclusion

As the population of the Treasure Valley increases, the need for increased public transportation services to meet the needs of underserved individuals continues to grow. The 2022 Coordinated Plan is intended to truly support and improve the coordination of existing and future services, including but not limited to 5310 funds. By addressing needs of underserved populations within the context of all funding sources available this plan seeks to find a way forward to address the region's growing unmet transportation needs. In addition, this plan also acknowledges that all public transportation services should be considered when planning for individuals needs and includes strategies to address both specialized and fixed-route services. To ensure that the needs of underserved individuals are actively considered, a biennial review process has been developed as part of this plan. These action all seek to improve the services available to underserved populations and ultimately, improve quality of life in the region.

Appendices

A | Valley Regional Transit Specialized Transportation Analysis

Background and Overview

Existing Services

Seniors and persons with disabilities: The Federal Transit Administration (FTA) established the Section 5310 grant program in 1975 to serve the transportation needs of older adults and persons with disabilities. In 2015, the Fixing America's Surface Transportation (FAST) Act brought significant changes to the program.
Instead of apportioning funds directly to states, funds were apportioned to large urban, small urban and rural areas. The FAST Act made it possible for Valley Regional Transit (VRT) to work with existing Acquisition of Service (AOS) 5310 grant recipients and establish new non-profit AOS transportation providers. The objective was to facilitate more efficient use of available resources, reduce costs and fill gaps in service for Treasure Valley seniors and persons with disabilities. Program funds support transportation providers by reimbursing costs to deliver service on a per boarding basis. Transportation providers include senior centers and other non-profit agencies.

Transit dependent medical patients: In response to a 2015 federally sponsored initiative, VRT developed Rides 2 Wellness, a public/private collaborative with Boise area hospitals and clinics. Rides 2 Wellness improves community heath by enabling Treasure Valley residents who may otherwise not have transportation to get to follow-up medical appointments and receive treatment. Non-emergency medical transportation (NEMT) service providers deliver the rides.

Volunteer Driver program: The Volunteer Driver program is one of the first Specialized Transportation programs. Funded in part by low, affordable fares, in-kind and federal funds the Volunteer Driver program functions as a safety net for those needing transportation outside the hours or service areas of other fixed line or Specialized Transportation services. Volunteer drivers are recruited, vetted and trained from all across the Treasure Valley.

Specialized Transportation ridership performance

By increasing the number of vehicles, drivers and hours of service, AOS ridership has increased. Demand for rides has disproportionately grown larger than capacity. SHIP Transportation, Harvest Transit, Metro Community Services and Eagle Senior Center have responded by moving excess ride requests to a will call or waiting list. This ultimately ends with trip denials each day. Even with a will-call list, there are not enough cancellations or no-shows to accommodate every ride request.

Specialized transportation programs, including AOS transportation, Rides 2 Wellness and VRT Volunteer Driver programs saw increases in ridership as an outcome of collaboration with VRT:

All Specialized Transportation Ridership
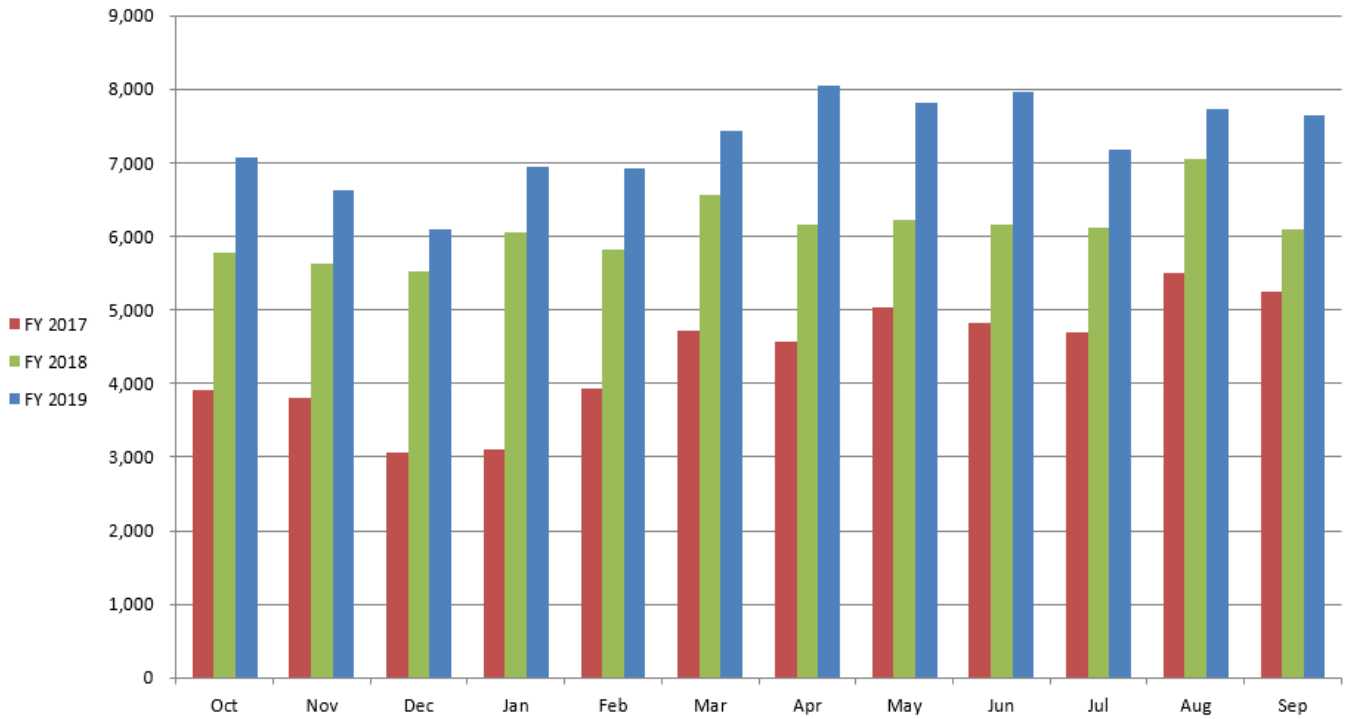
FY2017	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
hrs	3119.55	2978.24	2110.91	1605.35	1924.24	3087.48	2560.45	3256.88	2285.19	2394.40	2761.25	2522.06	30606.00
rides	3,913	3,804	3,072	3,107	3,941	4,717	4,559	5,037	4,820	4,701	5,503	5,251	52,425
pass/hour	1.25	1.28	1.27	1.73	1.89	1.39	1.63	1.38	1.84	1.75	1.78	1.84	1.56
FY2018	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
hrs	2436.00	2413.00	2079.27	2416.52	2186.51	3083.25	2267.32	2481.71	2336.23	2397.30	2569.03	2133.16	28799.30
rides	5,784	5,640	5,518	6052	5,827	6566	6161	6,220	6,168	6,128	7,045	6,105	73,214
pass/hour	2.06	2.03	2.30	2.15	2.33	1.90	2.42	2.21	2.33	2.24	2.39	2.49	2.22
FY2019	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
hrs	2763.17	2315.45	1967.22	2360.42	2620.31	2371.24	2458.90	2311.29	2047.00	2048.34	2179.26	2016.30	27458.90
rides	7,078	6,620	6,102	6952	6,920	7428	8055	7,817	7,971	7,189	7,726	7,644	87,502
pass/hour	2.24	2.53	2.73	2.55	2.29	2.69	2.90	2.95	3.54	3.08	3.17	3.40	2.81

A total 87,502 rides were provided by VRT specialized transportation programs during FY2019. Rides-per-hour increased from 1.56 rides-per-hour in 2017 to 2.81 rides-per-hour in 2019.

All Specialized Transportation Average Passengers per Revenue Hour for FY19
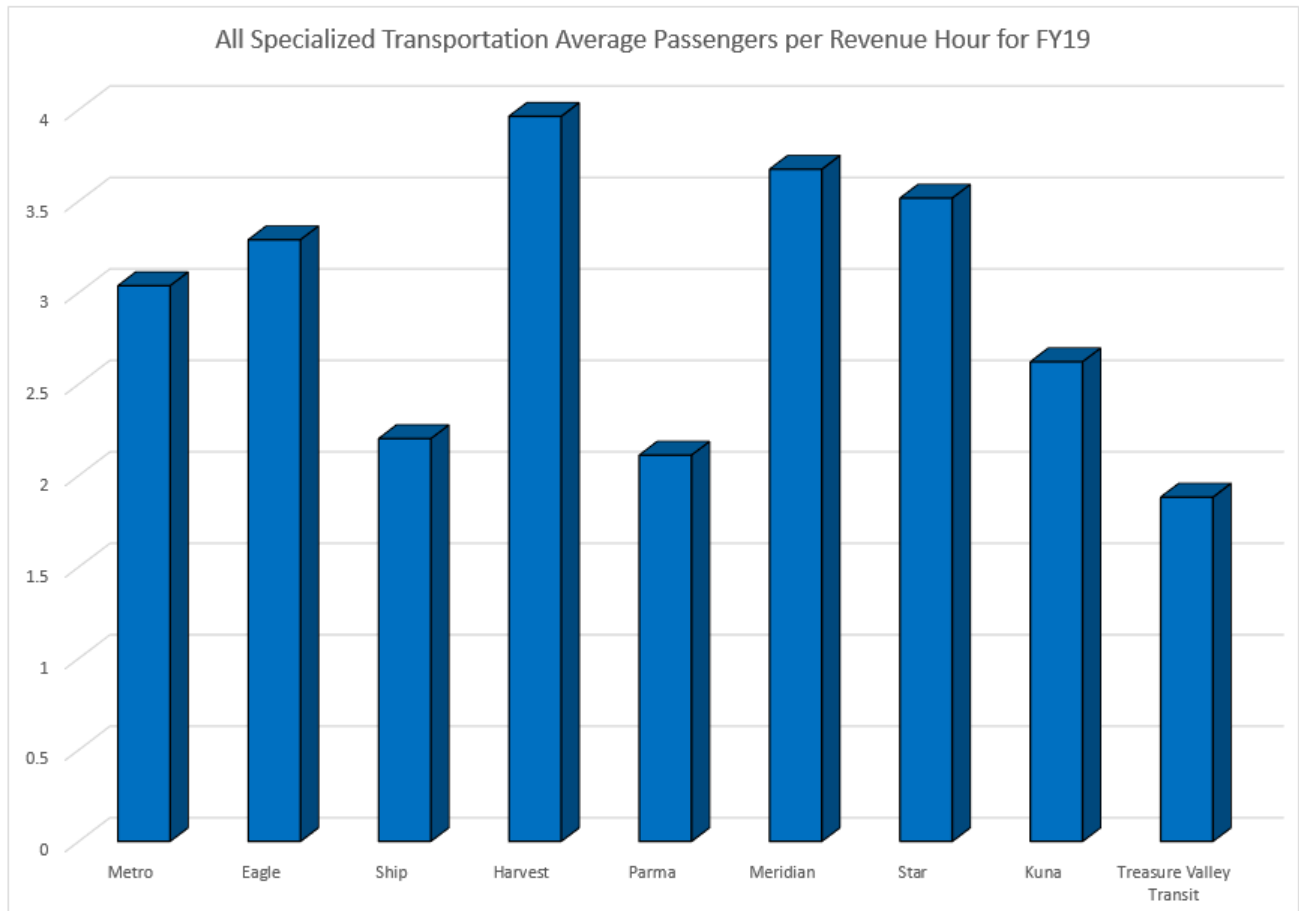
The graph above shows the average passengers per revenue hours for each service. Passengers per revenue hour ranges from 1.88 to 3.96 for fiscal year 2019.

