

# Regional Advisory Council Agenda

July 16, 2024

10:00 AM

4701 S. Northrup Street, Boise, ID 83705

**This is an in-person meeting.**

The meeting will take place at the Orchard facility at  
4701 S. Northrup Street, Boise, ID 83705

in conjunction with the Boise Metro Chamber ribbon cutting ceremony.

If you are unable to attend in person, the virtual option is: [http://ridevrt.org/VRTRAC\\_FY24](http://ridevrt.org/VRTRAC_FY24)  
or dial in at +1 323-484-8960, Conference ID - 160829319#

## I. Calling of the Roll

## II. Agenda Additions/Changes

## III. Consent Agenda

*Items on the Consent Agenda are Action Items and will be enacted by one motion. There will be no separate discussion on these items unless a Regional Advisory Council Member requests the item be removed from the Consent Agenda and placed under Action Items.*

**A. ACTION: Regional Advisory Council Meeting Minutes from May 21, 2024 Meeting  
Pages 3-4 | Paula Cromie**

*The Regional Advisory Council as asked to consider approval of the minutes from the May 21, 2024 meeting.*

## IV. Action Items

## V. Information Items

**A. INFORMATION: Change Day Update, New Brochures, and Feedback  
Page 5 | Jason Rose**

*This is an information item. Staff will present an update about Change Day, new materials, the feedback we've gotten thus far, and how we plan to respond to the feedback.*

**B. INFORMATION: Access and Beyond Access Service Updates  
Page 6 | Jeannette Ezell**

*This is an information item. Staff will present an update on VRT's Access and Beyond Access services and share new service brochure designs.*

**C. INFORMATION: Topics for Discussion  
Walter Steed**

*Members of the Regional Advisory Council will have the opportunity to bring up topics on items they've heard about during an open discussion session, or topics they would like to be considered on an upcoming agenda.*

## VI. Department/Staff Reports

**A. INFORMATION: Staff Reports**

**Pages 7-21 | Staff**

*The most current department/staff reports were included in the packet for information. Members of the Regional Advisory Council are encouraged to read them as they contain valuable information on current items taking place at Valley Regional Transit.*

**VII. Adjournment**

*Agenda order is subject to change.*

**Next Regional Advisory Council Meeting:**

**September 17, 2024**

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

Any accommodations needed for effective communication, such as language interpretation or auxiliary aids, should be made no later than three working days before the scheduled meeting. Please contact Jason Rose, Communications Director at [jrose@rideVRT.org](mailto:jrose@rideVRT.org) or by calling 208-258-2739.

# Regional Advisory Council Meeting Minutes

May 21, 2024

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley	Terri Lindenberg	Brad Alvaro, VRT
Samantha Kenney	Deeann Solis	Paula Cromie, VRT
Andrew Mills	Megan Zusne	Elaine Clegg, VRT
Mary Beth Nutting	David White	Kate Dahl, VRT
Walter Steed		Jeannette Ezell, VRT
Theresa Vawter		Kathleen Godfrey, VRT
		Joe Guenther, VRT
		Stephanie Hailey, VRT
		Stephen Hunt, VRT
		Lila Klopfenstein, COMPASS
		Hailee Lenhart-Wees, VRT
		Rob Lowe, VRT
		Nick Moran, VRT
		Melody Roper, VRT
		Jason Rose, VRT
		Kyle Street, VRT
		Alissa Taysom, VRT
		Duanne Wakan, VRT
		Cameron Wells, VRT

- I. **Calling of the Roll** - Chair Walter Steed called the meeting to order at 9:01 a.m., with a quorum present by phone and in-person.
- II. **Agenda Additions/Changes** - none
- III. **Consent Agenda**  
There were no items on the consent agenda.
- IV. **Action Items** – There were no action items on the agenda.
- V. **Information Items**
  - A. **INFORMATION: Bus Stop Typology Update**  
Kate Dahl provided a summary of updates on bus stop improvement projects including the Bus Stop Typology, FY2024 Service Change, and Bus Stop Inventory Phase 1.  
  
Staff would like the RAC to be involved in the ongoing bus stop inventory. Several members of the RAC volunteered to be a part of gathering information for the inventories.

Staff will work on survey questions and a means to enter the information gathered into a database.

**B. INFORMATION: FY2024 Network Redesign Brochures, Maps and Outreach**

Jason Rose and Stephen Hunt spoke about outreach and after a question from Andrew Mills, about the need for Braille information at bus stops. They also presented the new brochures and maps that accompany final network redesign to the Regional Advisory Council. A complete list of route brochures, can be found at <https://www.valleyregionaltransit.org/planning/service-changes/>

The RAC was asked to look over the new brochures and let staff know what updates or changes they felt might be helpful.

