

# Executive Board Meeting UPDATED Agenda

December 02, 2024

11:00 AM

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

This is an in-person meeting.

If you are unable to attend in person, you may participate in the meeting in-person, via MSTeams at

[http://ridevrt.org/VRTEB\\_Dec24](http://ridevrt.org/VRTEB_Dec24)

or by dialing in at **323-484-8960 Conference ID: 282 927 99#**

**I. Calling of the Roll - Jarom Wagoner**

**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 an Executive Board Member requests the item be removed from the Consent Agenda and placed under Action Items.*

**A. ACTION: Minutes of the October 4, 2024, Executive Board Meeting**

**Pages 4-5 | Paula Cromie**

*The Executive Board is asked to consider approval of the minutes from the October 4, 2024, meeting.*

**B. ACTION: Minutes of the September 17, 2024, Regional Advisory Council Meeting**

**Pages 6-8 | Paula Cromie**

*The Executive Board is asked to consider acceptance of the minutes from the July 16, 2024, Regional Advisory Council meeting.*

**C. ACTION: FY2025 Budget Amendment Public Hearing Date**

**Cameron Wells**

*The Executive Board is asked to consider setting January 6, 2025, as the Public Hearing date to take public testimony on the FY2025 budget amendment and FY2024 carry-forwards.*

**D. ACTION: Payment Registers 9-16-24 through 10-15-24 and 10-16-24 through 11-15-24**

**Pages 9-19 | Nick Leonardson**

*The Executive Board is asked to accept the payment registers covering the periods 9-16-24 through 10-15-24 and 10-16-24 through 11-15-24.*

**E. ACTION: Appointment Cameron Wells to Boise Municipal Health Care Trust**

**Pages 20-21 | Elaine Clegg**

*The Board is asked to consider appointing Cameron Wells, Valley Regional Transit's Chief Financial Officer, to the Boise Municipal Health Care Trust to replace current member, Elaine Clegg.*

- F. ACTION: Access Handbook Update**  
**Pages 22-92 | Jeannette Ezell**  
*Valley Regional Transit staff request the Executive Board recommend the VRT Access Handbook for approval to the Board of Directors.*

**IV. Public Comments (Comments will be limited to no more than three (3) minutes).**

**V. Public Hearing**

**VI. Executive Board - Action Items**

- A. ACTION: Proposed Agenda for the January 6, 2025, Board of Directors Meeting**  
**Page 93 | Elaine Clegg**  
*The Executive Board is asked to consider approval of the proposed agenda for the January 2025 Board of Directors meeting and acknowledge there may be a need by staff to add or remove items from that agenda.*
- B. ACTION: Officer Succession and Nominations to Fill Vacant Positions to Executive Board**  
**Pages 94-95 | Elaine Clegg**  
*Staff will discuss officer succession and nominations to fill the vacant positions on the Valley Regional Transit Executive Board and consider recommendation for approval and election by the Board of Directors at their January 2025 meeting.*
- C. ACTION: Transit Contract Procurement**  
**Pages 96-98 | Leslie Pedrosa**  
*VRT staff requests the Executive Board accept staff's recommendation to proceed with a Management Contract for transit operation in Ada and Canyon counties.*
- D. ACTION: Provide Direction for Legislative Agenda**  
**Pages 99-102 | Elaine Clegg**  
*Staff requests affirming proposed direction from the Executive Board to pursue an educational effort for leaders around the state.*
- E. ACTION: Valley Regional Transit and COMPASS Memorandum of Understanding**  
**Pages 103-126 | Stephen Hunt**  
*Staff will request the Executive Board recommend approval of the VRT and COMPASS MOU to the VRT Board of Directors.*

**VII. Executive Board - Information Items**

- A. INFORMATION: Valley Connect 3.0 update**  
**Pages 127-130 | Kate Dahl**  
*Staff will provide an update on Valley Connect 3.0 including a preview of the peer comparison data collected, proposed service scenarios, and vision, goals and objectives.*
- B. INFORMATION: FY2025-2029 Transportation Development Plan Update**  
**Pages 131-132 | Kyle Street**  
*Staff will present an update on the FY2025-2029 Transportation Development Plan.*
- C. INFORMATION: VRT Extra Hours**  
**Page 133 | Elaine Clegg**  
*Staff will provide an update on the newest additions to Valley Regional Transit's supplemental services offerings, VRT Extra Hours.*
- D. INFORMATION: Flixbus Update**

**Page 134 | Kate Dahl**

*Staff will provide an update on the current status of the Flixbus license agreement to utilize Happy Day Transit Center as a stop.*

**E. INFORMATION: Reminder - COMPASS/VRT Holiday Luncheon**

**Paula Cromie**

*If you have not already done so, please let Teri Gregory, with COMPASS, know if you plan to attend the Annual Holiday Luncheon at the Nampa Civic Center. The deadline to respond is December 4. You can reach Teri at [tgregory@compassidaho.org](mailto:tgregory@compassidaho.org)*

**F. INFORMATION: Procurement Calendar**

**Page 135 | Cameron Wells**

*The most recent procurement calendars are included in the packet for your information.*

**VIII. Executive Session**

*The Executive Board may convene into Executive Session at this time Pursuant to Idaho Code 74-206, identifying one or more of the specific paragraphs a) Personnel Hiring, b) Personnel Issues, c) Land Acquisition, d) Records Exempt from Public Disclosure, e) Trade Negotiations, f) Pending/Probable Litigation, i) Insurance Claims, j) Labor Contract, I.C. 74-206(1)*

**IX. Department/Staff Reports**

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

**Pages 136-145 | Staff**

*The most current department/staff reports were included in the packet for information. Board members are encouraged to read the reports as they contain valuable information that may not have been presented at the meeting.*

**X. Adjournment**

*Agenda order is subject to change.*

**Next VRT Executive Board Meeting:**

**January 6, 2025** (followed by the Board of Directors Meeting)

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

**Mission Statement:** Valley Regional Transit's mission is to leverage, develop, provide, and manage transportation resources and to coordinate the effective and efficient delivery of comprehensive transportation choices to the region's citizens. (ValleyConnect 2.0 Plan approved 04/02/18)

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.

# Executive Board Meeting Minutes

October 07, 2024

11:30 AM

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

MEMBERS ATTENDING	MEMBERS ABSENT	OTHERS PRESENT
Lantz Brown, Boise State	Sabrina Minshall, Canyon Cty	Brad Alvaro, VRT
Tom Dayley, Ada County	Alexis Pickering, ACHD	Robert Babbitt, SBLBF, LLC
Debbie Kling, City of Nampa		Elaine Clegg, VRT
Todd Lavoie, City of Meridian		Paula Cromie, VRT
Lauren McLean, City of Boise		Gregg Eisenberg, VRT
Greg Rast, Canyon County		Jeannette Ezell, VRT
Dale Reynolds, City of Nampa		Lance Giles, Giles Group
Joe Stear, City of Kuna		Kathleen Godfrey, VRT
Jarom Wagoner, Caldwell		Joe Guenther, VRT
		Stephen Hunt, VRT
		Lila Klopfenstein, COMPASS
		Nick Leonardson, VRT
		Rob Lowe, VRT
		Jordan Morales, City of Boise
		Nick Moran, VRT
		James Mundell, VRT
		Leslie Pedrosa, VRT
		Ken Pidjeon, Citizen
		Randy Reese, VRT
		Melody Roper, VRT
		Jason Rose, VRT
		Walter Steed, RAC
		Kyle Street, VRT
		Alyssa Taysom, VRT
		Duane Wakan, VRT
		Cameron Wells, VRT

- I. **Calling of the Roll** – The meeting was called to order at 11:30 a.m., with a quorum present by phone and in person.
- II. **Agenda Additions/Changes** - None
- III. **Consent Agenda**  
*Items on the Consent Agenda consisted of the following*
  - A. **ACTION: Minutes of the September 9, 2024, Meeting**
  - B. **ACTION: Minutes of the July 16, 2024, Regional Advisory Council Meeting**
  - C. **ACTION: Specialized Transportation Service Provider Contracts**

Approval of Resolution VEB24-005 and delegation of authority to the Chief Executive Officer to execute contracts for all Specialized Transportation Service Providers. The project budget for Acquisition of Service was approved under Resolution VBD24-038 by the Board of Directors on August 7, 2024.

Joe Stear moved to approve the consent agenda as presented; Dale Reynolds seconded. The motion passed unanimously.

**IV. Public Comments** – Ken Pidjeon presented operating statistics from Boise Urban Stages from 1980 in an effort to show how statistics were collected at that time.

**V. Executive Board - Action Items** - None

**VI. Executive Board - Information Items**

**A. INFORMATION: Performance Reporting Discussion**

Leslie Pedrosa engaged the executive board members in a discussion on metrics to be included in performance reporting. Staff has just started to work on changing the performance reporting and plans to have it complete by the first of the year.

**B. INFORMATION: Activity Report for Government Affairs Consultant**

Elaine Clegg presented an activity report for our government affairs consultant, Lance Giles. The goal of staff was to reintroduce Valley Regional Transit to the Idaho Legislature. Elaine Clegg has been meeting with various state leaders and has met with 25 different legislators, along with the Idaho caucuses. The meetings have been very productive. Idaho is the *only state* that gets no state funding for public transportation. Staff is working to have a basic recommendation to the Board the first part of 2025 on what VRT will present to the Idaho Legislature. Lance Giles made a brief presentation and pointed out the necessity of educating the legislators and building a relationship with them to further the cause.

**VII. Adjournment** – The meeting was adjourned at 11:59 a.m.

**Next VRT Executive Board Meeting:**

**November 4, 2024**

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642

# Regional Advisory Council Meeting Minutes

September 17, 2024

9:00 AM

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

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS
Susan Bradley	Laylo Hamund	Brad Alvaro, VRT
Samantha Kenney	Megan Zusne	Paula Cromie, VRT
Terri Lindenberg		Elaine Clegg, VRT
Andrew Mills		Kate Dahl, VRT
Mary Beth Nutting		Jeremy Gianchetta, VRT
Deeann Solis		Stephen Hunt, VRT
Walter Steed		Lila Klopfenstein, COMPASS
Theresa Vawter		Hailee Lenhart-Wees, VRT
David White		Rob Lowe, VRT
		Jason Rose, VRT
		Kyle Street, VRT
		Alissa Taysom, VRT
		Duanne Wakan, VRT
		Cameron Wells, VRT

I. **Calling of the Roll** – The meeting was called to order at 9:02 a.m., with a quorum present by phone and in-person.

II. **Agenda Additions/Changes** - None

III. **Consent Agenda**

Items on the Consent Agenda consisted of the following:

- A. **ACTION: Minutes of the July 16, 2024, Regional Advisory Council Meeting**
- B. **ACTION: Regional Advisory Council 2025 Meeting Calendar**

Terri Lindenberg moved to approve the consent agenda as presented; Teresa Vawter seconded. The motion passed unanimously.

IV. **Action Items** - None

V. **Information Items**

A. **INFORMATION: Partner Funding Status**

Stephen Hunt presented the current status of FY2025 funding requests and commitments from all of the jurisdictions that are a part of Valley Regional Transit.

Stephen explained where the shortfalls took place and the reasoning behind the changes to the budget and service from VRT for FY2025.