Specialized Transportation Program Supports

Shared Vehicle program: VRT makes available to AOS service providers and other qualified non-profit organizations accessible and non-accessible vehicles at a reduced fee. VRT maintains and insures the vehicles as part of the Specialized Transportation pool. Annual state of good repair evaluations track the condition of pool vehicles and plan for vehicle replacements. The table at right on the following page shows the current 2019 rating for all vehicles in the Specialized Transportation vehicle pool. Note that the vehicle replacement plan is in effect and replacement vehicles have been added since the last rating on vehicles that is shown here was completed.

RouteMatch dispatch and scheduling software: AOS providers are able to optimize schedules and routes, increase passengers per hour, reduce no-shows and minimize driver idle time by collaborating with VRT using RouteMatch scheduling software.

Customer service support: VRT is here to help. Whether it is answering customer inquiries or helping our partners with RouteMatch scheduling related questions, VRT Customer Service department assists all Specialized Transportation service providers.

Training: VRT provides continuous RouteMatch training and on-going driver education.

Note: Idaho Counties Risk Management Program (ICRMP), a member-owned self-insurance pool, currently insures the VRT shared vehicle pool. A significant finding is that as the pool of shared vehicles expands VRT's risk exposure increases.

Present State of Good Repair Condition Rating for VRT Owned Vehicles in Shared Vehicle Service			
Vehicle Number	Type of Vehicle	Accessible Yes/No	TAM Score 0 to 5 (5 is new condition; 0 is not safe for service)
S001	FLEET VAN	NO	1.3
S002	CARAVAN	YES	1.3
S003	CARAVAN	YES	1.3
S004	CARAVAN	YES	1.3
S007	FLEET VAN	NO	2.8
S008	TRANSIT VAN	YES	4.5
S009	TRANSIT VAN	YES	4.3
S1501	CUTAWAY	YES	1.3
S1502	CUTAWAY	YES	1.3
S512	CUTAWAY	YES	0.0
S514	CUTAWAY	YES	1.3
S515	CUTAWAY	YES	0.0
S2302	CUTAWAY	YES	1.3
S2305	CUTAWAY	YES	1.3
S2311	CUTAWAY	YES	1.3
S2601	CUTAWAY	YES	1.3
SA07	FLEET VAN	NO	1.3
SA08	FLEET VAN	NO	1.3
SA09	FLEET VAN	NO	1.3
SA10	FLEET VAN	NO	1.3
SA14	FLEET VAN	NO	2.9
SA15	FLEET VAN	NO	2.9
SA16	FLEET VAN	NO	2.9
SA17	FLEET VAN	NO	2.9
SA18	FLEET VAN	NO	2.9
ST01	TRANSIT VAN	YES	4.8
V102	FLEET VAN	NO	1.3
V103	FLEET VAN	NO	1.3
V104	FLEET VAN	NO	2.7
V105	FLEET VAN	NO	2.7

The following table shows how AOS providers utilize VRT supports:

Transportation provider	Customer service support	RouteMatch technical support	Number of shared vehicles in use	Training
Metro Community Services	X	X	1	X
Harvest Transit	X	X	3	X
Eagle Community and Senior Center Transportation	X	X	4	X
Supportive Housing & Innovative Partnerships (SHIP) Transportation	X	X	4	X
Meridian Senior Center	-	-	-	-
Parma Senior Center	-	-	1	X
Star Senior Center	-	-	1	X
Kuna Senior Center	-	-	-	-

Cost comparison to deliver service

From the individual volunteer drivers using their own vehicle to the full service AOS provider with multiple vehicles, the cost to deliver service varies.

The following table shows the cost-per-ride by provider or service:

COST PER TRIP
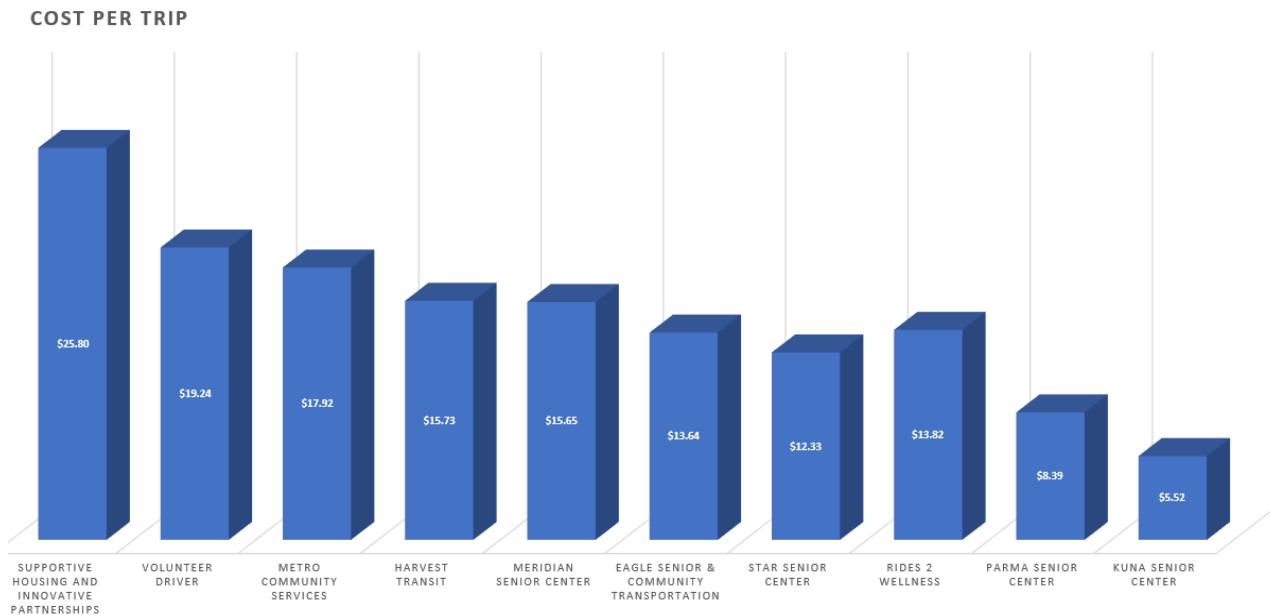
Costs per ride vary from $5.52 at Kuna Senior Center to $25.80 at SHIP. Variances are due to a range of factors including the number of volunteers working both as drivers and as supports staff, manual scheduling vs. automated software, and the number of vehicles in service.

Overall Findings and recommendations

Following a complete review of the Specialized Transportation programs administered and coordinated by VRT, it is apparent there are areas that need addressed. Some findings will be easy to resolve, such as completing an inventory of missing providers. Some finding will require VRT staff and partners to work together to find a resolution that will meet VRT needs and not be an administrative burden to providers, such as developing consistent processes and tools to assist providers in processing invoices and providing performance data.

Future potential for existing services

Future AOS expansion of service:

- Funding – Service providers must generate the local match requirement to receive federal funds. As AOS provider services continue to grow, more emphasis must be placed on shifting funding sources from 5310 program funds (80 percent federal, 20 percent local match) to 5307 program funds (50 percent federal, 50 percent local match).
- Service providers – Future AOS expansion is dependent on providers that have a vision for serving their customers and communities. Data compiled over the past three years shows that demand for rides increases to meet available service.
- To meet current and future demand - service providers must be willing to grow their service. This includes expanding service to include technology for scheduling and dispatching rides and more cost-effective shared vehicles. With vehicle seating of nine to 14 passengers most service providers have the capacity to deliver two to three times their current ridership.

Rides 2 Wellness future potential

- Ada County and Boise – NEMT provider RAMP IT UP contracted to provide service in Ada County into FY2020. Trinity Transportation may also become an Ada County NEMT provider for the program beginning in FY2020. Peer Wellness Center has also expressed an interest in becoming a Rides 2 Wellness and transportation provider as described in Valley Connect 2.0.
- Canyon County – Ramp It Up, Trinity, Peer Wellness Center and Treasure Valley Transit have expressed an interest in expanding business as described in Valley Connect 2.0 and Rides 2 Wellness as programs move into other Treasure Valley communities.

Volunteer driver future potential

- Uber, Lyft and other transportation services has proven the viability of volunteer transportation. New emphasis will be placed on building a large pool of volunteer drivers.

Detailed Specialized Transportation by Program and Provider

Rides 2 Wellness

Rides 2 Wellness serves Ada County patients with medical conditions that have the highest likelihood of developing debilitating and costly complications. Rides 2 Wellness improves community heath by enabling Ada County residents who may otherwise have no other means of transportation to keep their follow-up appointments and receive treatment. Funding for both ambulatory and patients requiring accessible rides is provided by Ada County healthcare systems. The program supports quality healthcare in the region by reducing costs due to missed appointments and hospital readmissions.

Rides 2 Wellness is a public/private collaborative with non-emergency medical transportation (NEMT) providers delivering the rides. Rides 2 Wellness provided 4,702 rides to Boise area patients in FY2017,
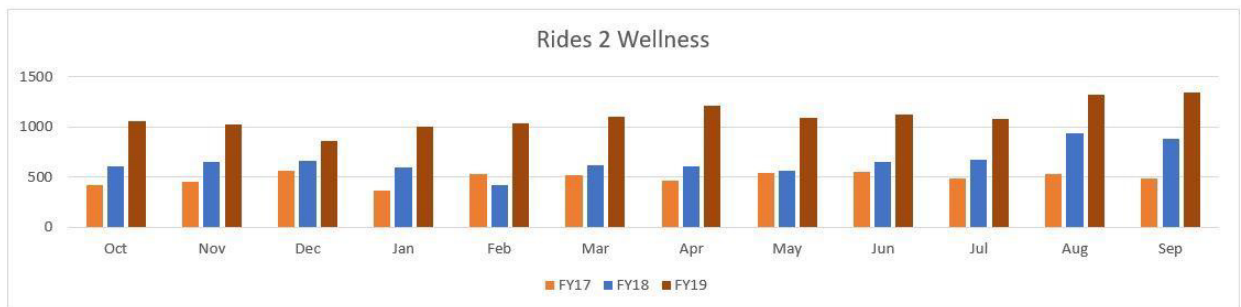
Rides 2 Wellness		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	186	174	202	172	192	203	183	202	235	165	294	245
	Rides	421	451	558	369	534	518	466	538	551	488	526	486
FY18	Hours	193	244	230	211	177	211	265	322	423	480	387	141.4
	Rides	608	654	665	594	417	621	607	559	654	668	937	882
FY19	Hours	636	270.97	270	286	255.83	315.74	336.8	290.97	294	321.4	352.4	401.9
	Rides	1056	1022	863	1007	1037	1098	1213	1094	1126	1078	1317	1349

9,151 rides in FY2018, and 10,421 rides in FY2019. Efforts are under way to expand service to Canyon County.