Details were presented on maps where Access services will be eliminated and where Beyond Access will pick up the slack of eliminated services for those who qualify for the service.

Staff reiterated Change Day will take place June 3.

**C. INFORMATION: Temporary Bus Stop Signs**

Stephen Hunt presented information about temporary bus stop signs for the service change beginning June 3. Due to NEPA concerns, not all of the bus stops will be permanent until those concerns are addressed.

**D. INFORMATION: Umo Training**

Hailee Lenhart-Wees guided the Regional Advisory Council through training on how to use the Umo app and card. All RAC members all eligible to get a free Umo card and ride the fixed-route bus service for free.

**E. INFORMATION: Topics for Discussion**

Members of the Regional Advisory Council had the opportunity to bring up topics on items they've heard about during an open discussion session, or topics they would like to be considered on an upcoming agenda. Nothing was brought up.

**VI. Department/Staff Reports**

**A. INFORMATION: Department/Staff Reports**

The most current department/staff reports were included in the packet for information. RAC members were encouraged to read them as they contain important information.

**VII. Adjournment** – The meeting adjourned at 10:49.

**Next Regional Advisory Council Meeting**

**July 16, 2024**

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

<b>TOPIC</b>	Change Day Update, New Brochures, and Feedback
<b>DATE</b>	July 16, 2024
<b>STAFF MEMBER</b>	Jason Rose

### **Staff Recommendation/Request**

This is an information item. Staff will present an update about Change Day, new materials, the feedback we've gotten thus far, and how we plan to respond to the feedback.

### **Summary**

VRT's Better Bus initiative, and bus network redesign within the initiative, was the most substantial service change VRT has embarked on since its inception. Decisions for the service change – which kicked off on June 3<sup>rd</sup> with Change Day – were guided by thousands of points of public input over the last year, many driven by the vision and involvement of the Regional Advisory Council.

One of the more substantial changes is the integration with the new Bus Stop Typology and VRT branding update, which includes color-coded bus routes based on frequency and better integration with existing outreach tools. These updates are reflected in new route maps and brochures.

### **More Information**

None

**For detailed information contact:** Jason Rose, Communications Director, 208-803-5183, [jrose@ridevrt.org](mailto:jrose@ridevrt.org)

<b>TOPIC</b>	Access and Beyond Access Service Updates
<b>DATE</b>	August 12, 2024
<b>STAFF MEMBER</b>	Jeannette Ezell

**Staff Recommendation/Request**

This is an information item. Staff will present an update on Valley Regional Transit’s (VRT’s) Access and Beyond Access services and share new service brochure designs.

**Summary**

VRT operates a selection of specialized services beyond our fixed-route and on-demand bus network. Two of these services include the ADA paratransit service, Access, and the new Beyond Access.

Access is a paratransit transportation service operated by VRT through the tax support of local municipalities. Designed to complement the fixed-route bus system, this service is available to people who are unable to utilize the fixed-route or on-demand bus systems because of a disability. Eligibility may be limited on a conditional basis, and each trip can be reviewed. With the new service change, the Access service area was reduced in select areas of VRT’s network.

Anticipating this reduction, and to expand access to transportation services, VRT launched Beyond Access at the beginning of this year. Beyond Access provides no-cost trips in Ada and Canyon counties Monday through Friday, 7 a.m. to 6 p.m. The service is available for older adults and persons with disabilities who qualify through VRT’s verification partner, ADARide.

VRT staff are in the process of finalizing new service brochures for Access and Beyond Access. These will be presented to the RAC digitally and in print for those attending the meeting in person.

Staff are also updating Access and Beyond Access handbooks, which will be shared with the RAC later this summer for feedback.

Other VRT specialized services include Meridian Medical Transportation, Meridian Veterans Shuttle, Rides2Wellness, Village Van, Volunteer Driver, VRT Late Night, and VRT Lyft Pass. Staff can present on these services in the future at the RAC’s request.

**More Information**

None

**For detailed information contact:** Jeannette Ezell, Transit Services Manager, 208-258-2711, [jezell@ridevrt.org](mailto:jezell@ridevrt.org).

<b>TOPIC</b>	CEO Activity Report
<b>DATE</b>	July 3, 2024
<b>STAFF MEMBER</b>	Elaine Clegg

### CEO Update

Information only, no action needed.

### Highlights

**Amtrak Appointment** – I have completed a questionnaire for the Senate Commerce Committee and am awaiting word on the timing of a hearing on the nomination, hoping for that hearing before the fall recess.

**Change Day** – While there can never be a change this big without a hitch, Change Day and its impact has gone remarkably well. I continue to be impressed with how well the staff has implemented the changes and responded to the challenges that have arisen. They are now reviewing the timing on the stops and making minor adjustments, where possible, to ensure buses can meet on-time performance goals. Additionally, the brochures are being tweaked to offer yet more improvements. These changes will happen imminently with bigger more complex changes planned for the fall.