Several jurisdictions felt severe budget constraints due to a law enacted by the Idaho legislature and had to find places to cut their budgets, which, in turn, affected the VRT budget.

VRT has no stable form of funding at this time.

**B. INFORMATION: Funding Model Changes**

Stephen Hunt presented a summary of current funding model including how it has changed and evolved over the last decade and where we are headed. The goal is to have a funding model that works for all jurisdictions and is easy to understand and compute.

VRT is working for ways to explain the importance of service to different populations and areas around the valley to the jurisdictions in an effort to enable them to understand how assessments are requested and allocated.

**C. INFORMATION: Ada County Highway District Integrated Five-Year Work Plan Comments**

Stephen Hunted present VRT comments on 2025-2029 Ada County Highway District (ACHD) Integrated Five-Year Work Plan.

Over the last three years, VRT has been a part of developing that plan. ACHD has done a tremendous job in gathering data and information. It is a revolving plan where items can move up and down the list due to importance or changes in the plan and the final decision on the plan will be approved next week.

**D. INFORMATION: FlixBus Lease Proposal**

Kate Dahl presented a summary of the proposal for intercity carrier FlixBus to utilize Happy Day Transit Center as a bus stop.

Staff has presented the agreement to Flix and is waiting for their approval before VRT moves forward.

**E. INFORMATION: FY2025 Supplemental Service Summary**

Stephen Hunt presented a summary of the planned supplemental services for FY2025.

Valley Regional Transit (VRT) will continue to provide the Treeline service which provides free transportation between concert venues in downtown Boise. The Treeline does not conflict with regular service as it will provide service outside VRT’s hours of peak demand.

VRT will extend the span of service and frequency on route 16 VA/15th Street to provide transportation options to the Hyde Park Street Fair.

Although approved by the Board, Stephen confirmed the transportation provided to the BSU games will not take place this year. VRT needs time to fully explore the best way to handle this service to make it the most efficient and effective.

VRT will also participate in community parades including Boise Veterans Day Parade, Boise Pride Parade, Boise Holiday Parade, Dairy Days Parade, Nampa Parade America, and more.

During holidays, VRT is looking into extended service to the downtown area.

The costs for the supplemental services were included in the FY2025 budget.

**F. 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.

**VI. Department/Staff Reports**

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

The most current department/staff reports were included in the packet for information.

**VII. Adjournment** – Terri Lindenberg made a motion to adjourn the meeting, Andrew Mills seconded. The meeting was adjourned at 10:55.

**Next Regional Advisory Council Meeting:**

**November 19, 2024**

VRT Boardroom

700 NE 2nd Street

Meridian, ID 83642



TOPIC	Payment Registers
DATE	11/18/2024
STAFF MEMBER	Nick Leonardson

## Staff Recommendation/Request

The Board will have the opportunity to review and consider accepting the September 16, 2024 to October 15, 2024 and October 16, 2024 to November 15, 2024 payment registers. VRT went live with Oracle June 1, 2024 necessitating the different report ranges.

## Summary

Attached to this memo are lists detailing the bills that were presented, indicating the payee, the nature of services or materials provided, the claimed amount, and the amount paid.

It is important to note that all payments were processed by VRT's accounts payable department and each payment underwent thorough review and approval by VRT's Senior Accountant and CFO. Furthermore, before payments are released to vendors, all lists of payments undergo further review and audit by an additional staff accounting specialist as an additional control.

Idaho Code 40-2107(3) mandates that the payment register lists must bear the signature of the Executive Board Chair and be attested by the Secretary once they are accepted by the Executive Board.

## More Information

### Attachments:

Attachment 1: Payment Register September 16, 2024 to October 15, 2024

Attachment 2: Payment Register October 16, 2024 to November 15, 2024

### For detailed information, contact:

Nick Leonardson  
Senior Accountant  
nleonardson@ridevrt.org  
(208) 258-2704

## Payment Register 9/16/24 - 10/15/24

<u>Payment Number</u>	<u>Payment Date</u>	<u>Vendor Name</u>	<u>Invoice Amount</u>	<u>Invoice Description</u>
100111	2024-09-27	Access Idaho-26682	51.20	Employee_Screening
100111	2024-09-27	Access Idaho-26682	95.00	Employee_Screening
50611	2024-09-27	AdaRide.Com, LLC	6,782.00	Services
50611	2024-09-27	AdaRide.Com, LLC	7,356.00	Services
50585	2024-09-24	Alexander Clark Printing	6,631.80	On-Call_Printing_Services
50588	2024-09-27	Alexander Clark Printing	5,684.40	On-Call_Printing_Services
50641	2024-09-27	All-Pro Commercial Cleaning, LLC	6,669.25	Services
50636	2024-09-27	Alternative Hose	143.35	Department_Supplies
50658	2024-10-07	American Mechanical Corporation	900.00	HVAC_Services
50609	2024-09-27	A-Z Bus Sales, Inc	211.30	Vehicle_Maintenance
50603	2024-09-27	Black Signs of Idaho, Inc.	50.00	Services
50654	2024-10-07	Boise Community Radio Project	336.00	Marketing
50617	2024-09-27	Career Uniforms Partners	18.90	Uniforms_and_Accessories
50617	2024-09-27	Career Uniforms Partners	119.40	Uniforms_and_Accessories
50617	2024-09-27	Career Uniforms Partners	61.40	Uniforms_and_Accessories
50617	2024-09-27	Career Uniforms Partners	111.20	Uniforms_and_Accessories
50617	2024-09-27	Career Uniforms Partners	69.95	Uniforms_and_Accessories
50617	2024-09-27	Career Uniforms Partners	192.00	Uniforms_and_Accessories
50617	2024-09-27	Career Uniforms Partners	164.50	Uniforms_and_Accessories
50617	2024-09-27	Career Uniforms Partners	239.60	Uniforms_and_Accessories
50666	2024-10-07	Catapult3, Inc.	1,700.00	Graphic_Wrap_for_Bus
50666	2024-10-07	Catapult3, Inc.	9,612.85	Graphic_Wrap_for_Bus
50666	2024-10-07	Catapult3, Inc.	2,396.23	Graphic_Wrap_for_Bus
50681	2024-10-14	Center for Transportation & Environment	6,000.00	Engineering_Consultants
50647	2024-09-27	Commercial Tire, Inc	209.55	Auto_Parts
50647	2024-09-27	Commercial Tire, Inc	209.60	Auto_Parts
50647	2024-09-27	Commercial Tire, Inc	145.90	Vehicle_Maintenance
50672	2024-10-07	Commercial Tire, Inc	351.43	Auto_Parts
50647	2024-09-27	Commercial Tire, Inc	194.70	Vehicle_Maintenance
50647	2024-09-27	Commercial Tire, Inc	233.58	Vehicle_Maintenance
50647	2024-09-27	Commercial Tire, Inc	660.15	Auto_Parts
50647	2024-09-27	Commercial Tire, Inc	267.08	Auto_Parts
50647	2024-09-27	Commercial Tire, Inc	87.65	Auto_Parts
50647	2024-09-27	Commercial Tire, Inc	119.95	Auto_Parts
50647	2024-09-27	Commercial Tire, Inc	263.97	Auto_Parts
50683	2024-10-14	CSHQA	1,690.80	Engineering_Consultants
100113	2024-09-27	David Gregory Sherman	315.00	Automotive_Services
100124	2024-10-14	David Gregory Sherman	90.00	Automotive_Services
50628	2024-09-27	Dwaine S Lee, LLC	401.20	Services
50628	2024-09-27	Dwaine S Lee, LLC	300.90	Services
50667	2024-10-07	Dwaine S Lee, LLC	300.90	Services
50628	2024-09-27	Dwaine S Lee, LLC	401.20	Services
50589	2024-09-27	Dyna Parts LLC	44.40	Auto_Parts
50650	2024-09-27	Dyna Parts LLC	114.92	Department_Supplies
50650	2024-09-27	Dyna Parts LLC	367.61	Auto_Parts
50651	2024-10-06	Dyna Parts LLC	66.48	Department_Supplies
50612	2024-09-27	Elliott Auto Supply Co., Inc	32.91	Auto_Detailing
50601	2024-09-27	Everbase Solutions LLC	125.00	IT_Hardware
50601	2024-09-27	Everbase Solutions LLC	149.98	IT_Hardware
50601	2024-09-27	Everbase Solutions LLC	594.98	IT_Hardware
50656	2024-10-07	Fehr & Peers	820.00	Consulting_Services
50632	2024-09-27	FOURTHSQUARE LLC	65,944.00	IT_Software
50573	2024-09-20	FOURTHSQUARE LLC	49,459.00	Services
50671	2024-10-07	Full Service Glass LLC	653.57	Automotive_Services
50671	2024-10-07	Full Service Glass LLC	511.65	Automotive_Services
50671	2024-10-07	Full Service Glass LLC	511.65	Automotive_Services
50610	2024-09-27	Grainger Inc	28.59	Department_Supplies
50610	2024-09-27	Grainger Inc	23.64	Department_Supplies
50610	2024-09-27	Grainger Inc	203.76	Department_Supplies
50610	2024-09-27	Grainger Inc	138.53	Department_Supplies
50610	2024-09-27	Grainger Inc	184.43	Department_Supplies
50610	2024-09-27	Grainger Inc	26.84	Department_Supplies
50602	2024-09-27	HI-Line	512.31	Department_Supplies
50602	2024-09-27	HI-Line	532.46	Department_Supplies
50669	2024-10-07	Hot Shots, Inc.	1,217.66	Other_Expenses
100109	2024-09-27	Idaho Correctional Industries	253.39	Signage
100119	2024-10-14	Idaho Site Works, LLC	70,293.35	Construction
50644	2024-09-27	Impact Pest	189.00	Services
50652	2024-10-06	Information & Computing Services, Inc	43,851.89	EAM_Software_for_Maintenance
50678	2024-10-14	Information & Computing Services, Inc	13,913.00	EAM_Software_for_Maintenance