Transportation hours of service	Monday-Friday, 7:30 AM – 6 PM
Scheduling process	VRT Customer Service and WellRyde scheduling software
Number of vehicles in service	Varies (according to number of participating NEMT providers)
Area of service	Trips originating in Meridian, Eagle, Star, Garden City and Boise with service to specific clinics in Boise, Meridian and Eagle

Volunteer Driver Program

Valley Regional Transit Volunteer Driver Program operates in both Ada and Canyon counties. Ride requests from any person is accepted 24 hours a day, seven days a week. Filling a ride request is subject to driver availability. The Volunteer Driver program fills the gap when other transportation modes are not available.

Transportation hours of service	24 hours a day, seven days a week
Scheduling process	VRT Help Line

Number of vehicles in service	Varies (drivers use personal vehicles)
Cost per service hour of operation	$11.81
Cost per passenger trip	$12.40
Area of service	Ada County and Canyon County
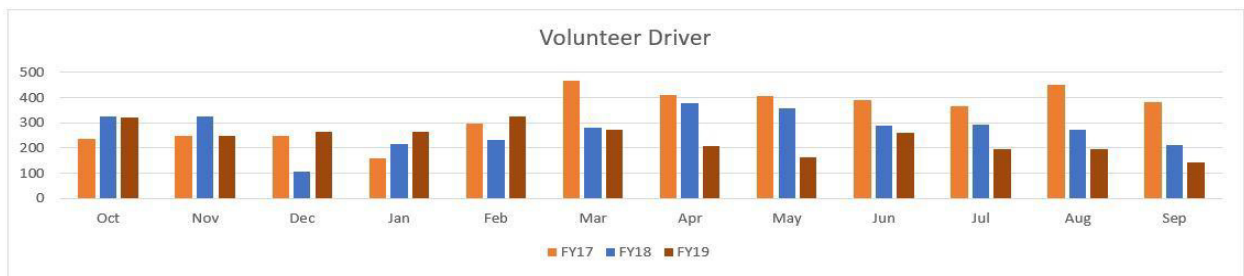
Volunteer Driver		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	211.25	164.2	248.5	130.25	273.6	412.35	365.9	400.8	334.95	343.4	442.25	381
	Rides	234	249	247	157	295	468	412	405	389	364	449	381
FY18	Hours	323	226	106.6	218	230	277	56.25	307	237	244	222	226
	Rides	327	327	105	215	231	281	376	357	287	292	273	212
FY19	Hours	269	250	251	248	652.8	261	167.5	166	258	195	196	141
	Rides	319	249	263	263	326	273	207	164	259	197	196	143

The VRT Volunteer Driver program functions as a safety net for those passengers who are seeking transportation outside the hours or service areas of other fixed line or specialized transportation services.

Acquisition of Service Transportation for Older Adults and Persons with Disabilities

The following is an analysis of program services providing transportation to seniors and persons with disabilities in Boise, Nampa, Caldwell, Kuna and the surrounding areas.

Metro Community Services – Caldwell

Metro Community Services (Metro) is a non-profit human services agency offering supportive and energy conservation services in Southwest Idaho. Metro provides assistance to seniors, people with disabilities, and financially limited individuals through a variety of human service programs. Metro offers transportation to seniors and/or disabled in Canyon County at no cost.

Transportation hours of service	Monday-Friday, 6 AM – 5 PM (special trips outside normal business hours can be arranged using volunteer drivers)
Scheduling process	Full-time dispatcher using RouteMatch scheduling software
Total number of vehicles in service	Five (two accessible) plus three to four volunteer drivers using their own vehicles
Number of VRT Shared Vehicles in service	One
Percent of trips by ambulatory passengers	90.7%
Percent of trips by accessible passengers	9.3%
Cost per service hour of operation	$48.15
Cost per passenger trip	$17.92
Area of service	Caldwell, Nampa, Middleton (with trips serving smaller communities in Canyon County by special request)

VRT provided Metro with scheduling software in FY2017 to assist in coordinating trips. The following chart shows that rides-per-hour more than doubled with the implementation of scheduling software. Rides-per-hour increased from an average 1.43 rides-per-hour in FY2017 to 3.05 in FY2019.
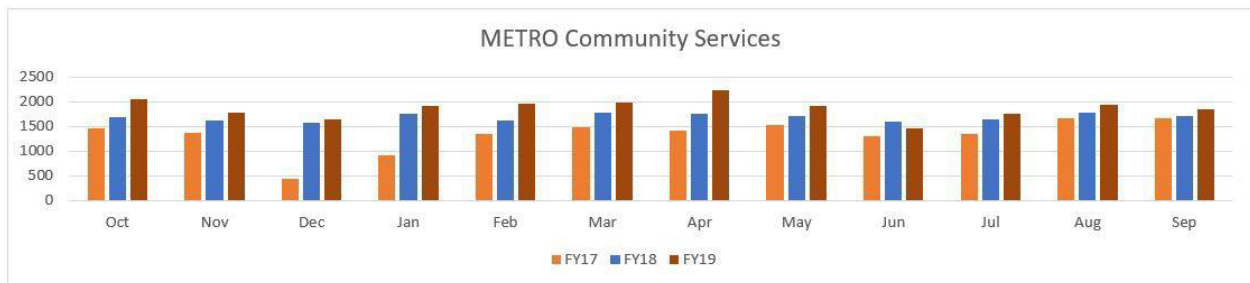
METRO Community Services		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	1533	1575	823	451	543	919	993	1595	642	687	752	763
	Rides	1454	1362	440	922	1350	1482	1413	1518	1298	1344	1661	1657
FY18	Hours	722	724	660	728	681	891	823.6	730.35	562	635.73	704.2	604
	Rides	1682	1631	1573	1747	1621	1776	1764	1704	1601	1650	1772	1700
FY19	Hours	765	641.73	554.22	674	646	654	714.55	588	462	514.43	583.23	600
	Rides	2042	1780	1643	1921	1950	1989	2223	1919	1464	1753	1931	1854

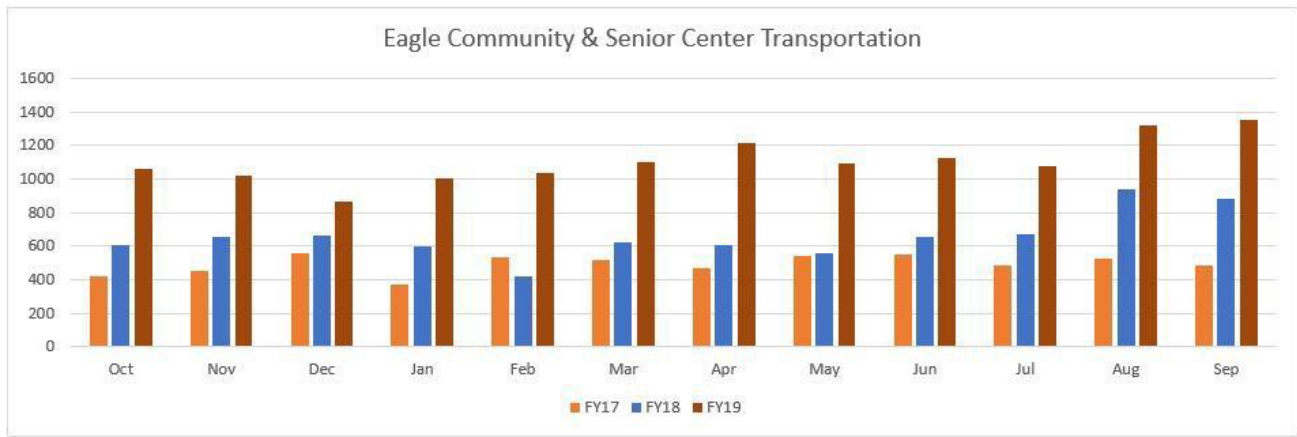Metro Community Services future potential

- Metro Community Services is well positioned to expand and extend services throughout Canyon County. With a knowledgeable support staff, experienced drivers and a solid financial base, Metro Community Services is one of VRT's most viable transportation partners.
- Beyond AOS service – Metro Community Services is interested in expanding service beyond AOS.

Eagle Community & Senior Center Transportation

Eagle Community & Senior Center Transportation is committed to improving lives through caring support with opportunities for social interaction, recreation, and services for health and basic needs. Transportation is offered free of charge to seniors and persons with disabilities within the city boundaries of Eagle.

Transportation hours of service	Monday-Friday, 9 AM – 5 PM (special group trips are offered outside normal business hours to attend social and lifestyle activities)
Scheduling process	Full-time dispatcher using RouteMatch software
Total number of vehicles in service	Four (three accessible)
Number of VRT Shared Vehicles in service	Four
Percent of trips by ambulatory passengers	98.2%
Percent of trips by accessible passengers	1.8%
Cost per service hour of operation	$46.68
Cost per passenger trip	$13.64
Area of service	City of Eagle (with special group trips to venues throughout the Treasure Valley)

With a 134 percent increase in ridership and nearly double the rides-per-hour since FY2017, Eagle Community & Senior Center Transportation is providing high-demand service to seniors and persons with disabilities.

Eagle Community & Senior Center Transportation

		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	186	174	202	172	192	203	183	202	235	165	294	245
	Rides	421	451	558	369	534	518	466	538	551	488	526	486
FY18	Hours	193	244	230	211	177	211	265	322	423	480	387	141.4
	Rides	608	654	665	594	417	621	607	559	654	668	937	882
FY19	Hours	636	270.97	270	286	255.83	315.74	336.8	290.97	294	321.4	352.4	401.9
	Rides	1056	1022	863	1007	1037	1098	1213	1094	1126	1078	1317	1349

Eagle Community & Senior Center Transportation future potential

- The Center is interested in expanding services in the future to include populations beyond AOS.

SHIP Transportation – Boise

Supportive Housing and Innovative Partnerships (SHIP) Transportation is a non-profit human services agency made up of cause-based staff and volunteers whose goal is to preserve and sustain our community. A significant part of SHIP's mission is providing free transportation for Boise seniors, persons with disabilities and veterans. SHIP was one of the first specialized transportation providers to transition to technology-based ride scheduling.

Transportation hours of service	Monday-Friday, 7 AM – 6 PM (with limited special group trips offered for seniors and persons with disabilities outside normal business hours)
Scheduling process	Full-time dispatcher using RouteMatch software
Total number of vehicles in service	Four (three accessible)
Number of VRT Shared Vehicles in service	Four
Percent of trips by ambulatory passengers	98.8%
Percent of trips by accessible passengers	1.2%
Cost per service hour of operation	$44.99
Cost per passenger trip	$25.80
Area of service	Boise

The following chart illustrates how rides-per-hour increased 252% with the aid of scheduling software. Rides-per-hour increased from an average 1.27 per hour in FY17 to 2.20 in FY19.