**Budget Workshops** – I have been attending and presenting to many city council and commission meetings detailing the budget requests VRT has made this year. Overall, the reception has been positive. I note that every jurisdiction is challenged more than usual this year by budget needs that are exceeding available revenue. I am working with the Executive Management Team to complete an internal business plan designed to improve productivity, develop new partnerships, and manage project delivery to meet priorities and goals. All is being done with an eye toward productive cost savings.

**Meetings** – Since my last update I have participated in a number of important meetings.

- **Meetings with state leaders** – I continue to meet individually with every member of the legislature who serves the Treasure Valley and have meetings with three more legislators since my last update. The meetings continue to be productive and informative.
- **Association of Idaho Cities (AIC)** – I made a presentation at AIC conference, together with the Idaho Policy Institute, about the importance of and funding challenges faced by transit agencies in the state of Idaho.
- **Ada County** – The development team and I met with the Ada County COO and Trial Court Administrator from Ada County to discuss their need for transit service for a new drug court facility they are opening. The meeting highlighted the need to communicate with VRT early about these kinds of needs and to consider the value our services provide in planning for them.
- **City of Boise** – We attended a meeting with the city of Boise to discuss the Murio Farms developer proposal.
- **D3 Idaho Transportation Board Outreach Workshop** – VRT attended the workshop and had the opportunity to discuss impacts on transit from the projects proposed.

- **Metro Community Services** – VRT continues to have bi-monthly meetings with Metro to develop a strong long-term plan for our partnership on Beyond Access. Under plans discussed, Metro would continue to provide service primarily in Canyon County while providing service in Ada County where it makes sense in optimizing the trips. We continue to work on details and appreciate their strong commitment to serving the community.
- **ACHD Commission** – As discussed at our recent Executive Board meeting, I drafted a letter to ACHD with a proposal to adopt a hybrid concept for the section of State Street from 8<sup>th</sup> to 14<sup>th</sup> Streets we feel better serves transit users while still meeting the safety and multimodal goals of the project.

### Boards and Committees

- **The Bus Coalition (TBC) Board** – The Bus Coalition met once and discussed the waiver request for the Karsan Ejest bus and a how to offer support for a yearly federal appropriation in line with the amounts authorized in the IJA.
- **TVCCC Board** – I missed the annual meeting while in Missoula, the board adopted a membership program which I offered comment on virtually.
- **HSIPR Committee member** – The High Speed and Intercity Passenger Rail committee of American Public Transportation Association will meet again in August.
- **BMHTC** – I attended my second Boise Municipal Health Care Trust meeting.
- **Amtrak** – Though my nomination has not been confirmed I have had preliminary meetings with Amtrak staff to learn about the organization and budget.

### Travel – I had one trip focused on long distance rail.

- **Federal Rail Administration Long Distance Study** – I traveled to Missoula to participate in the last of four sessions facilitated by FRA to which routes should be recommended to congress to be added to the Amtrak long distance passenger rail service map. The good news is that the Pioneer Route on the map; it is troubling the FRA and Amtrak both assess that the additional routes will need to qualify for the Corridor Identification Program or receive a separate appropriation from congress to move forward. Additionally, the process continues to favor and prioritize routes that serve more populous regions and that already have some passenger rail service over those in places like ours that have no service at all. I will continue to advocate to prioritize our region as these new routes are considered.
- **Big Sky Passenger Rail conference** – While in Missoula I also attended the Big Sky Rail Authority Passenger Rail Conference. I met with our partners at the Pacific Northwest region and with a soon to be fellow board member of Amtrak.

### VRT in the Media – There was a variety of media this month.

- **Idaho Matters** – Jason Rose and I appeared on Idaho Matters on Boise State Public Radio to talk about Change Day and what the Better Bus Initiative means for our riders; <https://www.boisestatepublicradio.org/show/idaho-matters/2024-05-23/valley-regional-transit-changes-service-boise-bus>
- **Service Change - Mass Transit Magazine** <https://www.masstransitmag.com/bus/press-release/55041747/valley-regional-transit-vrt-valley-regional-transit-to-implement-redesigned-bus-network-june-3>
- **KIVI - Eagle On-Demand** <https://www.kivity.com/eagle/valley-regional-transit-is-expanding-its-on-demand-service-in-eagle>