50627	2024-09-27	Intermountain Communications of	1,352.00 IT_Hardware
50670	2024-10-07	INTERMOUNTAIN HOME SERVICES, LLC	1,709.00 Services
50606	2024-09-27	Jeremy Ricky	1,100.24 Rides_to_Wellness
50606	2024-09-27	Jeremy Ricky	11,988.16 Rides_to_Wellness
50606	2024-09-27	Jeremy Ricky	4,707.08 SCRIP
50653	2024-10-06	Kimley-Horn & Associates, Inc	2,490.00 Services
100123	2024-10-14	Leonard Petroleum Equipment, LLC	591.99 Department_Supplies
50643	2024-09-27	Lithia Motors Payment Processing	215.73 Vehicle_Maintenance
50587	2024-09-26	Lotus Boise Corp	500.00 Marketing
50587	2024-09-26	Lotus Boise Corp	450.00 Marketing
50587	2024-09-26	Lotus Boise Corp	500.00 Marketing
50587	2024-09-26	Lotus Boise Corp	1,050.00 Marketing
50587	2024-09-26	Lotus Boise Corp	500.00 Marketing
50587	2024-09-26	Lotus Boise Corp	500.00 Marketing
50587	2024-09-26	Lotus Boise Corp	500.00 Marketing
50587	2024-09-26	Lotus Boise Corp	500.00 Marketing
50596	2024-09-27	Lowe's Home Improvement	17.00 Department_Supplies
50596	2024-09-27	Lowe's Home Improvement	38.37 Department_Supplies
50596	2024-09-27	Lowe's Home Improvement	17.00 Department_Supplies
50660	2024-10-07	Lyft, Inc	2,023.03 Transportation_Services
50660	2024-10-07	Lyft, Inc	746.46 Transportation_Services
100114	2024-09-27	McGuire Bearing Company	67.56 Department_Supplies
50625	2024-09-27	Melba Valley Senior Center	7,927.92 Senior_Services
50623	2024-09-27	Meridian Senior Center	10,181.12 Senior_Services
50684	2024-10-14	Metro Community Services	24,789.80 Services
100116	2024-10-07	Minert & Associates, Inc	122.00 Employee_Screening
100116	2024-10-07	Minert & Associates, Inc	122.00 Employee_Screening
100121	2024-10-14	Minert & Associates, Inc	183.00 Employee_Screening
50622	2024-09-27	Norco Inc	13.02 Department_Supplies
50637	2024-09-27	ODP Business Solutions, LLC	19.80 Department_Supplies
50637	2024-09-27	ODP Business Solutions, LLC	73.58 Office_Supplies
50637	2024-09-27	ODP Business Solutions, LLC	48.28 Office_Supplies
50637	2024-09-27	ODP Business Solutions, LLC	139.44 Department_Supplies
50637	2024-09-27	ODP Business Solutions, LLC	10.85 Department_Supplies
50635	2024-09-27	O'Reilly Auto Enterprises, LLC	5.29 Department_Supplies
50642	2024-09-27	Pacific Office Automation	589.18 Leases_& Rentals
100106	2024-09-27	Primary Health Medical Group, LLC	595.00 Employee_Screening
100106	2024-09-27	Primary Health Medical Group, LLC	170.00 Services
50665	2024-10-07	ProPeople	3,371.31 Labor_Services
50624	2024-09-27	ProPeople	2,183.78 Labor_Services
50685	2024-10-14	ProPeople	7,728.13 Labor_Services
50665	2024-10-07	ProPeople	1,255.14 Labor_Services
50624	2024-09-27	ProPeople	1,817.16 Labor_Services
50665	2024-10-07	ProPeople	6,875.65 Labor_Services
50685	2024-10-14	ProPeople	825.75 Labor_Services
50665	2024-10-07	ProPeople	9,035.51 Labor_Services
50685	2024-10-14	ProPeople	1,145.04 Labor_Services
50624	2024-09-27	ProPeople	1,291.14 Labor_Services
50665	2024-10-07	ProPeople	11,137.76 Labor_Services
50665	2024-10-07	ProPeople	781.71 Labor_Services
50665	2024-10-07	ProPeople	6,204.00 Labor_Services
50665	2024-10-07	ProPeople	1,585.44 Labor_Services
50624	2024-09-27	ProPeople	2,121.61 Labor_Services
50685	2024-10-14	ProPeople	9,573.18 Labor_Services
50624	2024-09-27	ProPeople	812.94 Labor_Services
50685	2024-10-14	ProPeople	10,120.56 Labor_Services
50665	2024-10-07	ProPeople	1,387.26 Labor_Services
50665	2024-10-07	ProPeople	191.28 Labor_Services
50685	2024-10-14	ProPeople	10,547.02 Labor_Services
50665	2024-10-07	ProPeople	1,387.26 Labor_Services
50665	2024-10-07	ProPeople	805.56 Labor_Services
50685	2024-10-14	ProPeople	9,467.75 Labor_Services
50665	2024-10-07	ProPeople	1,695.54 Labor_Services
50665	2024-10-07	ProPeople	1,243.32 Labor_Services
50685	2024-10-14	ProPeople	8,260.82 Labor_Services
50685	2024-10-14	ProPeople	1,932.26 Labor_Services
50685	2024-10-14	ProPeople	8,699.02 Labor_Services
50608	2024-09-27	Quench USA, Inc	57.00 Department_Supplies
50608	2024-09-27	Quench USA, Inc	289.95 Services
50614	2024-09-27	RDK Corporation	30.00 Employee_Screening
50633	2024-09-27	SBLB, Limited Liability Company	11,007.50 Services
50639	2024-09-27	Tacoma Screw Products Inc.	157.05 Department_Supplies
50639	2024-09-27	Tacoma Screw Products Inc.	157.32 Department_Supplies
50639	2024-09-27	Tacoma Screw Products Inc.	24.90 Department_Supplies

50631	2024-09-27	That's Sharp, LLC.	150.00 Department_Supplies
50616	2024-09-27	Thermo Fluids, Inc.	40.30 Services
50659	2024-10-07	Townsquare Media Boise	1,400.00 Marketing
50659	2024-10-07	Townsquare Media Boise	1,400.00 Marketing
50659	2024-10-07	Townsquare Media Boise	1,650.00 Marketing
50659	2024-10-07	Townsquare Media Boise	1,700.00 Marketing
50662	2024-10-07	Transpo Group USA, Inc.	3,771.25 Consulting_Services
50626	2024-09-27	Treasure Valley Coffee	85.54 Department_Supplies
50626	2024-09-27	Treasure Valley Coffee	100.79 Department_Supplies
50626	2024-09-27	Treasure Valley Coffee	36.60 Department_Supplies
50626	2024-09-27	Treasure Valley Coffee	77.75 Department_Supplies
50598	2024-09-27	UniFirst	59.71 Department_Supplies
50646	2024-09-27	UniFirst	140.23 Uniform_Laundry_Services_and_Accessories
50598	2024-09-27	UniFirst	68.21 Department_Supplies
50646	2024-09-27	UniFirst	134.98 Uniform_Laundry_Services_and_Accessories
50598	2024-09-27	UniFirst	68.21 Department_Supplies
50646	2024-09-27	UniFirst	133.24 Uniform_Laundry_Services_and_Accessories
50599	2024-09-27	United Site Services of Nevada, Inc.	289.45 Janitorial_and_Toiletry_Supplies
100107	2024-09-27	UPS Freight	45.89 Postage_&_Freight
100117	2024-10-14	UPS Freight	41.59 Postage_&_Freight
50586	2024-09-24	US Bank Plaza Condominium Assoc., Inc.	3,851.00 Miscellaneous_Expenses
50586	2024-09-24	US Bank Plaza Condominium Assoc., Inc.	10,403.00 Miscellaneous_Expenses
50648	2024-09-27	Wex Bank	428.35 Other_Expenses
100122	2024-10-14	Wienhoff Drug Testing	220.00 Services
100112	2024-09-27	Wienhoff Drug Testing	55.00 Services
50689	2024-10-14	William (Travis) Fremont	15,814.82 Rides_to_Wellness
50689	2024-10-14	William (Travis) Fremont	973.08 Rides_to_Wellness
50689	2024-10-14	William (Travis) Fremont	405.64 Rides_to_Wellness
50605	2024-09-27	William Beard	189.00 Bus_Washing
50605	2024-09-27	William Beard	465.00 Bus_Washing
50605	2024-09-27	William Beard	214.00 Bus_Washing
50605	2024-09-27	William Beard	444.00 Bus_Washing
50655	2024-10-07	WSP USA Inc.	11,188.93 Engineering_Consultants
50655	2024-10-07	WSP USA Inc.	2,251.01 Engineering_Consultants
50634	2024-09-27	YBNOW LLC	5,531.48 Rides_to_Wellness
50688	2024-10-14	YBNOW LLC	594.20 Rides_to_Wellness
50688	2024-10-14	YBNOW LLC	1,737.88 Rides_to_Wellness
			<hr/>
			590,525.54

This check register has undergone scrutiny and verification guaranteeing its integrity and accuracy. Each entry has been diligently reviewed ensuring the financial transactions are true and accurate.

*Nick Leonardson*

\_\_\_\_\_  
VRT Senior Accountant or Chief Financial Officer

ACCEPTED:

\_\_\_\_\_  
CHAIR OF EXECUTIVE BOARD

ATTEST:

\_\_\_\_\_  
SECRETARY/TREASURER

Payment Register 10/16/24 - 11/15/24

Payment Number	Payment Date	Vendor Name	Invoice Amount	Invoice Description
100144	2024-11-06	Access Idaho-26682	72.00	Employee_Screening
50837	2024-11-06	AdaRide.Com, LLC	6,854.00	Services
50695	2024-10-21	Alexander Clark Printing	56.95	Department_Supplies
50919	2024-11-15	Alexander Clark Printing	113.90	On-Call_Printing_Services
50919	2024-11-15	Alexander Clark Printing	113.90	Department_Supplies
50899	2024-11-06	All-Pro Commercial Cleaning, LLC	60.00	Services
50899	2024-11-06	All-Pro Commercial Cleaning, LLC	1,050.00	Services
50899	2024-11-06	All-Pro Commercial Cleaning, LLC	40.00	Services
50899	2024-11-06	All-Pro Commercial Cleaning, LLC	1,905.50	Services
50899	2024-11-06	All-Pro Commercial Cleaning, LLC	4,763.75	Services
50975	2024-11-15	All-Pro Commercial Cleaning, LLC	1,905.50	Services
50825	2024-11-06	American Mechanical Corporation	572.35	HVAC_Services
50825	2024-11-06	American Mechanical Corporation	47,960.32	Services
50850	2024-11-06	ARI Phoenix, Inc.	8,254.00	Department_Supplies
50755	2024-10-21	Atlas Technical Consultants LLC	7,411.30	Engineering_Consultants
50892	2024-11-06	Avail Technologies	9,225.00	Subrecipient_Capital
50719	2024-10-21	Avero, LLC	18,020.00	Consulting_Services
50719	2024-10-21	Avero, LLC	7,190.00	Services
50824	2024-11-06	Avero, LLC	6,665.00	Consulting_Services
50824	2024-11-06	Avero, LLC	9,950.00	Services
50824	2024-11-06	Avero, LLC	4,795.00	Consulting_Services
50942	2024-11-15	Avero, LLC	9,815.00	Services
50725	2024-10-21	A-Z Bus Sales, Inc	436.40	Vehicle_Maintenance
50714	2024-10-21	Black Signs of Idaho, Inc.	50.00	Services
50938	2024-11-15	Black Signs of Idaho, Inc.	50.00	Miscellaneous_Expenses
50816	2024-11-06	Boise Peterbilt	967.50	Bus_Auto_Body_Repairs
50742	2024-10-21	Boise State University	740.00	Marketing
50742	2024-10-21	Boise State University	740.00	Marketing
50742	2024-10-21	Boise State University	960.00	Marketing
50863	2024-11-06	Boise State University	960.00	Marketing
50863	2024-11-06	Boise State University	1,040.00	Marketing
50742	2024-10-21	Boise State University	740.00	Marketing
50914	2024-11-12	Brady Industries of Nevada, LLC	829.18	Department_Supplies
50831	2024-11-06	Brady Industries of Nevada, LLC	310.63	Department_Supplies
50831	2024-11-06	Brady Industries of Nevada, LLC	174.19	Department_Supplies
50831	2024-11-06	Brady Industries of Nevada, LLC	58.73	Department_Supplies
50914	2024-11-12	Brady Industries of Nevada, LLC	441.27	Services
50914	2024-11-12	Brady Industries of Nevada, LLC	2,169.19	Services
50736	2024-10-21	Career Uniforms Partners	278.05	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	372.10	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	68.90	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	286.50	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	11.30	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	81.20	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	56.00	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	65.60	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	21.60	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	263.60	Uniforms_and_Accessories
50736	2024-10-21	Career Uniforms Partners	265.25	Uniforms_and_Accessories
50856	2024-11-06	Career Uniforms Partners	120.25	Uniforms_and_Accessories
50856	2024-11-06	Career Uniforms Partners	212.60	Uniforms_and_Accessories
50856	2024-11-06	Career Uniforms Partners	109.40	Uniforms_and_Accessories
50952	2024-11-15	Career Uniforms Partners	232.50	Uniforms_and_Accessories
50952	2024-11-15	Career Uniforms Partners	83.90	Uniforms_and_Accessories
50952	2024-11-15	Career Uniforms Partners	409.65	Uniforms_and_Accessories
50952	2024-11-15	Career Uniforms Partners	104.90	Uniforms_and_Accessories
50952	2024-11-15	Career Uniforms Partners	101.90	Uniforms_and_Accessories
50952	2024-11-15	Career Uniforms Partners	117.60	Uniforms_and_Accessories
50856	2024-11-06	Career Uniforms Partners	67.95	Uniforms_and_Accessories
50952	2024-11-15	Career Uniforms Partners	87.50	Uniforms_and_Accessories
50854	2024-11-06	Center for Transportation & Environment	6,000.00	Engineering_Consultants
50854	2024-11-06	Center for Transportation & Environment	6,000.00	Engineering_Consultants
50854	2024-11-06	Center for Transportation & Environment	6,000.00	Engineering_Consultants
50690	2024-10-17	City of Boise	1,419.02	Security
50851	2024-11-06	CivicPlus, LLC	4,600.00	Subscriptions
50904	2024-11-06	Clean Energy	16,848.47	CNG
50904	2024-11-06	Clean Energy	382.50	Services
50913	2024-11-08	Clean Energy	12,829.53	CNG
50913	2024-11-08	Clean Energy	7,774.00	Services
50913	2024-11-08	Clean Energy	2,405.20	Services