SHIP Transportation
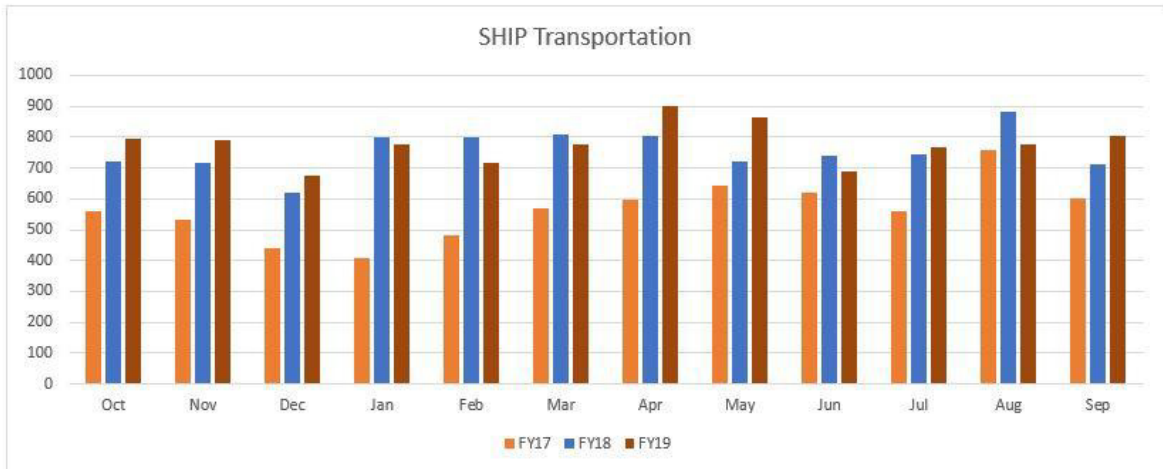
SHIP Transportation		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	501.41	445.45	413.95	352.5	394.07	483.28	440.43	393.7	473.32	469	525	427.19
	Rides	560	532	440	409	480	569	599	641	618	558	757	602
FY18	Hours	467	439	379	475	346.2	428.78	364.47	376.28	404.13	375.57	520	362.53
	Rides	720	718	619	800	798	808	803	722	741	745	884	710
FY19	Hours	398	375.13	214	409.42	363.68	396	426.62	401.22	230	390.33	381.88	253
	Rides	793	791	675	776	718	776	899	866	690	769	776	803

SHIP Transportation future potential

- SHIP Transportation has expressed an interest in adding drivers and vehicles to meet the current unmet transportation needs of Boise seniors and persons with disabilities. Rides are fully booked two to three weeks in advance.
- SHIP Transportation is interested in exploring the possibility of expanding service beyond the current AOS.

Harvest Transit – Meridian

Harvest Transit is a free transportation service in Meridian providing rides to seniors and persons with disabilities. Harvest Transit uses three accessible transit vans providing curb-to-curb service Monday through Saturday. Harvest Transit is a fully integrated transportation service provider using the latest technology in scheduling and dispatching.

Transportation hours of service	Monday-Saturday, 9 AM – 3 PM (Special group trips and shuttle service offered outside normal business hours)
Scheduling process	Fulltime dispatcher using RouteMatch software
Number of VRT vehicles in service	3 (three accessible)
Percent of trips by ambulatory passengers	89.7%
Percent of trips by accessible passengers	10.3%
Cost per service hour of operation	$56.31
Cost per passenger trip	$15.73
Area of service	City of Meridian

The city of Meridian is one of the fastest growing metropolitan areas in the United States. The 65+ senior demographic makes up a significant portion of that population growth. The following graph shows how Harvest Transit has gone from providing 3,295 rides in 2017 to more than 15,381 rides in 2019:
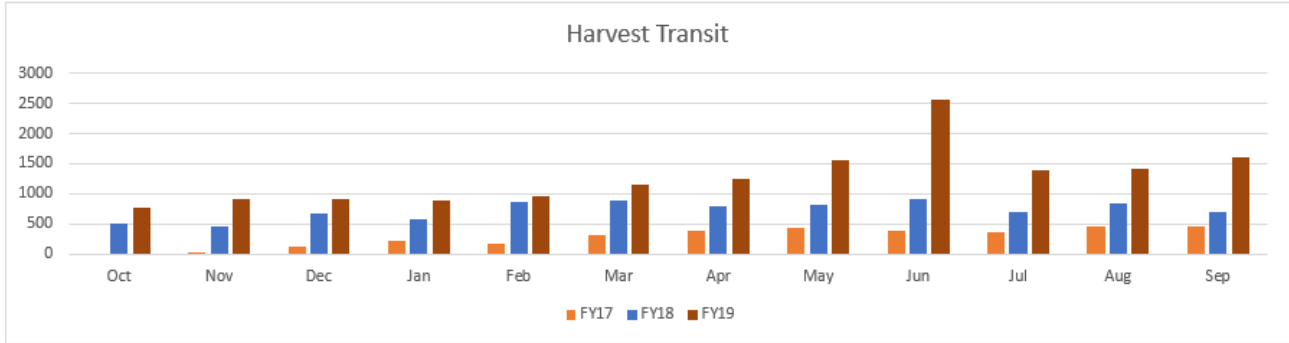
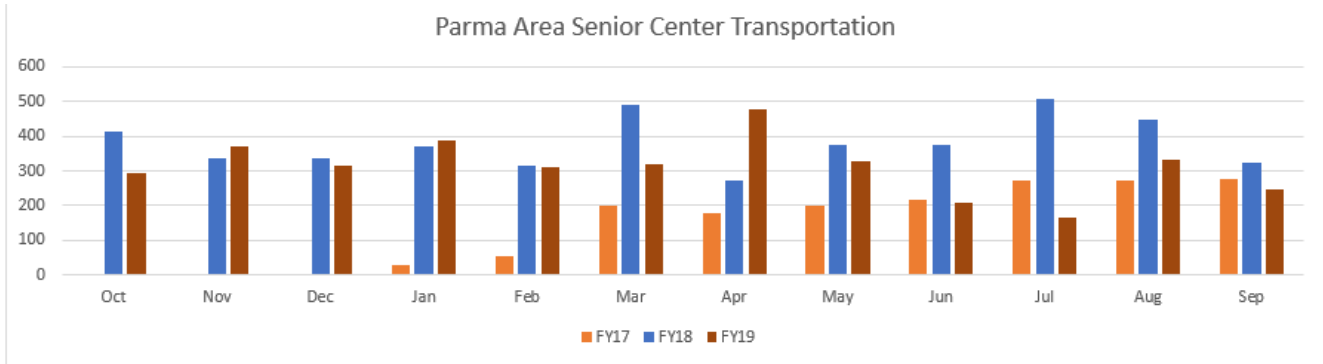| Harvest Transit		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours		3.99	99.12	163.6	157.57	215.85	212.12	220.38	233.92	276	297	250.87
	Rides	No Data	5	130	219	177	303	390	427	381	360	456	447
FY18	Hours	262	280	271.67	275.52	272.31	304.47	299	288.08	269.1	210	262.83	214.23
	Rides	509	458	676	589	857	897	797	806	917	700	835	686
FY19	Hours	230.17	257.62	274	285	299	319.5	324.43	392.1	429	334.18	369.5	366.65
	Rides	773	901	915	893	968	1147	1255	1555	2559	1386	1414	1615

Harvest Transit future potential

- Church of the Harvest has adopted community transportation through Harvest Transit as part of their church outreach. Harvest Transit is eager to expand service to include additional drivers and vehicles, expand the organizations geographic reach, and provide transportation services to additional populations and groups.

Parma Area Senior Center Transportation - Parma

Parma Area Senior Center Transportation is the only Specialized Transportation provider serving western Canyon County. The Center offers free rides for seniors and persons with disabilities in Parma, Notus, Wilder, Homedale and surrounding rural areas. Due to the remote regions served and the lack of transportation options, Parma Area Senior Center Transportation may be the only transportation service available to some for medical, pharmacy, nutrition and important lifestyle trips.

Transportation hours of service	Monday-Friday 8 AM – 2 PM (No-charge after-hour ride appointments are based on van and driver availability)
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible plus occasional volunteers using their own vehicles)
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	$17.71
Cost per passenger trip	$8.39
Area of service	Parma and western Canyon County

In the past three years Parma Area Senior Center Transportation has worked to grow their transportation program. As a rural transportation provider, securing a sustainable source of funding has been challenging. The following graph provides ridership numbers:

Parma Area Senior Center Transportation

| Parma Area Senior Center Transportation													
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours				31.00	63.00	562.00	94.00	134.00	135.00	316.00	315.00	320.00
	Rides		NO DATA		27	54	199	179	199	218	272	271	275
FY18	Hours	188.00	231.00	180.00	209.00	202.00	681.00	166.00	132.00	143.00	155.00	156.00	131.00
	Rides	415	336	337	370	315	491	273	376	373	509	447	322
FY19	Hours	158.00	232.00	133.00	193.00	151.00	139.00	192.00	157.00	93.00	110.00	130.00	90.00
	Rides	294	369	313	387	310	321	479	327	209	164	334	247

Parma Area Senior Center Transportation future potential

- As one of very few transportation providers serving the rural areas of western Canyon County, Parma Area Senior Center Transportation is continuously seeking ways to meet the needs of seniors and persons with disabilities. The program has demonstrated in the past that if transportation is available, seniors from Parma to Homedale and Wilder to Notus will use the service. Future transportation expansion is dependent on a secure, sustainable source of funding.

Meridian Senior Center Transportation – Meridian

Meridian Senior Center provides members and others in the Meridian and Western Boise area with free transportation. Ride reservations for seniors and persons with disabilities are accepted for meals, medical appointments, nutrition and shopping. Special outside groups trips are occasionally offered.