- **Idaho News - Amtrak Nomination**  
<https://www.idahonews.com/news/local/president-biden-nominates-valley-regional-transit-ceo-elaine-clegg-to-amtrak-board>
- **Idaho Statesman - Amtrak Nomination**  
<https://www.idahostatesman.com/news/local/community/boise/article288254290.htm>
- **KIVI - Amtrak Nomination** <https://www.kivity.com/news/valley-regional-transit-ceo-elaine-clegg-nominated-to-amtrak-board-of-directors-by-pres-biden>
- **Mass Transit Magazine - Amtrak Nomination**  
<https://www.masstransitmag.com/rail/news/55036760/id-all-aboard-biden-just-nominated-a-former-boise-city-council-member-for-a-national-post>

**Regional Rail** – I continue to pursue avenues to activate our rail corridor with passenger rail.

- **PEL study** – The refined Purpose and Need Statement and list of objectives for the Planning and Environmental Linkages study of high-capacity transit in the region was approved by the COMPASS Board with minor additions (thank ITD District 3 and ACHD representatives) that we agree strengthen the statements.

### **Summary of Internal Activities**

**May in Motion was a great success!** I challenged the staff and once again they reached **100% participation!** I believe we are the only organization with a sizeable staff to reach that milestone. **Please thank all staff, and especially Dave Fotsch** for their hard work in organizing and participating in the challenge. We celebrated with a staff night at a local putt-putt golf facility.

Staff continues to deliver on Change Day, completing the removal of old signs, designing needed changes in the new brochures and making small changes to optimize how the new routes operate.

**We recently had our Triennial Review by the Federal Transit Administration.** They were on site for two full days and reviewed every aspect of our operation for compliance with federal regulation. The report is not finalized but in the exit interview they only identified a handful of findings, and they were all small technical issues. Our staff is confident we can correct them before the review is finalized and sent to the Board for review. We received complimentary comments about a number of our practices. Please thank the staff past and present for the strong compliance foundation they have built.

**For detailed information contact:** Elaine Clegg, CEO, 208.258.2712, [eclegg@rideVRT.org](mailto:eclegg@rideVRT.org)

<b>TOPIC</b>	CEO Activity Report
<b>DATE</b>	June 3, 2024
<b>STAFF MEMBER</b>	Elaine Clegg

### CEO Update

Information only, no action needed.

### Highlights

**Amtrak Appointment** – As most of you have heard by now, I have been nominated to the Amtrak Board of Directors by President Biden. It is an incredible honor and one that I believe will serve our region well. The appointment nomination is now in the US Senate awaiting confirmation. The Senate could act as soon as next month or wait until after the election. If I learn more, I will let you know. What I do know is that I am confident I can fulfill this appointment in addition to my duties at VRT. The Board meets four times per year, and I will be asked to serve on a subcommittee that meets virtually. They also usually have one trip annually to visit one of the Amtrak services.

**Change Day** – The entire staff has been working tirelessly to get all of the work done for our service change that will go live the morning of **June 3**, the same day the Executive Board meeting is being held. Additionally, the new Oracle Enterprise Resources Planning (ERP) Fusion platform is going live the morning of June 3. The staff involved in ERP are not involved in the service change and vice versa and this timing gives VRT more than a full quarter of live data before the year end.

For the **Better Bus Initiative** Service Change staff has completely redesigned all of the route brochures, the system map and all of the information inserts that are used at various service locations. The new Bus Stop Typology is being implemented as part of the change and all bus stops will get a new sign blade and the addition of an information holder that will provide more detailed information for each route served at that site as well as a QR code providing access to our digital system. You will see those in an information item.

Staff is ready and excited to go live with the new **ERP**. After working through the data conversion and detailed training and developing scripts for staff to use as they get familiar with the system, we know there will still likely be some hiccups but are confident that in the end this will allow VRT to provide better and more timely financial information.

We have begun making presentations to various major members and partners regarding this year’s budget requests. By the time you receive this report we will have presented to Ada County, Nampa, and Canyon County. June will see many other presentations.

**Specialized/Supplemental Transportation** – VRT provides a number of different specialized services including Beyond Access and Rides-to-Wellness. Beyond Access is running well, staff is learning how to optimize the new database however rides continue to be down overall as we transfer Access eligible riders to that service and work through vehicle maintenance issues. Over the next year, VRT will work to develop a long-term vehicle replacement plan. Ride requests on Rides-to-Wellness have increased. We are working with the healthcare systems to better manage those rides using Beyond Access in order to reduce the overall costs. VRT provided shuttle service to and from parking lots to the Idaho Center for Deputy Bolter’s memorial service.