50841	2024-11-06	CobiKat Enterprises, LLC	696.63 Employee_Relations
50909	2024-11-06	Commercial Tire, Inc	125.00 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	338.10 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	233.58 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	385.44 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	232.23 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	391.21 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	93.90 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	173.60 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	85.10 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	173.60 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	27.02 Vehicle_Maintenance
50909	2024-11-06	Commercial Tire, Inc	147.40 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	1,661.73 Vehicle_Maintenance
50909	2024-11-06	Commercial Tire, Inc	1,630.28 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	1,396.23 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	29.75 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	193.47 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	136.25 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	27.90 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	155.15 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	151.50 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	8.25 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	692.28 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	346.14 Vehicle_Maintenance
50930	2024-11-15	Commercial Tire, Inc	72.00 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	1,552.88 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	1,777.21 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	147.40 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	508.00 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	3,228.89 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	36.00 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	147.40 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	149.25 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	147.40 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	151.50 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	155.15 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	1,638.78 Auto_Parts
50768	2024-10-21	Commercial Tire, Inc	561.94 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	27.90 Auto_Parts
50862	2024-11-06	Commercial Tire, Inc	894.04 Auto_Parts
50909	2024-11-06	Commercial Tire, Inc	561.94 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	1,408.15 Auto_Parts
50930	2024-11-15	Commercial Tire, Inc	252.40 Auto_Parts
50741	2024-10-21	Commercial Tire, Inc	5,742.00 Vehicles
100156	2024-11-06	Computer Aid, Inc	262.50 IT_Services
50845	2024-11-06	Corwin Ford	0.00 Vehicle_Maintenance
50958	2024-11-15	CSHQA	1,873.94 Engineering_Consultants
50945	2024-11-15	Cummins Rocky Mountain, LLC	6,034.87 Services
50726	2024-10-21	Cummins Rocky Mountain, LLC	618.78 Department_Supplies
50835	2024-11-06	Cummins Rocky Mountain, LLC	1,595.00 Subscriptions
50945	2024-11-15	Cummins Rocky Mountain, LLC	785.00 Subscriptions
50868	2024-11-06	Curtis Clean Sweep	275.00 Services
50745	2024-10-21	Curtis Clean Sweep	220.00 Services
50745	2024-10-21	Curtis Clean Sweep	275.00 Services
50868	2024-11-06	Curtis Clean Sweep	220.00 Services
50710	2024-10-21	Custom Care Pest Services	95.00 Services
100138	2024-11-06	D & B Supply Co., Inc.	36.97 Department_Supplies
100138	2024-11-06	D & B Supply Co., Inc.	15.97 Department_Supplies
100150	2024-11-06	David Gregory Sherman	270.00 Automotive_Services
50844	2024-11-06	Delerrok, Inc.	1,200.00 Subscriptions
50818	2024-11-06	Dell Marketing LP	26,556.60 Department_Supplies
50818	2024-11-06	Dell Marketing LP	40,413.47 IT_Hardware
50864	2024-11-06	Dennis Dillon Auto Park	814.50 Vehicle_Maintenance
50735	2024-10-21	Detail Express	220.00 Auto_Detailing
50797	2024-11-06	Detritus LLC	304.00 Services
50700	2024-10-21	DS Services of America, Inc.	36.10 Services
50925	2024-11-15	DS Services of America, Inc.	28.40 Services
50872	2024-11-06	Dwaine S Lee, LLC	200.60 Services
50872	2024-11-06	Dwaine S Lee, LLC	313.00 Services
50960	2024-11-15	Dwaine S Lee, LLC	309.50 Services
50697	2024-10-21	Dyna Parts LLC	9.80 Auto_Parts
50921	2024-11-15	Dyna Parts LLC	7.12 Department_Supplies

50786	2024-11-06	Dyna Parts LLC	80.54	Department_Supplies
50785	2024-11-06	Dyna Parts LLC	139.04	Vehicle_Maintenance
50785	2024-11-06	Dyna Parts LLC	25.14	Vehicle_Maintenance
50920	2024-11-15	Dyna Parts LLC	181.62	Vehicle_Maintenance
50786	2024-11-06	Dyna Parts LLC	382.02	Department_Supplies
50921	2024-11-15	Dyna Parts LLC	443.60	Vehicle_Maintenance
50947	2024-11-15	Ecolube Recovery, LLC.	50.00	Department_Supplies
50728	2024-10-21	Ecolube Recovery, LLC.	90.00	Department_Supplies
50889	2024-11-06	EDM Technology, Inc.	7,950.00	Department_Supplies
50948	2024-11-15	Elliott Auto Supply Co., Inc	63.12	Vehicle_Maintenance
50948	2024-11-15	Elliott Auto Supply Co., Inc	147.94	Vehicle_Maintenance
50730	2024-10-21	Elliott Auto Supply Co., Inc	22.06	Auto_Detailing
50730	2024-10-21	Elliott Auto Supply Co., Inc	162.90	Auto_Detailing
50838	2024-11-06	Elliott Auto Supply Co., Inc	22.74	Auto_Parts
50948	2024-11-15	Elliott Auto Supply Co., Inc	142.80	Vehicle_Maintenance
50902	2024-11-06	Esri Inc.	224.38	Subscriptions
50817	2024-11-06	ETA Phi Systems, Inc.	7,671.70	Subscriptions
50713	2024-10-21	ETA Phi Systems, Inc.	7,671.70	Subscriptions
50731	2024-10-21	FASTENAL	337.72	Department_Supplies
50839	2024-11-06	FASTENAL	290.72	Department_Supplies
50848	2024-11-06	Fire Services of Idaho	1,561.02	Services
50901	2024-11-06	Full Service Glass LLC	630.29	Vehicle_Maintenance
50759	2024-10-21	Genfare, LLC	531.26	Services
50829	2024-11-06	Gillig, LLC	575.72	Auto_Parts
50935	2024-11-15	Global Equipment Company Inc.	480.89	Department_Supplies
50727	2024-10-21	Grainger Inc	12.54	Department_Supplies
50836	2024-11-06	Grainger Inc	87.82	Department_Supplies
50836	2024-11-06	Grainger Inc	68.60	Department_Supplies
50836	2024-11-06	Grainger Inc	86.37	Department_Supplies
50836	2024-11-06	Grainger Inc	12.68	Department_Supplies
50836	2024-11-06	Grainger Inc	674.64	Department_Supplies
50946	2024-11-15	Grainger Inc	91.24	Vehicle_Maintenance
50946	2024-11-15	Grainger Inc	77.40	Department_Supplies
50946	2024-11-15	Grainger Inc	339.74	Department_Supplies
50946	2024-11-15	Grainger Inc	141.38	Department_Supplies
50781	2024-11-06	Harbor Freight Tools	594.91	Department_Supplies
60677	2024-10-18	Hawkeye Builders Inc	303,174.92	Construction
50859	2024-11-06	Hawley Troxell Ennis & Hawley	2,482.00	Services
50955	2024-11-15	Hawley Troxell Ennis & Hawley	1,870.00	Services
50820	2024-11-06	HI-Line	446.05	Department_Supplies
50820	2024-11-06	HI-Line	591.03	Department_Supplies
50937	2024-11-15	HI-Line	508.79	Department_Supplies
50877	2024-11-06	Hot Shots, Inc.	1,222.36	Other_Expenses
50877	2024-11-06	Hot Shots, Inc.	1,114.94	Other_Expenses
100168	2024-11-15	Idaho Correctional Industries	362.29	Signage
100168	2024-11-15	Idaho Correctional Industries	109.50	Signage
100168	2024-11-15	Idaho Correctional Industries	583.81	Signage
100168	2024-11-15	Idaho Correctional Industries	67.30	Signage
100130	2024-10-21	Idaho Site Works, LLC	70,293.35	Construction
50782	2024-11-06	Idaho Site Works, LLC	94,711.20	Construction
50782	2024-11-06	Idaho Site Works, LLC	116,468.10	Construction
50924	2024-11-15	Image Tech, LLC	59.90	Marketing
50978	2024-11-15	Impact Pest	189.00	Services
50926	2024-11-15	Information & Computing Services, Inc	457.61	IT_Services
50926	2024-11-15	Information & Computing Services, Inc	5,887.95	IT_Hardware
50870	2024-11-06	Intermountain Communications of	10,679.16	IT_Hardware
50870	2024-11-06	Intermountain Communications of	226.10	IT_Hardware
50870	2024-11-06	Intermountain Communications of	118.10	IT_Hardware
50870	2024-11-06	Intermountain Communications of	3,750.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	7,455.13	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	274.17	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	259.90	IT_Hardware
50747	2024-10-21	Intermountain Communications of	1,260.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	685.00	IT_Hardware
50747	2024-10-21	Intermountain Communications of	465.00	IT_Hardware
50870	2024-11-06	Intermountain Communications of	2,390.50	IT_Hardware
50959	2024-11-15	Intermountain Communications of	395.32	IT_Hardware