Transportation hours of service	Monday-Friday, transportation schedule varies by day and event
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible) vehicle per provider
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	$57.53
Cost per passenger trip	$15.65
Area of service	Meridian and Western Boise

Meridian Senior Center
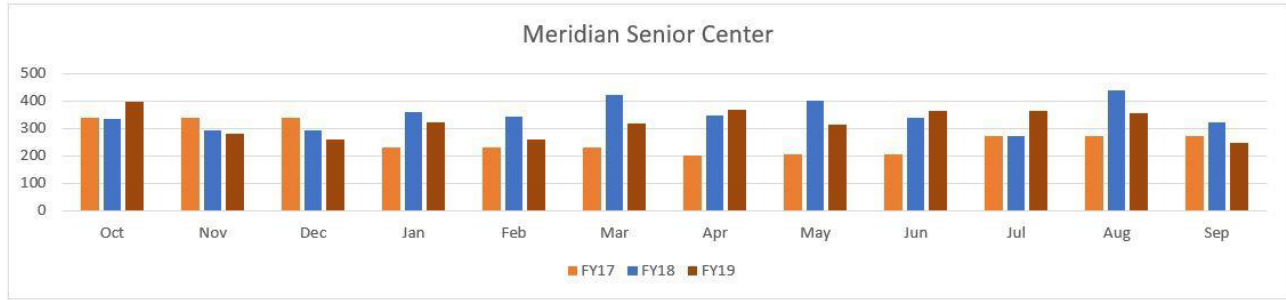
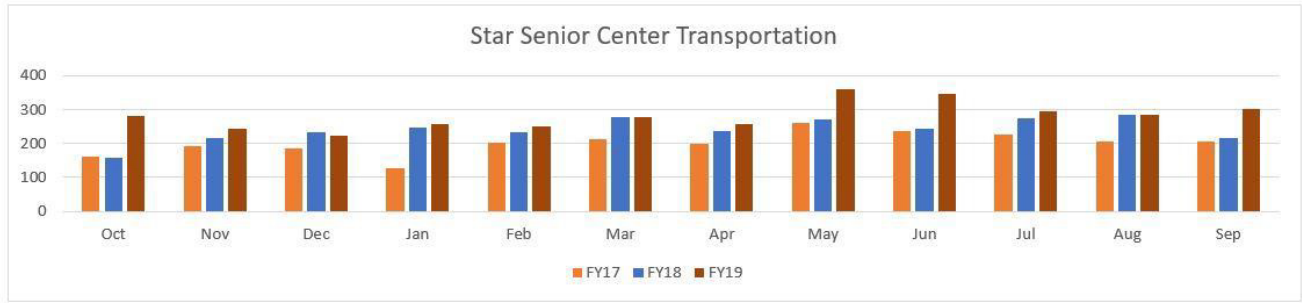| Meridian Senior Center		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	70	70	70	69	69	68	45	45	46	79	78	78
	Rides	340	339	339	232	232	232	203	204	204	272	271	271
FY18	Hours	93	86	72	96	82	90	88	101	88	83	105	96
	Rides	335	294	294	359	341	422	349	403	340	271	439	322
FY19	Hours	97	92	89	82	69	81	96	98	80	91	89	82.5
	Rides	397	280	261	323	258	318	366	315	363	364	354	246

Meridian Senior Center Transportation future potential

- Meridian Senior Center Transportation provides exemplary service to primarily the senior center's members. Meridian Senior Center has shown interest in expanding service to additional populations with expanded service hours.

Star Senior Center Transportation - Star

Star Senior Center provides members and others in the Star and Eagle area with free transportation. Star is focused on providing their core customer base with exceptional service. Special outside group activities and trips are offered on a regular basis.

Transportation hours of service	Tuesday-Friday, transportation schedule varies
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible) vehicle
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	
Cost per passenger trip	$12.33
Area of service	Star and Eagle

Star Senior Center Transportation

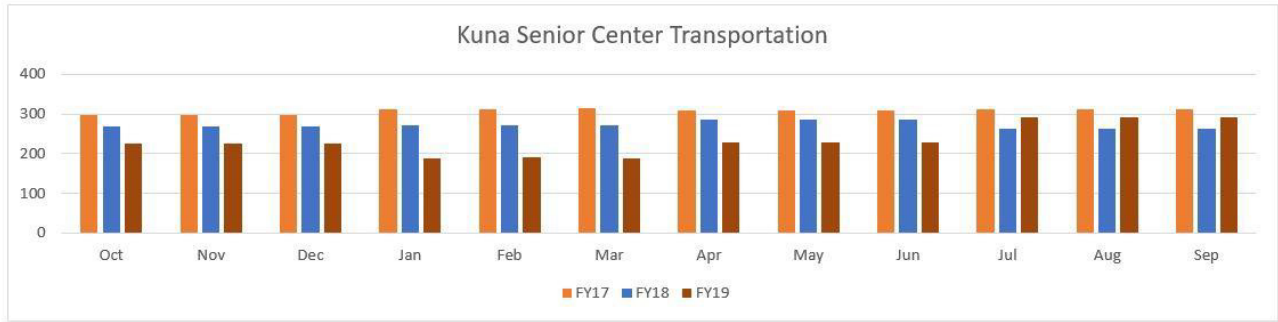| Star Senior Center Transportation			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours		51	54	105	120	116	108	103	142	62	59	58	57
	Rides		160	192	184	127	201	214	200	262	236	228	207	207
FY18	Hours		63	58	55	71	64	68	65	84	69	74	73	218
	Rides		157	218	235	248	234	277	237	271	243	275	286	218
FY19	Hours		84	71	56	74	73	96	80	97	80	92	77.25	81.25
	Rides		280	244	222	256	251	279	259	360	347	296	286	301

Star Senior Center Transportation future potential

Star Senior Center serves the seniors and persons with disabilities with safe, professional transportation. Many of the Star customers are also Eagle customers. Star is interested in expanding hours of service to better serve their customers.

Kuna Senior Center - Kuna

Kuna Senior Center provide members and others with free transportation. Rides to the Center are scheduled on a regular basis. Kuna Senior Center also schedules regular trips to Meridian and Boise for groceries, doctor appointments and shopping.

Transportation hours of service	Monday-Friday, transportation schedule varies by day
Scheduling process	Scheduler using a manual system to log trips
Number of vehicles in service	One (accessible) vehicle per provider
Percent of trips by ambulatory or accessible passengers	No data available
Cost per service hour of operation	N/A
Cost per passenger trip	$5.52
Area of service	Kuna and surrounding areas

Kuna Senior Center Transportation

| Kuna Senior Center Transportation		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY17	Hours	123	124	124	116	116	116	124	124	123	NO DATA		
	Rides	298	298	298	313	313	314	309	309	309	311	311	311
FY18	Hours	125	125	125	133	132	132	140	141	141	140	139	140
	Rides	269	268	268	270	271	271	286	287	286	264	263	263
FY19	Hours	126	125	126	109	110	109	121	121	121	NO DATA		
	Rides	224	224	224	189	190	189	228	228	228	292	292	292

Kuna Senior Center Transportation future potential

- Kuna Senior Center is focused on providing exceptional service to their core customer base, and have expressed an interest in increasing current operations with additional hours of service.

Treasure Valley Transit – Nampa

TVT receives 5310 and 5311 formula grants. 5310 formula grants provide funding for seniors and persons with disabilities in urban and rural areas. 5311 formula grants provide funding for senior and persons with disabilities in rural areas with fewer than 50,000 residents. VRT also provides 5307 Small Urban funding to TVT for seniors and persons with disabilities who are beyond the ADA core ValleyRide fixed route service in the Nampa-Caldwell service area.

TVT FY2019 Statistics

TVT Passenger Trips	26,603
Cost Per Trip	$7.78
Revenue Service Hours	13,608
Revenue Miles	139,327

Treasure Valley Transit
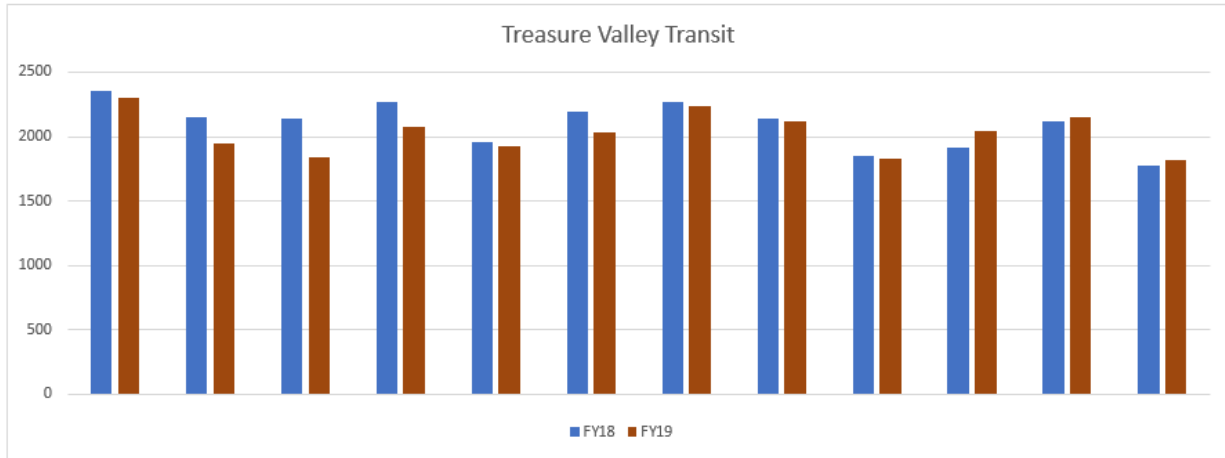
Treasure Valley Transit													
FY18	Hours	2353	2153	2137	2270	1952	2194	2265	2135	1846	1914	2117	1772
	Rides	4001	3799	3596	3723	3565	4218	4252	4277	3875	3684	4159	3552
FY19	Hours	2303	1947	1837	2072	1923	2030	2237	2121	1823	2039	2154	1814
	Rides	4327	3677	3411	3796	3640	4095	4144	4001	3493	3740	3737	3658

Treasure Valley Transit partners with VRT in serving seniors and persons with disabilities. TVT has exressed an interest in being a part of expanded service as described in Valley Connect 2.0. Potential Canyon County passengers who do not meet eligibility for ADA Paratransit Service and are unable to access ValleyRide fixed route service would benefit from this expanded service.

COMPASS

Coordinated Public Transit-Human Services Transportation Plan Survey

COMPASS

The Coordinated Public Transit Human Services Plan (Coordinated Plan) documents all of the transportation options for those who are unable to own or operate a vehicle. The plan focuses on individuals with low-income, limited English proficiency, seniors, and individuals with disabilities. The purpose is to show which transportation needs are being met, which are not, and why. This information is then used to guide future service improvements. COMPASS asks for your input on the needs you see in your community to better inform the most recent update of the Coordinated Plan. We appreciate your time and input.

For questions contact lklopfenstein@compassidaho.org.

All responses must be received by 11:59 pm, Friday, October 15, 2021.

Please write your name below.

Please write your email address below.

Which group/committee do you belong to? Mark all that apply.

☐ **Regional Advisory Committee**

☐ **Ada County Highway District ADA Advisory Committee**

☐ **Public Transportation Provider Group**

☐ **Other (please specify below)**

Who do you represent in the group/committee? Write your answer below.

Would you be willing to help us reach out to the population you represent?

☐ Yes

☐ No

If you answered yes, please mark the best way to contact you.

☐ Phone

☐ Email

☐ Video

☐ Other (please specify below)

_____

_____

If you would like to be contacted by phone, please write the number at which to contact you below.

_____

Needs and Opportunities

Please list organizations in the Treasure Valley that serve the population you represent down below. (Include the organization you represent)

_____

_____

_____

What difficulties does the population you represent face when riding public transit? Type your answer below.

_____

_____

_____

_____

What changes or trends do you see occurring that might affect transportation services (demographics, employment, housing, land development, technology)? Write your answer below.

_____

_____

_____

_____

Strategies and Study Ideas
What infrastructure improvements would you suggest to improve access to transit services (e.g., information, technology, programmatic supports, ADA, and/or other hard infrastructure improvements)? Write your answer below.

_____

_____

_____

What service improvements or expansions would you suggest to improve access to transit services? Write your answer below.

_____

_____

How would you suggest to better coordinate transit service between different organizations? Write your answer below.

_____

_____

What ideas do you have for future transportation studies or technical analyses? Write your answer below.

_____

_____

_____

Please write any additional comments you may have below (anecdotal evidence, etc.)

_____

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Coordinated Public Transit-Human Services Transportation Plan Survey

Do you rely on bus, shuttle, or rideshare services to go places? Please tell us about your experience by taking this survey!