**Meetings** – VRT continues to reach out to many partners.

- **Idaho 2040 Forum** – The forum is working on a research and outreach plan and there are also plans to assist the Idaho Policy Institute to purchase an economic impact software tool.
- **Meetings with state leaders** – I have begun meeting individually with every member of the legislature who serves the Treasure Valley and have met with four legislators in the last two weeks. The meetings have been very productive and informative.
- **Idaho Policy Institute** – BSU recently completed a review of the Idaho Policy institute by outside academics. I was interviewed for that review which will report on how the institute can become an even stronger partner to the region.
- **PNWER** – As a sub-recipient of the Pacific Northwest Economic Region (PNWER) I participated as a presenter in two recent webinars.
- **Developer Outreach** – VRT met with the development team of the **Murio Farms** planned community and annexation proposal to explore innovative ways to serve new development with transit. We agreed on and they proposed a one-time capital fee and an ongoing HOA-funded-fee for transit in exchange for membership in our regional pass program (allowing residents to obtain free bus passes) based on a per resident count. *This is the kind of innovation we hope to spur more often.*
- **APTA Peer Exchange** – As a member of the APTA CEO Seminar I have been paired with the CEO of the Austin TX transit system as part of a peer exchange. Boise mirrors almost exactly where Austin was 30 years ago. I have already learned a lot that will help us plan for the future and made a great new friend in the process.

**Boards and Committees**

- **The Bus Coalition (TBC) Board** – The Bus Coalition did not meet in May.
- **TVCCC Board** – The Treasure Valley Clean Cities Coalition provided a letter of support for VRT’s recent Lo-No application..
- **HSIPR Committee member** – The High Speed and Intercity Passenger Rail committee of American Public Transportation Association (APTA) received a report from FRA on recent activities, reviewed legislative priorities and finalized plans for upcoming conference sessions.
- **BMHTC** – With the departure of Jason Jedry I have joined the Boise Municipal Health Care Trustees as a non-voting member. I recently attended their orientation and yearly retreat.

**Travel** – After a busy April there was no travel in May.

**VRT in the Media** – There was a variety of media this month.

- **Idaho Matters** – Jason Rose and I appeared on Idaho Matters on Boise State Public Radio to talk about Change Day and what the Better Bus Initiative means for our riders; <https://www.boisestatepublicradio.org/show/idaho-matters/2024-05-23/valley-regional-transit-changes-service-boise-bus>
- **Service Change - Mass Transit Magazine** <https://www.masstransitmag.com/bus/press-release/55041747/valley-regional-transit-vrt-valley-regional-transit-to-implement-redesigned-bus-network-june-3>
- **KIVI - Eagle On-Demand** <https://www.kivity.com/eagle/valley-regional-transit-is-expanding-its-on-demand-service-in-eagle>

- **Idaho News - Amtrak Nomination**  
<https://www.idahonews.com/news/local/president-biden-nominates-valley-regional-transit-ceo-elaine-clegg-to-amtrak-board>
- **Idaho Statesman - Amtrak Nomination**  
<https://www.idahostatesman.com/news/local/community/boise/article288254290.htm>
- **KIVI - Amtrak Nomination** <https://www.kivity.com/news/valley-regional-transit-ceo-elaine-clegg-nominated-to-amtrak-board-of-directors-by-pres-biden>
- **Mass Transit Magazine - Amtrak Nomination**  
<https://www.masstransitmag.com/rail/news/55036760/id-all-aboard-biden-just-nominated-a-former-boise-city-council-member-for-a-national-post>

**VRT in the Community** – There were two appearances this month.

- **ETA** – I did an interview with ETA, our transit asset management vendor who provides VRT with comprehensive CAD/AVL software that provides our performance measurement data and bus tracking software and app, for their internal media platform.
- **NENA Transportation Summit** – VRT participated in the summit, held in Hyde Park, with a display table and bus and I was asked to address the crowd briefly.

**Regional Rail** – I continue to pursue avenues to activate our rail corridor with passenger rail.

- **PEL study** – VRT worked with COMPASS and the consultant to refine the Purpose and Need Statement and list of objectives for the Planning and Environmental Linkages study of high-capacity transit in the region.
- **RUN conference** – the Rail Users Network held their annual virtual conference which featured a number of speakers on issues that inform our work.

### **Summary of Internal Activities**

**Please thank all staff, for their hard work on Change Day!** In addition to communications staff – thank you for the great new brochures and maps, development – thank you for the detailed planning that fed the whole project and for ordering and installing the new sign blades and info holders, success this month is especially due to the **Operations Department** who have completely rebuilt how the routes are blocked and scheduled and have trained the operators on all of the changes.

This is the biggest one-time change VRT has completed. Without the staff leaning into this it would not have been possible. Next month we will focus on operators, their performance over the next month will set the stage for this change to bring new riders. I am confident they are going to deliver.

VRT continues to work with our legal counsel on the Proterra bankruptcy. As Proterra winds down we have one small issue to resolve, and the dispenser failures are still to be resolved with the new vendor Phoenix.