50959	2024-11-15	Intermountain Communications of	288.36	IT_Hardware
50959	2024-11-15	Intermountain Communications of	288.36	IT_Hardware
50959	2024-11-15	Intermountain Communications of	190.75	IT_Hardware
50959	2024-11-15	Intermountain Communications of	288.36	IT_Hardware
50959	2024-11-15	Intermountain Communications of	288.36	IT_Hardware
50959	2024-11-15	Intermountain Communications of	285.00	IT_Hardware
50959	2024-11-15	Intermountain Communications of	270.00	IT_Hardware
50959	2024-11-15	Intermountain Communications of	1,294.35	IT_Hardware
50959	2024-11-15	Intermountain Communications of	830.14	IT_Hardware
50959	2024-11-15	Intermountain Communications of	465.00	IT_Hardware
50974	2024-11-15	INTERMOUNTAIN HOME SERVICES, LLC	214.00	Services
50974	2024-11-15	INTERMOUNTAIN HOME SERVICES, LLC	203.00	Services
50974	2024-11-15	INTERMOUNTAIN HOME SERVICES, LLC	184.00	Services
50903	2024-11-06	Jacobs Engineering Group, Inc.	79,015.23	Engineering_Consultants
50721	2024-10-21	Jeremy Ricky	3,950.72	Rides_to_Wellness
50721	2024-10-21	Jeremy Ricky	2,221.16	Rides_to_Wellness
50733	2024-10-21	John Lance Giles	10,000.00	Consulting_Services
50881	2024-11-06	Johnson Controls US Holdings INC	658.26	Fire_Protection_Services
50717	2024-10-21	JoPaul & Sons LLC	224.00	Vehicle_Maintenance
50717	2024-10-21	JoPaul & Sons LLC	399.00	Vehicle_Maintenance
50822	2024-11-06	JoPaul & Sons LLC	133.00	Vehicle_Maintenance
50774	2024-11-01	Language Line Solutions	148.90	Services
50774	2024-11-01	Language Line Solutions	39.75	Services
50774	2024-11-01	Language Line Solutions	222.65	Services
50774	2024-11-01	Language Line Solutions	205.20	Services
50774	2024-11-01	Language Line Solutions	99.25	Services
100172	2024-11-15	Leonard Petroleum Equipment, LLC	940.00	Department_Supplies
50900	2024-11-06	Lithia Motors Payment Processing	304.68	Auto_Parts
50977	2024-11-15	Lithia Motors Payment Processing	599.91	Auto_Parts
50900	2024-11-06	Lithia Motors Payment Processing	1,510.50	Automotive_Services
50900	2024-11-06	Lithia Motors Payment Processing	4,252.92	Automotive_Services
50880	2024-11-06	Lizabeth C. Arkoosh	9,300.00	Leases_&_Rentals
50884	2024-11-06	Lotus Boise Corp	500.00	Marketing
50884	2024-11-06	Lotus Boise Corp	500.00	Marketing
50884	2024-11-06	Lotus Boise Corp	300.00	Marketing
50884	2024-11-06	Lotus Boise Corp	700.00	Marketing
50933	2024-11-15	Lowe's Home Improvement	288.12	Department_Supplies
50705	2024-10-21	Lowe's Home Improvement	25.63	Department_Supplies
50705	2024-10-21	Lowe's Home Improvement	42.32	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	99.95	Department_Supplies
50810	2024-11-06	Lowe's Home Improvement	16.77	Department_Supplies
50705	2024-10-21	Lowe's Home Improvement	343.00	Department_Supplies
50810	2024-11-06	Lowe's Home Improvement	438.53	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	15.79	Miscellaneous_Expenses
50933	2024-11-15	Lowe's Home Improvement	-37.96	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	185.30	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	71.01	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	277.57	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	243.32	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	211.25	Department_Supplies
50933	2024-11-15	Lowe's Home Improvement	15.79	Department_Supplies
50827	2024-11-06	Lyft, Inc	2,946.79	Transportation_Services
50827	2024-11-06	Lyft, Inc	385.35	Transportation_Services
50827	2024-11-06	Lyft, Inc	970.64	Transportation_Services
50827	2024-11-06	Lyft, Inc	3,871.71	Transportation_Services
50853	2024-11-06	Mary M Johnson	17.50	Services
50853	2024-11-06	Mary M Johnson	311.66	Services
50867	2024-11-06	Melba Valley Senior Center	7,993.26	Senior_Services
50743	2024-10-21	Metro Community Services	23,209.44	Services
100147	2024-11-06	Michael Ogden	2,100.00	Services
50931	2024-11-15	National Safety Council	541.00	Consulting_Services
50861	2024-11-06	Norco Inc	12.60	Department_Supplies
50957	2024-11-15	Norco Inc	65.66	Department_Supplies
50758	2024-10-21	ODP Business Solutions, LLC	745.19	Office_Supplies
50887	2024-11-06	ODP Business Solutions, LLC	25.48	Department_Supplies
50758	2024-10-21	ODP Business Solutions, LLC	65.47	Department_Supplies
50758	2024-10-21	ODP Business Solutions, LLC	4.52	Department_Supplies
50758	2024-10-21	ODP Business Solutions, LLC	30.28	Department_Supplies
50758	2024-10-21	ODP Business Solutions, LLC	17.29	Office_Supplies
50758	2024-10-21	ODP Business Solutions, LLC	33.44	Office_Supplies
50758	2024-10-21	ODP Business Solutions, LLC	8.98	Office_Supplies
50887	2024-11-06	ODP Business Solutions, LLC	110.56	Department_Supplies
50887	2024-11-06	ODP Business Solutions, LLC	12.32	Department_Supplies



50887	2024-11-06	ODP Business Solutions, LLC	21.25 Department_Supplies
50887	2024-11-06	ODP Business Solutions, LLC	163.32 Department_Supplies
50965	2024-11-15	ODP Business Solutions, LLC	199.65 Department_Supplies
50887	2024-11-06	ODP Business Solutions, LLC	49.47 Department_Supplies
50965	2024-11-15	ODP Business Solutions, LLC	37.89 Department_Supplies
50887	2024-11-06	ODP Business Solutions, LLC	29.81 Office_Supplies
50965	2024-11-15	ODP Business Solutions, LLC	139.96 Office_Supplies
50887	2024-11-06	ODP Business Solutions, LLC	8.10 Office_Supplies
50763	2024-10-21	Pacific Office Automation	589.18 Leases_&_Rentals
50976	2024-11-15	Pacific Office Automation	589.18 Leases_&_Rentals
50888	2024-11-06	Paragon Consulting, Inc	12,390.00 Engineering_Consultants
50888	2024-11-06	Paragon Consulting, Inc	16,357.50 Engineering_Consultants
50888	2024-11-06	Paragon Consulting, Inc	1,762.53 Engineering_Consultants
50967	2024-11-15	Paragon Consulting, Inc	490.00 Engineering_Consultants
50894	2024-11-06	Pegasus ME Buyer, Inc; DBA Mythics. LLC	22,895.40 IT_Software
50894	2024-11-06	Pegasus ME Buyer, Inc; DBA Mythics. LLC	2,310.00 IT_Software
50971	2024-11-15	Pegasus ME Buyer, Inc; DBA Mythics. LLC	464.54 IT_Software
50895	2024-11-06	Phoenix Cars, LLC	29,166.70 Leases_&_Rentals
50843	2024-11-06	Precision Engineering, LLC	11,890.00 Engineering_Consultants
50843	2024-11-06	Precision Engineering, LLC	6,815.00 Engineering_Consultants
100126	2024-10-21	Primary Health Medical Group, LLC	340.00 Employee_Screening
100165	2024-11-15	Primary Health Medical Group, LLC	425.00 Services
50744	2024-10-21	ProPeople	1,260.65 Services
50744	2024-10-21	ProPeople	1,563.42 Services
50744	2024-10-21	ProPeople	1,563.42 Services
50744	2024-10-21	ProPeople	446.32 Labor_Services
50744	2024-10-21	ProPeople	8,127.17 Services
50866	2024-11-06	ProPeople	1,321.20 Services
50866	2024-11-06	ProPeople	255.04 Labor_Services
50866	2024-11-06	ProPeople	10,193.65 Services
50866	2024-11-06	ProPeople	1,431.30 Services
50866	2024-11-06	ProPeople	494.14 Labor_Services
50866	2024-11-06	ProPeople	8,646.86 Services
50866	2024-11-06	ProPeople	1,640.49 Services
50866	2024-11-06	ProPeople	1,882.71 Services
50830	2024-11-06	Quench USA, Inc	57.00 Department_Supplies
50830	2024-11-06	Quench USA, Inc	289.95 Services
50847	2024-11-06	RDK Corporation	90.00 Employee_Screening
50908	2024-11-06	Remix Technologies LLC	6,900.00 Subscriptions
50842	2024-11-06	Rhombus Energy Solutions	195,442.10 Construction
50966	2024-11-15	Royce Industries, LLC	257.00 Services
50729	2024-10-21	Safety-Kleen Systems Inc	198.27 Services
50846	2024-11-06	Sage Supply, Inc	250.00 Department_Supplies
100152	2024-11-06	SAMG Occupational Med - Emerald	300.00 Services
50882	2024-11-06	SBLB, Limited Liability Company	4,377.50 Services
50849	2024-11-06	Security Gate Systems, LLC	3,269.00 Garage_Door_Services
100173	2024-11-15	Selway Sound	2,160.00 Automotive_Services
50875	2024-11-06	Seon Systems Sales Inc.	5,541.00 Department_Supplies
50875	2024-11-06	Seon Systems Sales Inc.	984.00 Department_Supplies
50766	2024-10-21	Shred-It USA- LLC	138.56 Services
50905	2024-11-06	Shred-It USA- LLC	131.60 Services
50896	2024-11-06	Sprague Pest Solutions	166.58 Services
50752	2024-10-21	Stoltz Marketing Group, Inc	1,728.75 Marketing
50752	2024-10-21	Stoltz Marketing Group, Inc	717.50 Marketing
50752	2024-10-21	Stoltz Marketing Group, Inc	2,458.75 Marketing
50752	2024-10-21	Stoltz Marketing Group, Inc	8,170.75 Marketing
50752	2024-10-21	Stoltz Marketing Group, Inc	1,176.80 Marketing
50752	2024-10-21	Stoltz Marketing Group, Inc	1,525.00 Marketing
50752	2024-10-21	Stoltz Marketing Group, Inc	218.75 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	11,000.00 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	1,675.92 Marketing
50961	2024-11-15	Stoltz Marketing Group, Inc	323.75 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	638.75 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	963.75 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	1,930.00 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	472.50 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	253.75 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	105.00 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	847.75 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	1,958.50 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	1,971.25 Marketing
50876	2024-11-06	Stoltz Marketing Group, Inc	11,000.00 Marketing
50878	2024-11-06	Syringa Networks, LLC	5,381.97 Internet_Service