COMPASS wants to know how to improve the public transportation system for residents who rely on public transportation. Your participation will help identify how to improve transportation service for residents in the Treasure Valley.

For questions contact lklopfenstein@compassidaho.org.

All responses must be received by 11:59 pm, Friday, October 15, 2021.

Needs Questions

Which of the following populations do you identify with? Mark the answer that applies to you.

☐ **Older Adults**

☐ **Individuals with a Disability**

☐ **Individuals with Low-Income**

☐ **English Language Learners**

☐ **Other (please specify below)**

_____

_____

_____

If you do not currently drive a personal vehicle, please explain why by marking the choice(s) that apply to you.

☐ **Cannot afford price of maintenance**

☐ **Cannot afford price of fuel**

☐ **Feel uncomfortable driving**

☐ **Are not physically able to drive**

☐ **Do not own a vehicle**

☐ **Legally cannot drive**

☐ **Not applicable. I am able to drive**

Please select the transit services you currently use or have used in the past. If a service is not listed, please specify.

- ☐ **Shuttles to medical services**
- ☐ **The bus (ValleyRide)**
- ☐ **Vanpool services**
- ☐ **Discounted Lyft rides**
- ☐ **None (Walk, rides from friends/family, own a car)**
- ☐ **Other (please specify below)**

_____

_____

_____

_____

How often can you get to where you need to go using existing transit services? Check on the answer that applies to you.

- ☐ **All of the time**
- ☐ **Most of the time**
- ☐ **Some of the time**
- ☐ **Very infrequently**
- ☐ **Never (I do not use public transit)**

Where do you **need** to go? Write your answer below, please include time of day.

_____

_____

_____

_____

Where do you **want** to go? Write your answer below, please include time of day.

_____

_____

_____

_____

What difficulties do you have using public transit services? Write your answer below.

_____

_____

_____

Strategy Questions
What **infrastructure** improvements would help you use transit services? (multilingual signage, benches at bus stops, ADA improvements, technological improvements, etc.) Write your answer below.

_____

_____

_____

What **service improvements or expansions** would help you use public transit services? (Service at certain times, online bus tracking system, multi-lingual services, etc.) Write your answer below.

_____

_____

_____

Demographic Questions
What is your home zip code? Write your answer below.

What is your gender? Mark the answer that applies to you.

☐ **Female**

☐ **Male**

☐ **Other**

☐ **Prefer not to answer**

What is your age? Mark the answer that applies to you.

- ☐ **Under 21**
- ☐ **22 - 34**
- ☐ **34 - 44**
- ☐ **45 - 54**
- ☐ **55 - 64**
- ☐ **65+**
- ☐ **Prefer not to answer**

What is your annual household income? Mark the answer that applies to you.

- ☐ **Less than $25,000**
- ☐ **$25,000 - $35,000**
- ☐ **$35,000 – $45,000**
- ☐ **$65,000 - $85,000**
- ☐ **$85,000 or more**
- ☐ **Prefer not to answer**

How do you self-identify by race? Mark the answer that applies to you.

- ☐ **White**
- ☐ **Black or African American**
- ☐ **Asian or Asian American**
- ☐ **American Indian or Alaska Native**
- ☐ **Native Hawaiian or other Pacific Islander**
- ☐ **Another race**
- ☐ **Prefer not to answer**

Are you Hispanic or Latino/a/x? Mark the answer that applies to you.

- ☐ **Yes**
- ☐ **No**
- ☐ **Prefer not to answer**

For English Language Learners Only:
How would you rate your English language proficiency? Mark the answer that applies to you.

☐ **Proficient**

☐ **Intermediate**

☐ **Basic**

☐ **Below basic**

☐ **Prefer not to answer**

Do you use a ramp or lift to enter/exit a vehicle? Mark the answer that applies to you.

☐ **Yes**

☐ **No**

☐ **Prefer not to answer**

Do you require personal assistance to travel? (Personal aide, nurse, family member, etc.) Mark the answer that applies to you.

☐ **Yes**

☐ **No**

☐ **Prefer not to answer**

If you are taking this survey on behalf of someone, please describe your relationship below.

_____

_____

_____

Responses will be accepted through 11:59 pm, Friday, October 15, 2021
Send responses to: Community Planning Association of Southwest Idaho
700 NE 2nd Street, Suite 200, Meridian, ID 83642; info@compassidaho.org; or fax: 208/855-2559

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D | Coordinated Plan Outreach Process and Public Comments Received

The draft Coordinated Plan was open for public comment from April 15 – May 15, 2022. During that time, 14 individuals submitted comments. While comments were accepted on any part of the draft plan, commenters were specifically asked for feedback on the identified needs and strategies to meet those needs.

The outreach process is described below, followed by demographic characteristics of commenters, quantitative results, and open-ended comments.

All comments were considered, and questions raised were answered. Comments were generally positive and varied widely, ranging from questions regarding the development of the plan, to very specific comments on individual bus routes, to broad comments in support of, or opposition to, public transportation. Comments and responses were shared with Valley Regional Transit, other public agencies when appropriate, and the COMPASS Board of Directors. Maps in the plan were reformatted to be full page size for easier reading based on a comment received. No other changes were made to the draft plan based on public comments.

Outreach Process

The outreach plan developed for the Coordinated Plan followed the guidance and requirements in COMPASS' 2021 Participation Plan[3] and was reviewed by the COMPASS Public Participation Workgroup.

COMPASS conducted broad community outreach using a variety of outreach methods, in addition to targeted outreach to the populations specifically addressed in this plan: elderly and individuals with low incomes, disabilities, and limited English proficiency. Outreach methods included email, social media, newspaper advertisements, guest opinions in the region's two largest newspapers, and flyers and outreach materials available around the valley, including distribution at a food bank, senior centers, and libraries (Figure D-1).

In addition to the outreach methods described in Figure D-1, all public comment materials were available on the COMPASS website in English and Spanish in PDF and Word (screen-reader compatible) versions. An online comment form (English and Spanish; screen-reader compatible) was available for comments, as were paper copy comment forms in English and Spanish, and the ability to submit comments via email, letter, or fax.

In addition to formal comments received, COMPASS received informal comments from individuals who stopped by COMPASS' open houses, but not did sign in, review materials, or discuss the plan itself. Those informal comments included:

- A desire for more evening and weekend bus service, specifically serving Boise State University and the Walmart on Overland Road in Boise.
- A desire for increased bus service overall.
- A frustration with, and dislike of, the on-demand bus service in Canyon County, with a perception that the rider must "negotiate" for a ride then walk a long distance to catch that ride. There was strong preference by the individual for traditional, fixed-route service.

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[3] https://www.compassidaho.org/people/publicinvolvement.htm#pp

Email	Social Media	Advertising
3 email blasts to 6,400+ each	15 social media posts on COMPASS channels	11 print newspaper ads across 4 newspapers
23 personal, targeted emails sent individuals and stakeholder groups	86 paid social media posts across multiple Spanish language channels	6 legal notices across 2 newspapers
	Numerous additional social media posts, reposts, and shares by partner agencies	

Events	Public Access	Word of mouth
One virtual open house on Facebook Live with 44 views	COMPASS website	Guest opionion published in 2 newspapers
Two in-person open houses:	News release	Flyers posted at 26+ locations
Main Street Station, Boise	Valley Regional Transit bus splash page	Announcements at community meetings and events
Nampa Public Library, Nampa	Materials aviaible for review in 24 public locations (libraries, senior centers, and more)	800 flyers distrbuted in food boxes through the Meridian Food Bank

Figure D-1. Coordinated Plan outreach mix.

When respondents were asked how they learned about the opportunity to comment, email and social media were the two most common methods cited (Figure D-2). While no one indicated they learned about the opportunity to comment via COMPASS' website, all comments were submitted via the online comment form accessed through COMPASS' website, indicating that all responded did visit the COMPASS website at some point.

In its outreach materials, COMPASS offered to mail paper copies of the draft plan and comment materials upon request. Two individuals requested paper copies be mailed to them.
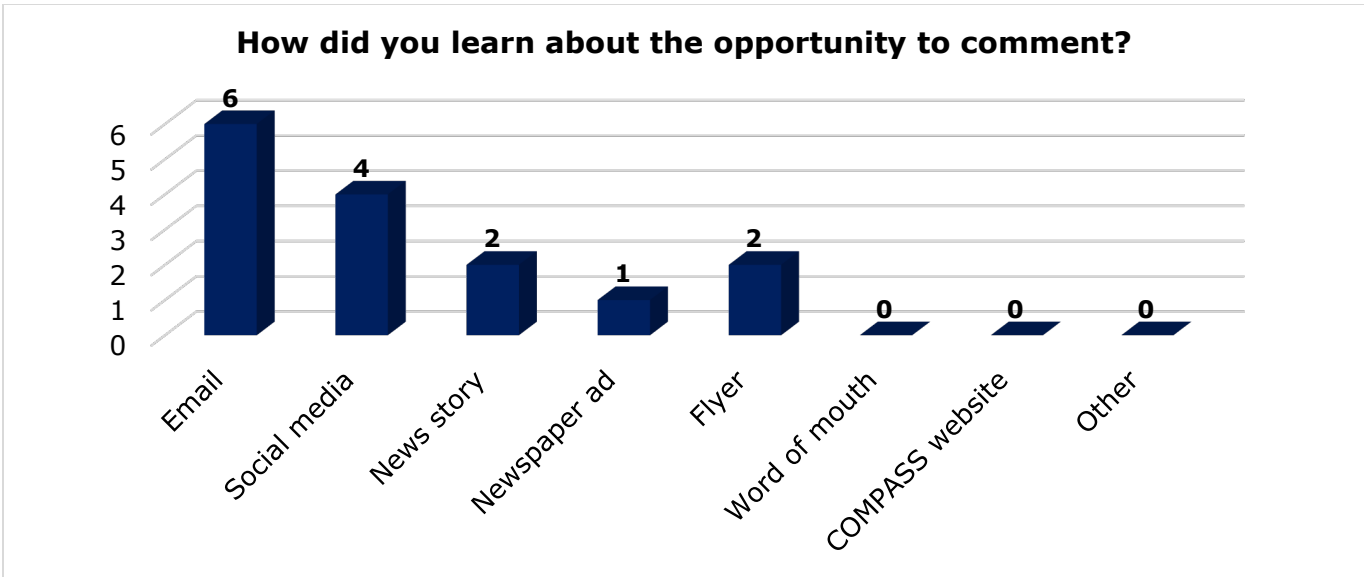
How did you learn about the opportunity to comment?

Category	Value
Email	6
Social media	4
News story	2
Newspaper ad	1
Flyer	2
Word of mouth	0
COMPASS website	0
Other	0

Figure D-2. Outreach mix results. *(Respondents could select more than one answer, so total responses are greater than the total number of respondents).*

Demographic Characteristics

Fourteen individuals submitted comments via the online comment form; no comments were received in any other format. All comments were submitted in English. The form included questions on demographics (Figure D-3) and how respondents learned of the opportunity to participate (Figure D-2, above). Commenters were predominantly older (65+) and white, with slightly more females responding than males. Approximately one-third reported having a disability.