We began a review of our reserve fund policy with a meeting with Executive Board member and Meridian CFO, Todd Lavoie – thank you Todd. Our goal is to develop a revised policy for implementation for the FY26 fiscal year.

**For detailed information contact:** Elaine Clegg, CEO, 208.258.2712, [eclegg@rideVRT.org](mailto:eclegg@rideVRT.org)

<b>TOPIC</b>	Finance and Administration Activity Report
<b>DATE</b>	June 3, 2024
<b>STAFF MEMBER</b>	Cameron Wells, Chief Financial Officer

## Summary

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

## Highlights

### **Budget/Finance**

- The CFO continues working with planning staff on FY2025 budget planning.
- A significant portion of the finance team's efforts are dedicated to the implementation of the Oracle Fusion enterprise resource planning (ERP) system. The go-live date is June 3.
- The finance staff is down one position, and the CFO is recruiting for a Senior Accountant to fill in the vacancy.

### **Grant Management**

- Grants and Compliance Administrator is working on the following:
  - Working with the FTA to obtain a Letter of No Prejudice allowing for pre-award authority on the RAISE grant to allow for the project expenses to begin accruing.
  - Active grant revisions/amendments
  - Reconciling Federal grants awarded and expended to their corresponding projects.

### **Procurement**

- Please refer to the procurement calendar attached to the Board packet for a listing of procurements currently being worked on.

**For detailed information contact:** Cameron Wells, Chief Financial Officer, 208-258-2709, [cwells@ridevrt.org](mailto:cwells@ridevrt.org)

<b>TOPIC</b>	Operations Department Staff Report
<b>DATE</b>	June 3, 2024
<b>STAFF MEMBER</b>	Leslie Pedrosa

## **Summary**

This report provides a status update of activities related to contracted transportation services, Specialized Transportation services, compliance, customer service support and regional operations.

## **Regional Operations**

### **Ada County Charging and Battery Electric Bus Update**

January 8, VRT was notified that the bankruptcy court approved the sale of the Proterra Transit business arm of Proterra to Phoenix Motor Cars. (Phoenix). The transit business arm includes new bus builds, bus parts, and battery leases. VRT continues to work on the transition with Phoenix to work through existing orders on hold.

Three Proterra chargers and nine Proterra dispensers remain out of service, leaving three operational dispensers out of twelve. The software update VRT was expecting to be deployed to restore the original chargers back to dual dispensing is no longer being built due to the Proterra bankruptcy. VRT continues to work with legal representative to determine a path forward to determine options to recoup money spent on obsolete equipment.

Currently, all four 40' and six of the eight 35' Proterra buses are in service. Two buses remain out of service. VRT is working with Phoenix to determine when we will place the last two buses into revenue service, based on the limited dispensers available for charging.

### **Beyond Access Service**

Beyond Access service launched on January 2. VRT has provided over 12,000 rides, which is about a 10% decrease from the combined total of previous service providers. VRT continues to work through challenges with a new service.

Challenges continue to include incorrect information on bookings from the previous database, new drivers and duplicate service. VRT continues to move riders who are eligible for ACCESS service, as we find they have been booked incorrectly. Metro Community Services, who partners with VRT to provide rides, continued to experience mechanical issues with buses which reduced vehicles in revenue service.

### **Miscellaneous**

- VRT began operating extended hours for Eagle On-Demand on May 1. The service now operates weekdays from 7:00 am to 7:00 pm. As of May 10, 25% of the completed trips were provided between the extended hours of 5:00 pm and 7:00 pm.

- Working with other VRT department staff and consultants to prepare for construction plans at Main Street Station for work planned under the 2022 Low or No Emissions (LONO) Grant.
- Worked with other VRT department staff and consultants to submit the application for the 2024 Low or No Emissions (LONO) Grant.
- Participating in the Steering Committee with Idaho Transportation Department - Public Transportation Office to plan the upcoming 2024 Public Transportation Summit scheduled September 24–26 in Coeur d’Alene.
- Operations staff working with other VRT departments and contracted transportation staff to implement services changes on June 3, 2024.
- Completed fiscal year 2023 National Transit Database (NTD) reporting. The issues with the NTD website, which prevented VRT from submitting the report, have been resolved and the report was submitted. Staff is working closely with NTD to work through corrections to complete the report.
- VRT staff began working the Avero and FourthSquare to begin work on replacing Fleet Net for our maintenance software. VRT expects the new software to be ready for use by the end of 2024.
- VRT staff is meeting with funding partners of the Rides2Wellness service to determine a path forward to make the service sustainable. Ridership has almost doubled in the first six months, compared to the same time span of last fiscal year.