50753	2024-10-21	Syringa Networks, LLC	5,377.83	Internet_Service
50761	2024-10-21	Tacoma Screw Products Inc.	24.90	Department_Supplies
50761	2024-10-21	Tacoma Screw Products Inc.	56.23	Department_Supplies
50761	2024-10-21	Tacoma Screw Products Inc.	153.74	Department_Supplies
50897	2024-11-06	Tacoma Screw Products Inc.	267.82	Department_Supplies
50897	2024-11-06	Tacoma Screw Products Inc.	8.82	Department_Supplies
50897	2024-11-06	Tacoma Screw Products Inc.	156.78	Department_Supplies
50897	2024-11-06	Tacoma Screw Products Inc.	8.46	Department_Supplies
50972	2024-11-15	Tacoma Screw Products Inc.	37.35	Department_Supplies
50761	2024-10-21	Tacoma Screw Products Inc.	61.52	Department_Supplies
50917	2024-11-13	Tait & Associates, Inc	20,303.25	Engineering_Consultants
50917	2024-11-13	Tait & Associates, Inc	1,477.50	Engineering_Consultants
50917	2024-11-13	Tait & Associates, Inc	1,147.50	Engineering_Consultants
50963	2024-11-15	That's Sharp, LLC.	70.00	Department_Supplies
50855	2024-11-06	The Car Park, LLC	750.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	150.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	750.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	712.50	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	600.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	30.00	Transportation_Services
50951	2024-11-15	The Car Park, LLC	41.13	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	30.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	75.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	600.00	Transportation_Services
50855	2024-11-06	The Car Park, LLC	3,750.00	Transportation_Services
50722	2024-10-21	Thompson and Associates, Inc.	4,364.34	Consulting_Services
50828	2024-11-06	Thompson and Associates, Inc.	2,268.75	Consulting_Services
50865	2024-11-06	Thorne Printing Co, Inc	927.25	Department_Supplies
50711	2024-10-21	TK Elevator Corporation	618.45	Services
50711	2024-10-21	TK Elevator Corporation	618.45	Services
50826	2024-11-06	Townsquare Media Boise	1,350.00	Marketing
50746	2024-10-21	Treasure Valley Coffee	58.49	Department_Supplies
50869	2024-11-06	Treasure Valley Coffee	146.89	Department_Supplies
50869	2024-11-06	Treasure Valley Coffee	58.49	Department_Supplies
50869	2024-11-06	Treasure Valley Coffee	187.40	Department_Supplies
50749	2024-10-21	Treasure Valley Curb & Sprinkling Inc	454.00	Landscaping
50749	2024-10-21	Treasure Valley Curb & Sprinkling Inc	5,280.00	Services
50873	2024-11-06	Treasure Valley Curb & Sprinkling Inc	454.00	Landscaping
50706	2024-10-21	UniFirst	71.86	Department_Supplies
50767	2024-10-21	UniFirst	132.37	Uniform_Laundry_Services_and_Accessories
50706	2024-10-21	UniFirst	68.21	Department_Supplies
50767	2024-10-21	UniFirst	133.24	Uniform_Laundry_Services_and_Accessories
50812	2024-11-06	UniFirst	68.21	Department_Supplies
50907	2024-11-06	UniFirst	132.37	Uniform_Laundry_Services_and_Accessories
50907	2024-11-06	UniFirst	68.21	Department_Supplies
50907	2024-11-06	UniFirst	216.34	Uniform_Laundry_Services_and_Accessories
50907	2024-11-06	UniFirst	68.21	Department_Supplies
50907	2024-11-06	UniFirst	139.94	Uniform_Laundry_Services_and_Accessories
50934	2024-11-15	UniFirst	68.21	Department_Supplies
50980	2024-11-15	UniFirst	139.94	Uniform_Laundry_Services_and_Accessories
50934	2024-11-15	UniFirst	68.21	Department_Supplies
50980	2024-11-15	UniFirst	139.94	Uniform_Laundry_Services_and_Accessories
50707	2024-10-21	United Site Services of Nevada, Inc.	418.14	Janitorial_and_Toiletry_Supplies
50813	2024-11-06	United Site Services of Nevada, Inc.	218.31	Janitorial_and_Toiletry_Supplies
100141	2024-11-06	UPS Freight	3.33	Postage_&_Freight
100141	2024-11-06	UPS Freight	3.19	Postage_&_Freight
100166	2024-11-15	UPS Freight	41.79	Postage_&_Freight
50833	2024-11-06	Urban Transportation Associates, Inc	8,175.00	IT_Operations_&_Maintenance
100163	2024-11-08	Uria Auto Body, LLC	14,311.09	Vehicle_Maintenance
50912	2024-11-06	US Bank Plaza Condominium Assoc., Inc.	10,403.00	Miscellaneous_Expenses
100171	2024-11-15	WASHWORX, LLC	2,250.00	Services
50968	2024-11-15	Watts Hydraulics Acquisition Corporatio	475.00	Services
50890	2024-11-06	Watts Hydraulics Acquisition Corporatio	363.64	Services

50911	2024-11-06	Wex Bank	434.25	Miscellaneous_Expenses
100149	2024-11-06	Wienhoff Drug Testing	445.00	Services
100149	2024-11-06	Wienhoff Drug Testing	275.00	Services
50760	2024-10-21	William (Travis) Fremont	1,978.92	Rides_to_Wellness
50760	2024-10-21	William (Travis) Fremont	3,059.62	Rides_to_Wellness
50718	2024-10-21	William Beard	463.00	Bus_Washing
50823	2024-11-06	William Beard	262.00	Bus_Washing
50823	2024-11-06	William Beard	486.00	Bus_Washing
50823	2024-11-06	William Beard	191.00	Bus_Washing
50941	2024-11-15	William Beard	517.00	Bus_Washing
50941	2024-11-15	William Beard	239.00	Bus_Washing
50708	2024-10-21	WSP USA Inc.	748.59	Engineering_Consultants
50814	2024-11-06	WSP USA Inc.	1,859.53	Engineering_Consultants
			<u>1,692,931.78</u>	

This check register has undergone scrutiny and verification guaranteeing its integrity and accuracy. Each entry has been diligently reviewed ensuring the financial transactions are true and accurate.

*Nicholas Leonardson*

\_\_\_\_\_  
VRT Senior Accountant or Chief Financial Officer

ACCEPTED:

\_\_\_\_\_  
CHAIR OF EXECUTIVE BOARD

ATTEST:

\_\_\_\_\_  
SECRETARY/TREASURER

## VALLEY REGIONAL TRANSIT EXECUTIVE BOARD RESOLUTION

### Appointment Cameron Wells to Boise Municipal Health Care Trust RESOLUTION VBD24-006

**BY THE BOARD OF VALLEY REGIONAL TRANSIT APPROVING APPOINTMENT OF CAMERON WELLS, VRT CHIEF FINANCIAL OFFICER, TO THE BOISE CITY MUNICIPAL HEALTH CARE TRUST AS A NON-VOTING MEMBER**

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

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

WHEREAS, there currently exists that certain Joint Powers Agreement by and between the City of Boise City (“City”) and Valley Regional Transit (“VRT”), with the Effective Date of September 10, 2013 (the “Joint Powers Agreement”), the purpose of which is to provide for a joint public agency self-funded health care plan; and

WHEREAS, City and VRT, under the Joint Powers Agreement, have established and created the Boise Municipal Health Care Trust (“BMHCT”) which together with a separate joint employee health care plan trust agreement, effective January 1, 2014, entered into between City, VRT, and BMHCT (the “BMHCT Trust Agreement”) comprise a joint public agency self-funded health care plan (“Plan”); and

WHEREAS, the Community Planning Association of Southwest Idaho (“COMPASS”) as approved by the COMPASS Board on 07/21/14, was added to the Joint Powers Agreement of the Boise Municipal Health Care Trust on 08/20/14 by VRT Resolution VBD14-016; and

WHEREAS, due to time constraints Elaine Clegg will step down as the appointee for the Trust and VRT is required to have a member to fill the vacant position, and

WHEREAS, Cameron Wells, Chief Financial Officer, is qualified to serve and represent VRT’s interests as a trustee, and

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

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

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

Section 1. That the Executive Board of Valley Regional Transit approves appointing Cameron Wells, VRT Chief Financial Officer, to the Boise Municipal Health Care Trust.

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

ADOPTED by the Executive Board of Valley Regional Transit, this 2nd day of December 2024.

APPROVED by the Executive Board Chair this 2nd day of December 2024.

**ATTEST:**

**APPROVED:**

\_\_\_\_\_  
**EXECUTIVE ASSISTANT**

\_\_\_\_\_  
**CHAIR**



<b>TOPIC</b>	VRT Access Handbook Update
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Jeannette Ezell

### Staff Recommendation/Request

This is an action item. Valley Regional Transit (VRT) staff requests the Executive Board recommend the VRT Access Handbook for approval to the Board of Directors.

### Highlights

Schedule

- November 2024 – RAC action item – Recommend approval to the Executive Board
- December 2024 – Executive Board action item – Recommend approval to the VRT Board of Directors
- January 2025 – VRT Board of Directors action item – Approve VRT Access Handbook
- March 2025 – VRT Access Handbook effective on March 1, 2025

### Summary

VRT reviewed the current Access handbook and made revisions as needed. The attachment included with this memo provides details on what changes were made through the handbook.

### Implication

The VRT Access handbook revision will align with recommended industry best practices and meet FTA requirements.

### More Information

**Attachments:**

- Attachment A: VRT Access Handbook Updates
- Attachment B: VRT Access Handbook Redline
- Attachment C: VRT Access Handbook Draft Final

**For detailed information, contact:**

Jeannette Ezell  
Operations Director  
jezell@ridevrt.org  
(208) 258-2711



# ATTACHMENT A

## Access Handbook Updates

### Overall Changes

- Formatting for consistency and brand
- Sections reworded for better clarity
- Update to position titles as applicable
- Updated Table of Contents and effective date
- Added CEO letter

### Page 7

#### Service hours

- Changed to match current service

### Page 10

#### No Show Policy

- Replaced indefinite suspension and replaced with a 30-day recurring suspension after 4<sup>th</sup> violation

### Page 12

#### Comments

- Changed who to send comments to

#### Information at a Glance

### Page 14

#### Fares

- Eliminated Children under 6 ride free
- All pay the same fare
- \$5 mailing fee added

### Page 15

#### Automated Telephone Reminders

- Added text option
- Updated process to cancel ride

#### Driver Responsibilities

- Clarified driver expectations

### Page 16

#### Passenger Rules of Conduct

- Removed indefinite suspension and replaced with 30-day suspension after 3<sup>rd</sup> violation

#### Weapons

- Removed

#### Frequently Asked Questions

### Page 19

#### What is a Personal Care Attendant

- Clarified booking process

#### What is a Guest / Companion

- Clarified booking process

#### May Children Ride

- All pay fare

### Page 20



# ATTACHMENT A

## Access Handbook Updates

Are Service Animals Permitted

- Clarified language for service animals

May I bring Packages and personal items on the vehicle

- Clarified language on carts

May I take a Wheelchair or Other Mobility Device

- Clarified language on mobility devices

Page 22

Do I have to wear a seatbelt

- Added Children to seat belt requirement



**Rider's Handbook**  
Effective 03/01/2025



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**Style Definition:** TOC 3

- Welcome Aboard!.....4**
- Using this Handbook and Definitions .....7**
- Eligibility.....8**
  - Eligibility Process 8
  - Determination Process 9
  - Appealing Eligibility Determination 10
- How to use VRT Access .....11**
  - Scheduling a Trip 12
  - Reservations by Phone 12
  - Leaving a Voice Message 13
  - Service Hours 14
  - Requested Time 15
  - Negotiating a Pick-Up Time 15
  - Scheduling Multiple Trips 16
  - Scheduling Subscription Trips 16
  - Change or Cancel a Future Trip 18
  - Checking Trip Status 18
  - Automated Telephone Reminders 18
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  - Same Day Cancel 19
  - No-Show 19
  - Late Cancellations 27
  - Extreme Weather or Local Disasters 27
  - Travel Training 27
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  - Driver Responsibilities 29
  - Travel Time 30
- Rider Courtesy and Rules of Conduct .....30**
- Riding Assistance .....32**
  - Visitors 32
  - Appeal Process 32
  - Comments 32
- Helpful Information.....34**
- Frequently Asked Questions .....37**



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**Welcome to ACCESS Service .....2**

**Using this Handbook.....2**

**Eligibility Process.....2**

**Determination Process.....3**

**Appealing Eligibility Determination.....4**

**Visitors .....4**

**Scheduling a Trip .....5**

**Leaving a Voice Message.....6**

**Service Hours.....7**

**Requested Time .....7**

**Negotiating a Pick-Up Time.....7**

**Scheduling Multiple Trips.....8**

**Scheduling Subscription Trips.....8**

**Understanding the Pick-Up Procedures.....8**

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**Cancel a Future Trip.....9**

**Checking Trip Status.....9**

**Not Ready for Pick-Up.....9**

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**Additional Information.....15**

**Frequently Asked Questions .....20**

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# Welcome Aboard!