What is your age?

Under 20	20 to 34	35 to 49	50 to 64	65 or older
0	3	1	2	6

What is your race/ethnicity?

Native...	Asian/Pacific...	Black	Hispanic/Latino	White	Mixed	Other
0	1	1	1	11	0	0

What is your gender?

Male	Female	Other
5	7	1

Are you a person with a disability?

Yes	No
5	8
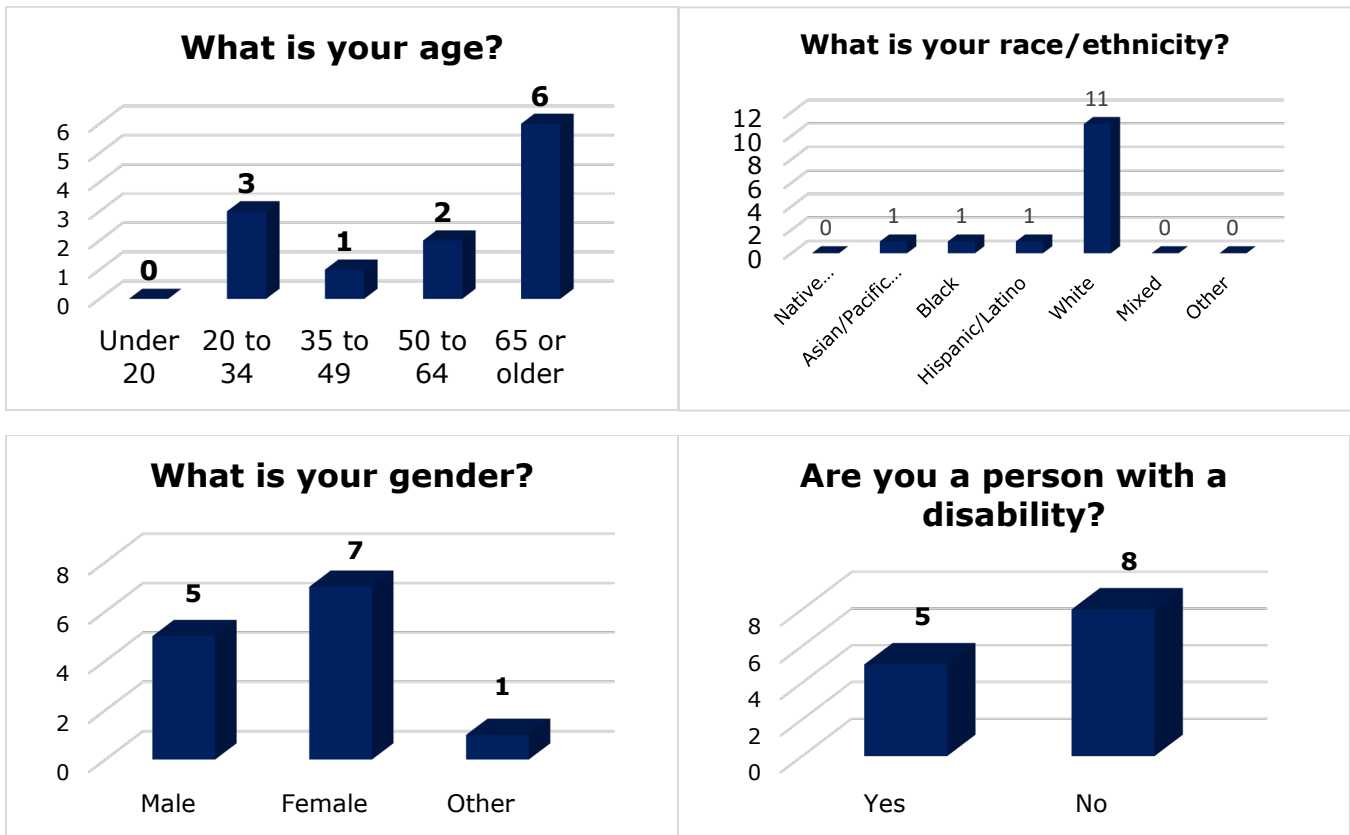
Figure D-3. Demographic characteristics of respondents.

Respondents were also asked their zip code to help determine the geographic distribution of commenters. Respondents hailed from both Ada and Canyon Counties, with 10 respondents from Ada County and 4 from Canyon County (Figure D-4). While Ada County has a larger population than Canyon County, Canyon County is nevertheless under-represented in respondents.
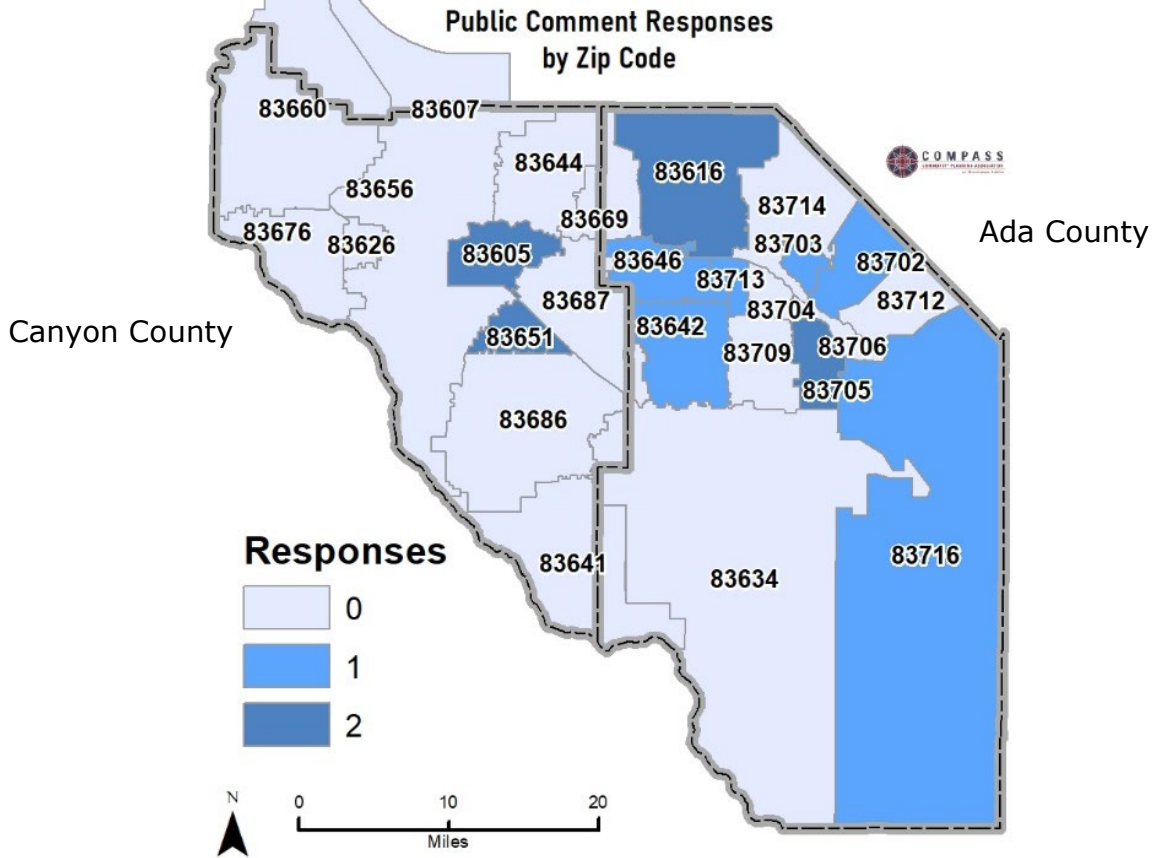
Figure D-4. Geographical distribution of respondents.

Public Comments Received

While comments were welcome on any part of the Coordinated Plan, the comment form focused on identified priority needs and strategies to meet those needs. For each of these two issues, respondents were asked to rate their agreement with the needs and strategies on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement. For both questions, no respondent answered, "strongly disagree," and for both questions, the average rating was greater than 4.0, indicating general agreement. Specific questions asked, quantitative results, and open-ended responses are provided below (Figures D-5 and D-6; Tables D-1 through D-3).

Do you agree with the identified priority needs?

N = 14

Average Score: 4.14
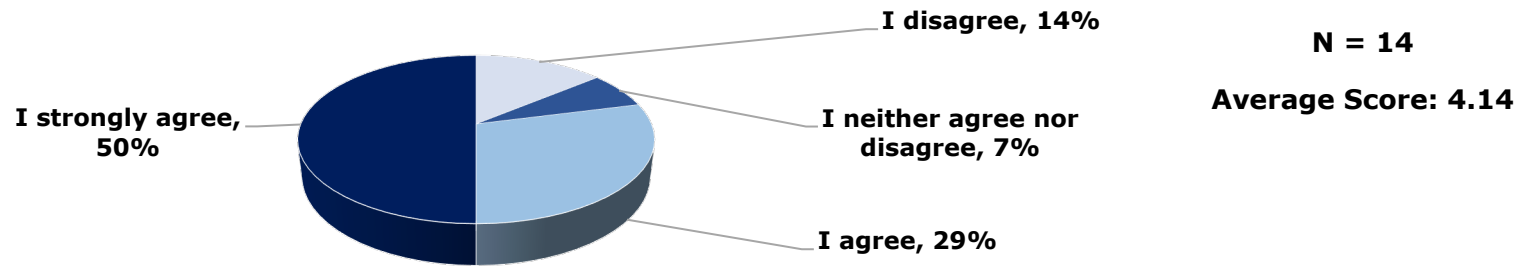
Figure D-5. Agreement with priority needs.

Do you agree with the strategies to help meet the high-priority needs?

N = 13

Average Score: 4.08
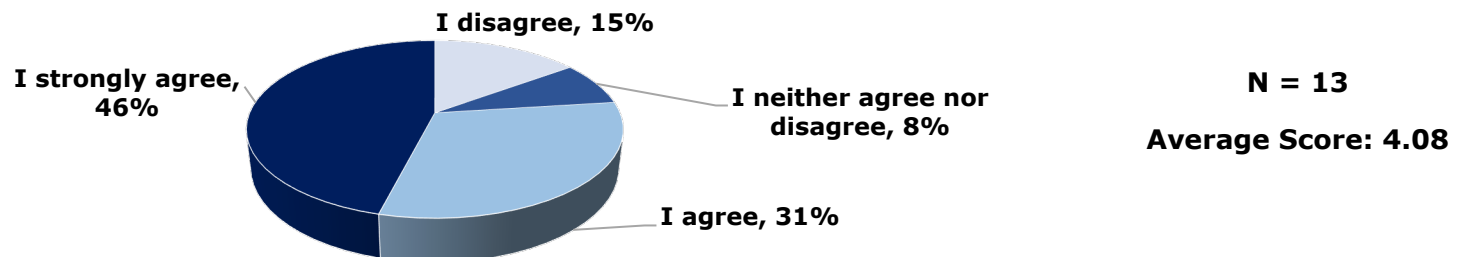
Figure D-6. Agreement with strategies to meet priority needs.

Table D-1. Open-ended responses regarding needs.

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What comments do you have on the priority needs? Are there higher priority needs that should be included?