## **Highlights**

### **Contracted Transportation**

#### **Canyon County Highlights**

- Zero preventable accidents in April
- Intercounty on-time performance 84% for April
- On-demand on-time performance 78% for April
- ACCESS on-time performance 93% for April
- Preparing for June service change

#### **Ada County Highlights**

- One preventable accident in April
- Fixed-route on-time performance 82% for April
- ACCESS on-time performance 97% for April
- Preparing for June service change

### **Compliance**

- Staff continues to work on updates to VRT policies and procedures as needed
- Staff completed scoring assets for annual Transit Asset Management scoring

### **Beyond Access Service**

- Two preventable accidents in April
- On-time performance 92% for April
- Continue to work with dispatchers and drivers to make adjustments for service operations

### **Customer Service Support**

- Customer service handled 3,334 of 3,593 phone calls for information, with 247 calls abandoned. The average call time was 3 minutes, 13 seconds and the average hold time was 20 seconds in April.
- Reservationist handled 2,010 of 2,142 phone calls to change or schedule a ride on ACCESS, with 106 calls abandoned. The average call time was 4 minutes, 10 seconds and the average hold time was 17 seconds in April.
- On-demand services handled 1,549 of 1,819 phone calls to schedule a ride, with 267 calls abandoned. The average call time was 2 minutes, 37 seconds and the average hold time was 20 seconds in April.
- April City Go Pay mobile ticket sales totaled \$12,798.75.

### **More Information**

Leslie Pedrosa, Chief Operating Officer, 208.258.2713, [lpedrosa@ridevrt.org](mailto:lpedrosa@ridevrt.org)



<b>TOPIC</b>	Development Department Monthly Report
<b>DATE</b>	May 6, 2024
<b>STAFF MEMBER</b>	Stephen Hunt

**Summary**

Development Department activities for May 2024 report.

**VRT Strategic Plan**

**Goal 1 - Demonstrate responsible stewardship of public resources**

**Performance Based Decision-making**

- **FY2025 Budget Build**  
Staff leveraged the planning efforts of the FY 2023-2027 TDP to inform the FY2025 budget process. Staff developed FY2025 preliminary budgets and is coordinating with staff of financial partners to develop FY2025 funding requests.

**Goal 2 – Increase Ridership and Revenue**

- **FY2024 Service Changes** – Staff coordinated and is installing updated sign blades and information holders. Based on City of Caldwell funding decisions, staff removed routes 56 and 58 from the FY2024 service change.
- **Bus Stop Improvements** – Phase 1 of the Bus Stop Inventory is underway. Staff continues work with consultant to develop a database of tracking bus stops and amenities, which will guide stop improvement prioritization.
- **The Intercity Connections Study** – Staff continues working with consultant on stakeholder tasks for the intercity connections study.
- **Towne Square Mall Transit Center** – The Dillard's contract has been updated and VRT is continues negotiations with Dillard's. Staff is working with consultants to prepare a low-no grant application to update the transit center at the Towne Square Mall and install electric charging infrastructure.
- **Boise State University Public Policy Masters Student Capstone Project** – VRT staff continued support Boise State Masters Students as they've studied potential redevelopment sites along Fairview Ave.
- **Nampa – Caldwell Corridor TOD Study** – Staff reviewed and selected a consultant to initiate the Nampa Caldwell corridor study.

**Goal 3 - Build Institutional and Regional Capacity**

**Regional Capital Enhancements**

- **Orchard Facility Master Plan Implementation**
  - Staff coordinated with consultants and operations staff to complete employee parking and advance concepts of East Lot expansion and associated infrastructure.

- **Happy Day Transit Center Upgrades (HDTTC)**
  - Heating, ventilation, and air conditioning (HVAC) replacement contractor is designing replacement system and is working through complications due to the unavailability of HVAC systems. Design engineer and architect are under contract for roof and awning replacement. Architect began the office redesign plans for 2024 construction and staff had the opportunity to provide comments on the future office layout.
- **Main Street Station (MSS)**
  - Consultants and staff continue to refine concepts and scope for the MSS charging infrastructure. We have agreed to a maximum price and are continuing negotiations with the contractor.