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## Welcome Aboard!

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### Letter from the Valley Regional Transit (VRT) CEO

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Thank you for using VRT Access!

VRT takes pride in the services we provide, the way we provide them, and our dedication to working together to make our customer's day better. We are committed to safety as a primary goal, and every VRT representative is a transit "ambassador" and is asked to put riders first. We expect every representative to be safe, professional, courteous, and friendly to our customers and to treat our customers and each other with respect.

Valley Regional Transit (VRT) is a subdivision of state government formed by a vote of the residents in 1998 as the regional public transportation authority for Ada and Canyon counties. We are governed by a Board of Directors composed of elected and appointed officials from the cities, counties, and highway districts within Ada and Canyon counties and special members such as colleges and universities, urban renewal districts, and the Idaho Transportation Department. The Board sets VRT's policies and budget.

VRT directly provides a variety of public and specialized transportation services in Ada and Canyon counties, including fixed-route bus service, on-demand service, paratransit service, services for older adults and persons with disabilities, and transportation to workplaces. We are the region's leader in developing, providing, and advocating for well-funded, expansive transit services that afford mobility for all users and allow this region to thrive as we grow. We connect more people to more places more often.

Our job is to ensure that VRT Access takes you where you need to go, from work to the store to appointments and more. If there's anything you need to make that connection, please let us know. We're glad to have you on board!

Elaine Clegg  
Chief Executive Officer

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Welcome Aboard!

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# Welcome Aboard!

## Welcome to VRT ACCESS Service

The Americans with Disabilities Act (ADA) is a federal law that guarantees persons with disabilities full and equal access to the same services and accommodations available to people without disabilities. Under the ADA, public buses that run on regular schedules along specific routes, called fixed-route service, must be accessible to persons with disabilities. When fixed-route service is not accessible, or when a person with a disability is not able to use the fixed-route system, ADA mandates that transit systems operate ADA transportation. The common term for this service is ADA complementary paratransit.

### VRT Access

ACCESS is the ADA complementary paratransit service specifically for persons with disabilities who, because of their disability, are unable to use the ValleyRide Valley Regional Transit (VRT) fixed-route service or travel to a VRT ValleyRide fixed-route bus stop. For ADA-eligible passengers traveling within the VRT ValleyRide service area, VRT Access ACCESS provides service using an ADA-accessible vehicle. The passenger's origin and destination must be within 3/4-mile of the VRT fixed-route service area, and the trip time must fall within the hours of the nearest fixed-route.

Each vehicle has a wheelchair lift to accommodate recognized mobility devices. This service is provided curb-to-curb. The goal of VRT Access ACCESS and ADA is to provide transportation service that promotes the integration and independence of persons with disabilities. The ADA prohibits priority scheduling based on the purpose of the trip.

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## Using this Handbook and Definitions

### Using this Handbook and Definitions

This handbook is available in alternative formats. Call 208-345-7433 to learn more about format options. If someone other than the eligible passenger assumes the responsibility for reading and understanding this information, the eligible passenger is still expected to follow the VRT Access **ACCESS** Rules of Conduct.

#### Americans With Disabilities Act (Ada)

The Americans with Disabilities Act is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

#### Fixed-route transit

Fixed-route transit is public transportation that operates along designated routes according to a set schedule.

#### Paratransit

Paratransit is transportation services for people with disabilities, often provided as a supplement to fixed-route bus and rail systems by public transit agencies.

#### No-Show

A no-show is when the passenger has not cancelled their trip at least one hour prior to pick-up time, the passenger is not ready to board the vehicle within five minutes after vehicle arrives as long as the vehicle has arrived within the 30-minute pick-up window, the passenger is not at the correct address or the correct location, or the address requested cannot be located by the driver and/or the driver is not able to locate the passenger.

Read more about the no-show policy in the No-Show Policy in the How to use VRT Access chapter.

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## Eligibility

### Eligibility

### Eligibility Process

Persons with disabilities may be eligible for **VRT Access ACCESS** on the basis of a permanent or temporary disability. Per federal regulations, complementary paratransit must be offered to persons whose disability:

1. Prevents them from getting on and off the fixed-route bus or riding the fixed-route bus; or
2. Prevents them from traveling to or from a fixed-route bus stop on the **VRT ValleyRide** fixed-route bus system. This could be due to distance, weather, ground conditions, or architectural barriers.

Complementary paratransit must be provided to all persons described as being ADA eligible under ADA Regulation (49 CFR §37.123). ADA eligibility includes the following categories:

#### Category I

Applicants who cannot independently use **VRT ValleyRide** fixed-route service, even with training.

#### Category II

Applicants who can use or learn to use an accessible public transit system, but the system is not fully accessible.

#### Category III

Applicants who have a specific impairment that prevents them from getting to or from a fixed-route bus stop or station.

Contact **customer service the help desk** for more information regarding ADA transportation eligibility. The applicant for ADA complementary paratransit must fill out a certification application and a medical verification form completed by a licensed medical professional. All **applicants, whether** new or re-certifying **applicants,** must complete this process to be certified.

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## Eligibility

### Determination Process

Applicants must complete all questions and information requested on the certification application and the medical verification form. Incomplete applications will be returned to applicants, causing delays in processing. All information will remain confidential.

Applicants receive a determination letter certifying eligibility sent in writing within 21 days of receiving the completed certification application and the medical verification form.

There are three types of eligibility considered for each applicant. These eligibility determination types are:

### Unconditional Eligibility

Allows individuals to use **VRT Access ACCESS** for all trips within the **VRT ValleyRide** fixed-route service area and hours.

### Conditional or Trip-by-Trip Eligibility

An individual may be eligible for certain trips or on a trip-by-trip basis. This eligibility is for individuals that can use **VRT ValleyRide** fixed-route sometimes, but at times require the use of **VRT Access ACCESS**. The individual may use **VRT ValleyRide** fixed-route or find alternative transportation for trips not deemed eligible for **VRT Access ACCESS**.

### Temporary Eligibility

An individual may be eligible for **VRT Access ACCESS** on a temporary basis. The length of time varies on the individual's needs. This eligibility is for those who have a temporary need for service due to a major event such as a stroke or broken leg. Applicants receive an expiration date based on application information and date and information from the verifying medical professional. Applicants needing extensions for temporary eligibility are required to complete a new application. Temporary eligibility is granted if the eligibility determination

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## Eligibility

process takes longer than 21 days. The individual may use VRT ValleyRide fixed-route or find alternative transportation for trips not deemed eligible for VRT Access. ACCESS.

### Appealing Eligibility Determination

Individuals have the right to appeal any decision that declares the individual ineligible for VRT Access. Specific information regarding eligibility appeal process is included in the individual's eligibility determination letter. Individuals maintain the original eligibility determination until the appeal process is complete.

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## Eligibility

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### How to use VRT Access

#### Transportation for Medical Appointments

#### City of Meridian Rides2Wellness

*The information below is for City of Meridian Rides2Wellness service*

For many Meridian residents, it can be difficult to find rides to medical appointments. The City of Meridian Rides2Wellness helps address this need in the community.

**City of Meridian Rides2Wellness helps you get to your medical appointments by providing free transportation to your medical appointments. This program will pick you up from your home and drop you off at your medical appointment; and provide a return trip from your medical appointment to home.**

This service is not a taxi or limousine; this is a shared-ride system that takes multiple passengers to different medical appointments. The City of Meridian Rides2Wellness is coordinated with various transportation providers in the community

Rides are to be from your home address to a medical appointment and from a medical appointment back to your home address. The medical location must be open; rides cannot be reserved to a medical location that is not open; before or after hours. **Rides must be booked at least 2 business days in advance to your appointment. Rides can be scheduled no more than 14 days in advance. Make sure to schedule your return ride, if one is needed; return rides cannot be scheduled less than thirty (30) minutes of the approximate drop off time. Please provide exact addresses for pick up and drop off locations. This is a curb-to-curb, shared ride service. A driver will pick you up at your home address and take you to your medical destination. You will be given a pick up time window the driver can arrive within. Ensure you are ready, as the driver will wait only five minutes upon arrival.**

Valley Regional Transit will schedule your ride with an available provider in your community.

In order to schedule a ride, call the VRT Help Desk at (208) 345-7433 at least two business days prior to your appointment, and provide the customer service representative with your medical location and appointment time. Return rides must have no less than a thirty (30) minute return time

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span. Once the ride is scheduled, you'll receive a confirmation call the night before the scheduled appointment.

**.YOU QUALIFY FOR CITY OF MERIDIAN RIDES2WELLNESS, IF:**

- You are not eligible for Medicaid transportation
- You do not have transportation to your medical appointment
- You live in Meridian
- Your appointment is at least two (2) business days after you call to schedule your appointment

**Scheduling a Trip**

Once certified, eligible passengers may call 208-345-7433 or email [reservations@ridevrt.org](mailto:reservations@ridevrt.org) ~~reservations@valleyregionaltransit.org~~ to schedule a trip. ~~Reservations can be made~~ ~~Reservationists are available~~ Monday through Friday from 8:00 a.m. to 5:00 p.m. ~~Reservations and~~ ~~can be made~~ ~~make reservations~~ one day in advance and up to two weeks in advance. ~~The~~ ~~Callers may leave a voice message on the reservation voice mail. See next section about "Leaving a Voice Message."~~ Upon completion of the reservation, the reservationist at the end of each call will confirm ~~repeat~~ the trip information provided.

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**Reservations by Phone**

If calling in your reservation, please provide the specific information listed below. Only calls before 5:00 p.m. will be scheduled for the next day.

- Please have the following information available when calling to schedule a trip:
  - First and last name
  - Trip ~~day and~~ ~~date~~
  - Pick-up address (be sure to include apartment or suite number if applicable)
  - Drop off address (be sure to include apartment or suite number if applicable; if destination is a business, supply business name)





- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- ~~If destination is a business, supply business name~~
- Requested pick-up time
- ~~If needing a return trip, pick-up address~~
- ~~Drop off address~~
- ~~Requested pick-up time~~

Providing answers to the following questions information can help the reservationist better schedule your trip:

- Are you If using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker?
- Has your mobility device changed since last trip?
- ~~Will passenger be traveling with a personal care attendant (PCA) or a guest?~~ Eligible passengers are allowed to travel with one personal care attendant (PCA). ~~Guests can PCA and at least one guest. Additional guests will be accommodated if on a space is available. Guests will pay the same fare as eligible rider. Will you be traveling with a PCA or a guest? basis.~~
- Does your pick-up location have multiple entrances or exits? If so, which location should driver use?