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Why not just subsidize transportation using Lyft or Uber? Much cheaper than building a new transportation infrastructure.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Subsidizing Lyft service is currently part of the transportation mix offered by Valley Regional Transit: • Valley Regional Transit Late Night: Qualified low-income residents can get $3 Lyft rides from 9pm to 6am (hours outside of public bus service). • Lyft Transit Connections: Riders may travel to a Valley Regional Transit bus stop via Lyft for $2. Costs that exceed $8 are the rider's responsibility. This service is only available in a portion of Garden City and Boise. More details regarding both of services can be found on Valley Regional Transit's website at www.valleyregionaltransit.org/.	83646	Online comment form
Report was well done and well organized. Not clear to me how Pri #1-Pri#7 were established as important but they seem to cover the bases. Also, some maps are only half page and hard to see, so it would be helpful to make them full-page where possible.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Results from a survey conducted last fall and demographic information from 2010-2019 were used to create a list of unmet transportation needs. The seven "highest priority" needs were identified from that list by Valley Regional Transit's Regional Advisory Council (RAC), a group consisting of public transportation advocates and users. More information on the RAC can be found on Valley Regional Transit's website at www.valleyregionaltransit.org/about-us/oversight/ Maps were re-formatted to be full page size for easier reading.	83713 Marc Maupin	Online comment form
Public Transportation is a huge, never ending money pit.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83705	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Not sure why not being proficient in English qualifies at all. And just being old does not seem to be a qualification?	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Federal guidance requires that needs of persons with disabilities, older adults, persons with low incomes be addressed in the Coordinated Plan, which is required for project proposals to be eligible to receive funding from the Federal Transit Administration's Section 5310 program - Enhanced Mobility of Seniors and Individuals with Disabilities. Community advocates and service providers in Ada and Canyon Counties chose to also include individual with limited English skills as a target population due to unique vulnerabilities of those individuals.	83616	Online comment form
Love it and I'm super excited! But, as someone who wants to use more alternative transportation, I don't know where to start. I think an app that can connect any two places in the Treasure Valley without my personal car should be a priority. The Valley Connect app is a start, but it would be cool if it could mix biking and busing (not just walking).	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. In addition to Valley Regional Transit's app, the "Share the Ride" website sharetherideidaho.com/#/pages/commuteride assists with commute options, including walking and biking.	83616	Online comment form
There should be a strong push toward Electric Vehicles.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83605	Online comment form
More transportation options at affordable pricing and expanded to City of Meridian.	Thank you for your comments. They will be shared with Valley Regional Transit, the City of Meridian, and the COMPASS Board of Directors.	83642	Online comment form
If I'm being idealistic, I'd say using the trains for public transportation would be a great investment for commuters between cities (caldwell, nampa meridian,) a more realistic priority goal is just increasing public transportation (buses/trams)	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83605	Online comment form
Access to shops, grocery stores, day cares, schools. pharmacy's and other essential services. but also libraries.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83702	Online comment form
I live by Albertsons 715 12th Ave South Nampa almost 2 blocks behind Albersons and I have to walk to Albertsons or to the First Christian Church to catch the bus when it goes right by my house on [address removed for privacy] one the 8th Street side and it is not an option for me to catch it right at my carport. Others get transit right in front of their door, but I don't. #2 I have to ride around on the [comment ended]	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83651 Karen Stiehl	Online comment form

Table D-2. Open-ended responses regarding strategies.

What comments do you have on the strategies? Are there different or additional strategies to better meet the priority needs?

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Why not just subsidize transportation using Lyft or Uber? Much cheaper than building a new transportation infrastructure.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Subsidizing Lyft service is currently part of the transportation mix offered by Valley Regional Transit: • Valley Regional Transit Late Night: Qualified low-income residents can get $3 Lyft rides from 9pm to 6am (hours outside of public bus service). • Lyft Transit Connections: Riders may travel to a Valley Regional Transit bus stop via Lyft for $2. Costs that exceed $8 are the rider's responsibility. This service is only available in a portion of Garden City and Boise. More details regarding both of services can be found on Valley Regional Transit's website at https://www.valleyregionaltransit.org/.	83646	Online comment form
Good cross section of folks surveyed.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83713 Marc Maupin	Online comment form
The money the taxpayer will spend on Public Transportation could by a car.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83705	Online comment form
Running more buses more days longer hours and more routes is not wise. Many buses run empty or with very few passengers now. Point to point transportation seems a much wiser use of our tax dollars and could probably provide better service for those in need.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83616	Online comment form
Need to persuade investors to fund large high rise housing for diverse populations, including workforce, section 8, 55+, refugees, etc. These housing high rises could have their own fixed transit buses that go just between the complex and worker-intense areas like downtown, Micron, plus grocer store and hospital areas.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83716	Online comment form
Unless there is a move to electric vehicles, the inversions in the valley will only get worse.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83605	Online comment form
#2: Increase availability of accessible vehicles for demand response services, including specialized transportation. #3: Expand marketing & outreach efforts to ensure residents are	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83642	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
aware of transportation options within the region (Meridian, Boise, Tampa). #4: Expand programs that train people on how to use available transportation options.			
make the city less car dependent, its healthier for the public and the environment and its great for local businesses since it increases foot traffic especially in downtown caldwell. Also allow mix zoning and reduce single family zoning (too many subdivisions makes the city wider which makes it more car dependent) adding another lane in the highway doesnt decrease congestion, public transport does. At the very least have better/more sidewalks and bike paths (too many cars cross the painted bike bath endangering cyclists. There needs to be a safer barrier)	Thank you for your comments. They will be shared with Valley Regional Transit, the City of Caldwell, and the COMPASS Board of Directors.	83605	Online comment form
We need increased service hours on weekdays nto the evening and during the day so that low income people can rely on public transport for work and getting to daycare to drop off kids. , Need more reliable buses that actually show up. The last bus can easily be missed. Airport connections are important too. Long distance bus stations too. Public transport is not just for getting around town. Inter City transit that you can ork in Boise and live in Nampa.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83702	Online comment form
Increase availability when booking the bus because of extreme high demand and shorter wait times. Make a connection like the old 55 bus booked for the 42 leaving Tiegs and. Franklin at 9:50. AM. Timing on 150 is a problem. The 42 leaving at 10:50 maybe also?	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Valley Regional Transit is in the process of looking at service changes for fall 2022. Your question and suggestions regarding timing have been forwarded to Valley Regional Transit planning staff for consideration as part of that process.	83651 Karen Stiehl	Online comment form

Table D-3. Additional open-ended response.

Do you have any additional comments on the draft plan?

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
As a 70+ disabled veteran in Boise, using the VA, could you explain the curb-to-curb services from my home to the VA? Is there a fee? I see the days and times it is offered but NO phone number so that would solve my issue.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. The Boise VA Medical Center operates a shuttle service that transports patients to the VA. To schedule a ride, you can call the Boise VA local number at (208) 422-1000 and press "0" for the operator. Rides must be scheduled at least two business days before your appointment and are offered free of charge. If that service does not meet your needs or you have more questions about available curb-to-curb services, the Valley Regional Transit Help Desk at (208) 345 -7433 is also a good resource.	83713 Marc Maupin	Online comment form
Vote to oust Liberal Democrates in Boise.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83705	Online comment form
I appreciate the work that has been done on this plan. I ride the bus on a regular basis and overhear conversations of people who are truly struggling to commute to work, to doctor's appointments, to church, to the grocery store. They are having to move further away from jobs that pay a sustainable income because they can not afford to pay rent where the jobs that pay well are located. We need to be moving faster in improving public transit for people in the Treasure Valley - especially in Canyon County and west Ada County.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83703	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
Why is your priority demographic only the elderly, disabled and refugees? We need a public transit system for everyone. We don't want a car-dependent city. Public transit in Boise should be so appealing and well thought out that it makes sense for the average citizen to ditch their car and ride together. The growth of the Valley is inevitable, lets build a community that is not dependent on cars!	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. Federal guidance requires that needs of persons with disabilities, older adults, persons with low incomes be addressed in the Coordinated Plan, which is required for project proposals to be eligible to receive funding from the Federal Transit Administration's Section 5310 program - Enhanced Mobility of Seniors and Individuals with Disabilities. Community advocates and service providers in Ada and Canyon Counties chose to also include individual with limited English skills as a target population due to unique vulnerabilities of those individuals. While the focus is on the needs of these individuals, any improvements to transit will benefit all transit users.	83705	Online comment form
Although this is a great and comprehensive plan that addresses current and short-term needs, I don't think we will truly address longer term needs and anticipated growth without a mass transit system like light rail.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83651	Online comment form
Consider expanding Commuter Ride by ACHD to deal with some of these "high priority" needs. Locating "low income" housing near bus routes seems wise.	Thank you for your comments. They will be shared with Valley Regional Transit, Ada County Highway District (ACHD) Commuteride, and the COMPASS Board of Directors.	83616	Online comment form
We should focus on make the entire TV less auto dependent by funding a long term project to build a light rail system from Middleton to Mtn Home. This would bring an encredible # of jobs in which would in turn help the lower income folks penalized by our sub-parr public transit system. Also, persuaidng the state welfare system to provide lower models cars (like the ones donated to Youth Ranch) to those on public assistance would actually reduce the need for expensive fixed transit programs. People hate riding the bus and we force poor people do do it; whichonly hinders their ability to get off public assistance.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83716	Online comment form
Increase service hours during week and on weekends Increase availability of qualified (transit) drivers in the region (Meridian, Boise, Nampa) Expand existing inter county public and other transportation services	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83642	Online comment form

Comment (The comments below are verbatim, as submitted by the commenter. As such, typographical errors have not been corrected.)	Staff Response	Zip Code (City) Name Affiliation	Format
I lived and visited countries that actually had good public transportation and loved it but hate how limited it is here in Caldwell. If you want to incentivize the public to use public transportation, I'd say give senior/student discounts. A great marketing tactic that could peak the curiosity of the public is having the bus aesthetic as a unique selling point (ie. A double decker bus in idaho would be a first or an interesting retro style, something that catches the eye) it would also be great for tourism	Thank you for your comments. They will be shared with Valley Regional Transit, the City of Caldwell, and the COMPASS Board of Directors.	83605	Online comment form
need to consider other modes of transit not just buses. BRT or Street Cars. Community rides. in a community where many older people can't drive but need to get around they should not have to rely on Ubers taxi's and family members for rides or access buses that only operate a few days a week. I think you say this in the strategies but Sunday services should not be different from Saturday or weekday. Lack of service results in a lack of independence.	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors.	83702	Online comment form
Need benches at Tiegs and Franklin, the Marketplace, or maybe just signage at 12th & 7th both sides. #12 every half hour. Saturdays for 150 routes decrease booking and wait times for 150. Is the 30 kicking in yet? When?. Need for Meridian ASAP	Thank you for your comments. They will be shared with Valley Regional Transit and the COMPASS Board of Directors. At this time, an exact start date for route 30 has not been set. Valley Regional Transit was planning to set a start date when ridership on its system reached 90% of pre-COVID 19 levels. That may be modified to begin service no later than October 1.	83651 Karen Stiehl	Online comment form

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