### **Regional Corridor Planning/Corridor Capital Investments**

- **State Street Corridor Projects**
  - Federal Transit Administration's (FTA) National Environmental Policy Act (NEPA) review along with State Historic Preservation Office (SHPO) providing concurrence is complete. VRT and FTA are working to finalize and execute the Rebuilding America's Infrastructure with Sustainability and Equity (RAISE) grant. Further planning design activities are on hold until RAISE funds are available and/or rebalanced State Transportation Block Grant (STBG) funds complete their transfer from Federal Highway Administration (FHWA) to FTA. In addition to initiating the RAISE grant process, VRT has requested for a letter of no prejudice which can also be used to release funds early to keep the projects moving forward.
  - VRT awarded a contract to Idaho Site Works for construction at State and 18<sup>th</sup>. Staff and contractors have coordinated the construction schedule with Ada County Highway District (ACHD). Construction is scheduled to begin in July. VRT is working with FTA and FHWA partners to complete funds transfer to ensure timely completion of this project.
  - VRT staff and the technical team continue to push updates to the State Street Traffic and Operation Plan (TTOP) through partner agencies approval process.
- **Bus Stop Improvements**
  - VRT staff shared refined Pioneer/River crossing transit stop improvement concepts with ACHD, City of Boise and Capital City Development Corporation (CCDC). Improvements would reduce vehicle, transit, bicycle and pedestrian conflicts around the bus stop there. The improvements would add amenities per CCDC funding request.

### **Mobility Integration**

- Staff is developing a Transportation Demand Management (TDM) template that will help employers and developers cite goals and performance measures to reduce SOV trips.
- Staff held a meeting with the Downtown Boise Collaborative to restart TDM efforts.
- Umo is updating their backend architecture shortly that will improve mobility integration for the agency and the public. Updates will improve real-time information, deep links with other mobility applications, and more nimble responses to VRT requests.
- Staff is working with Lime to develop micromobility discounts for City Go members.

- Safe Routes to School (SR2S) staff are busy holding bike rodeo's and conducting student outreach.

**More Information:**

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<b>TOPIC</b>	Communications Update
<b>DATE</b>	June 3, 2024
<b>STAFF MEMBER</b>	Jason Rose

### **Summary**

This memo provides updates on current and future communications, engagement, and marketing efforts, including those related to the Valley Regional Transit (VRT) Strategic Plan goals.

### **Highlights**

Communications and Engagement staff have had a busy May! We've attended May in Motion events all month, raising awareness about upcoming service changes and providing on-hand support for customers.

Most of our efforts have been driving toward Change Day. We've created hundreds of materials over the course of this education effort for: earned media, social media (with which we have seen substantial reach), printed materials, digital materials, radio advertising, infotainment announcements, and more.

We also continue to work on a marketing campaign to be launched late June, focusing on raising awareness and promoting VRT in Boise initially. This campaign will complement service changes and bus stop updates and include a robust video and visual campaign.

We continue to build website and social media content and are working with our marketing partners on creating additional website tools for new content types; with feedback from the UI/UX website review, we have updated individual route pages and are working on home page and menu navigation updates. We anticipate these changes to occur in the coming weeks before Change Day.

After a few hurdles with the roof infrastructure at Main Street Station, we have a path forward to install the new MSS sign this summer or fall, which will help increase visibility at the transit center.

As of 5/17/24, we have sold \$699,849 since the start of the fiscal year, and project to finish the fiscal year at \$970,000.

### **More Information**

Attachments: None

For detailed information contact: Jason Rose, Communications Director, 208-258-2739, [jrose@valleyregionaltransit.org](mailto:jrose@valleyregionaltransit.org)

<b>TOPIC</b>	Information Technology Activity Report
<b>DATE</b>	June 3, 2024
<b>STAFF MEMBER</b>	Brad Alvaro

### Summary

This memo provides an update on the accomplishments of the Information Technology Department and the status of IT related projects and services.

### Projects

- Oracle Enterprise Resource Planning (ERP) system: Training and change management constitute a critical phase of the implementation. As the new system represents a significant change in how employees perform their daily tasks, comprehensive training programs are essential. These are designed to equip all users with the necessary skills to navigate and utilize the new system effectively. Simultaneously, a change management strategy helps manage the transition, addressing any resistance to change and ensuring that everyone understands the benefits of the new system. Continue efforts with data conversion.
- Oracle Enterprise Asset Management (EAM) system: Phase I involves meticulous planning and preparation. A project team is assembled, consisting of key stakeholders, IT experts, and consultants with specialized knowledge in Oracle EAM implementations. Together, they define the project's scope, objectives, and timelines, ensuring alignment with the organization's strategic goals.
- Boise State University Fixed-Route Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) Software: Continue our partnership with Boise State University to integrate an ETA System that will improve the customer experience and add another method of growing partnership in local transit.

### Support Services

- Spanish Phone Tree Recordings
- Updated Helpdesk Auto-Attendant (Phone Tree)
- Help Desk resolved 125 of 133 tickets received for March.
- Assisted with National Transit Data (NTD)
- Continue support and integration with Service Change Programming
- Trip Planner Meetings
- Automatic Passenger Counter (APC) analytic report changes and adjustments

**For detailed information contact:** Brad Alvaro, Information Technology Director, 208-258-2726, [balvaro@rideVRT.org](mailto:balvaro@rideVRT.org)