### Leaving a Voice Message

If requested to leave a message for a trip, please provide the specific information, which is listed below. Only messages left before 5:00 p.m. will be scheduled for the next day.

If calling on Sunday or a holiday, only trip requests left on the reservation voice mail before 5:00 p.m. will be scheduled for Monday or the day after the holiday.

~~Please provide specific information, which is listed below.~~

- All voice messages must include the following information:
- First and last name
- Trip ~~day and~~ date

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- Pick-up address (be sure to include apartment or suite number if applicable)
- Drop off address (be sure to include apartment or suite number if applicable)
- If destination is a business, supply business name
- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- Requested pick-up time
- Valid phone number in case reservationist needs to follow up with additional questions

Providing answers to the

The following questions in your message information can help the reservationist better schedule your trip:

- Will you be using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker?
- Has your mobility device changed since last trip?
- Will passenger be traveling with a personal care attendant (PCA) or a guest? Eligible passengers are allowed to travel with one personal care attendant (PCA). Guests PCA and at least one guest. Additional guests will be accommodated on a space available basis. Guests will pay the same fare as eligible rider. Will you be traveling with a PCA or a guest?
- Does your pick-up location have multiple entrances or exits? If so, which location should driver use?

Reservationist cannot schedule trips from voice mail messages if the caller fails to provide the details needed for the trip, and/or the reservationist cannot reach the caller by phone.

Service Hours

Because VRT Access ACCESS is complementary to our fixed-route service, trips are scheduled during the same hours that the fixed-route operates.

**For Ada County,**

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**Boise** trips can be scheduled Monday through Friday between ~~65~~:15 a.m. and ~~7:00p~~~~6:30 p~~.m. Some routes start earlier or run later, so be sure to ask a reservationist for more detailed information. Saturday trips can be scheduled between ~~7:30~~45 a.m. and ~~6:30p~~00 p.m.

**Meridian** trips can be scheduled Monday through Friday between 08:00 a.m. to 10:30 am and 2:30 p.m. to 6:30pm Trips cannot be scheduled between 10:30 am and 2:30 pm

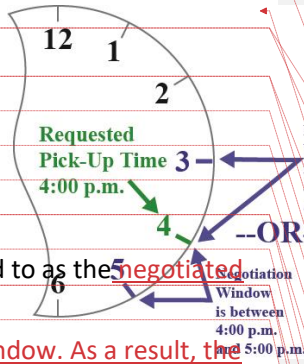
**For Canyon County**, trips can be scheduled Monday through Friday between 6:00 a.m. and ~~7:00~~30 p.m.

**Requested Time**

The requested time is the time the passenger is asking to be picked up. ~~This time needs~~Because ~~ACCESS is a shared ride service, passengers need to be appropriate for the passenger to be on~~request a pick-up time that will allow enough time to get to their destination. Persons can be on the bus for up to an hour because VRT Access is a shared-ride service.

**Negotiating a Pick-Up Time**

Because ~~VRT Access~~ACCESS is a shared-ride service, reservationists may negotiate a time for the vehicle to arrive. Reservationists may negotiate a time as early as one hour before and up to one hour after the passenger's requested time. Once the reservationist and the passenger agree on a time, the 30-minute window this will be referred to as the negotiated pick-up time.



The vehicle may arrive at any time within the 30-minute window. As a result, the passenger must be ready and waiting in a visible location at the start of the 30-minute pick-up window. Upon vehicle arrival, the driver will wait five minutes. If the passenger is not at the scheduled pick-up location within the five-minute wait time, the driver will mark this a no-show.

As a curb-to-curb service, the passenger should wait at the curb or a safe location as close as possible to the entrance of the pick-up address. Drivers will help a

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passenger who requests assistance from this point to enter and exit the vehicle. Drivers are not allowed to enter homes or businesses to assist eligible riders.

### Scheduling Multiple Trips

Sometimes the passenger may need to go to several places on the same day. If this happens, a separate reservation trip is required for each trip. Since this is a shared-ride service, remember to allow enough time between each trip to complete your business at each destination.

### Scheduling Subscription Trips

A subscription trip is a service provided to a passenger who travels to the same place at the same time at least once a week for a period of at least sixthree months. Once a subscription trip is set up, the passenger will no longer have to call to make a reservation. Passengers are responsible to notify the reservationist when a trip needs to be cancelled to avoid a no-show for that trip.

### Understanding the Pick-Up Procedures

The reservationist will quote a 30 minute pick-up window. For example, if the passenger's pick-up time is 8:00 a.m., the pick-up window will be between 7:45 a.m. and 8:15 a.m. The vehicle may arrive at any time within the 30 minutes quoted. As a result, the passenger must be ready and waiting in a visible location at the start of the 30 minute pick-up window. Upon vehicle arrival, the driver will wait five minutes. If the passenger is not at the scheduled pick-up location within the five minutes, the driver will mark this a no-show.

As a curb-to-curb service, the passenger should wait at the curb or a safe location as close as possible to the entrance of the pick-up address. Drivers will help a passenger who requests assistance from this point to enter and exit the vehicle.

The ADA permits the use of subscription service, as long as it does not absorb more than 50% of the available trips at a given time of day. VRT may provide subscription service above the 50% ceiling if it has excess capacity available. If VRT determines that next-day requests are being denied trips, VRT will either increase

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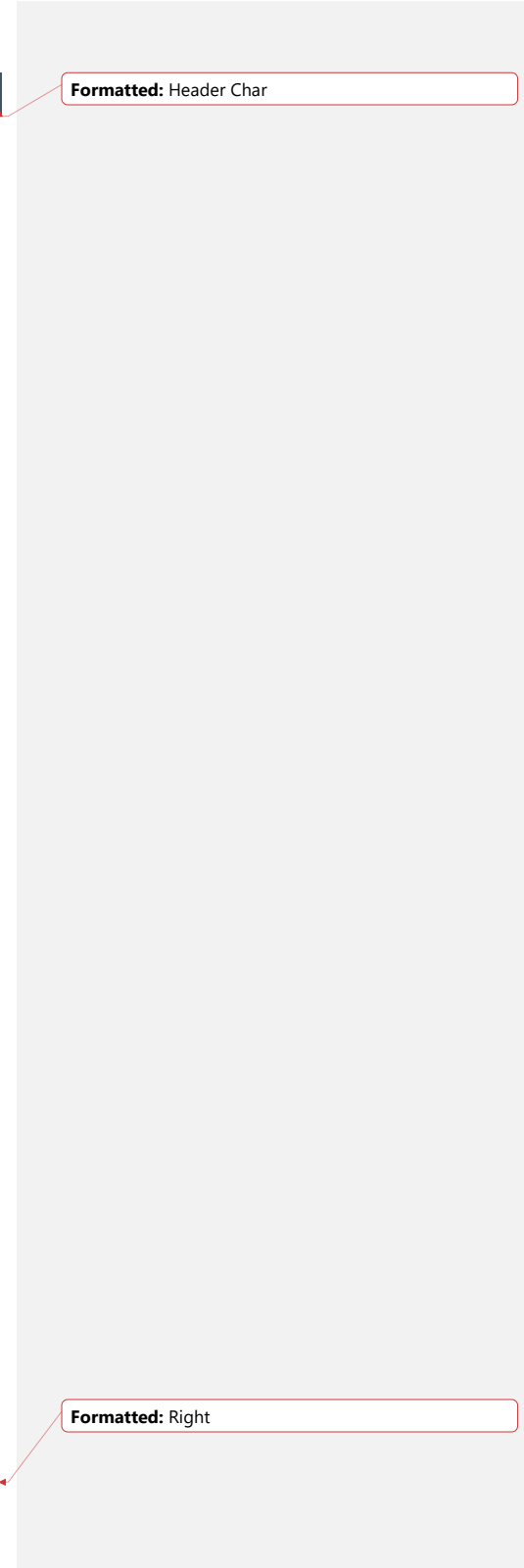
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its passenger carrying capacity or reduce the number of subscription trips back to 50%.



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**Change or Cancel a Future Trip**

To change or cancel a future trip, call 208-345-7433 no later than 5:00 p.m. on the day prior to the trip.

**Cancel a Future Trip**

To cancel a future trip, call 208-345-7433 at least one day in advance. Provide the following information:

- First and last name
- Date(s) of scheduled trip
- Time(s) of scheduled trip
- Destination(s) of the trips(s) to cancel

If more than one trip exists on the same day, be sure to explain which trip(s) to change or cancel.

**Checking Trip Status**

If vehicle has not arrived within the 30-minute pick-up window, please call to check on the trip's status.

<b>Ada County (Boise and Meridian)</b>	<b>(208) 345-1234</b>
<b>Canyon County</b>	<b>(208) 258-2780</b>

**Ada County ..... 208-345-1234**  
**Canyon County ..... 208-258-2780**

**Automated Telephone Reminders**

The reservationist can set up automated telephone call or an automated text message reminder as an option for passengers. If selected, passengers will receive an automated call or text the evening prior to a trip, and once the vehicle has arrived. The automated call or text the night before will remind the passenger of all scheduled trips for the next day. Passengers will need to contact customer service at 208-345-7433 to cancel any trips not needed or to stop automated reminders.

**Not Ready for Pick-Up**

If passenger will not be ready at scheduled pick-up time, please call to avoid a no-show:

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<u>Ada County (Boise and Meridian)</u>	<u>(208) 345-1234</u>
<u>Canyon County</u>	<u>(208) 258-2780</u>

~~Ada County ..... 208-345-1234  
Canyon County..... 208-258-2780~~

Call as soon as possible to request a change. ~~Changes~~Note that a trip may not be an option due to availability or possible available at the time constraints. If changes are made requested or an extensive wait may result. be required.

**Same Day Cancel**

To cancel a trip on the same day, call at least one hour prior to pick-up time. Depending on circumstances and timing, a trip cancelled with less than one hour's notice may be considered a no-show.

<u>Ada County (Boise and Meridian)</u>	<u>(208) 345-1234</u>
<u>Canyon County</u>	<u>(208) 258-2780</u>

~~Ada County ..... 208-345-1234  
Canyon County..... 208-258-2780~~

**No-Show**

A no-show occurs when:

- The passenger has not cancelled their trip at least one hour prior to pick-up time.
- The passenger is not ready to board the vehicle within five minutes after vehicle arrives as long as the vehicle has arrived within the 30-minute pick-up window.
- The passenger is not at the correct address or the correct location.
- The address requested cannot be located by the driver and/or the driver is not able to locate the passenger.

When the passenger is a no-show on the first trip of the day, remaining trip(s) for that day are not automatically cancelled. The passenger must call to cancel any remaining trip(s). If remaining trips are not cancelled, each trip will be considered a no-show.



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**Late Cancellations**

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~~Cancellations made less than one hour before the scheduled trip or cancellations made at the door after the vehicle has arrived are considered late cancellations. Late cancellations are treated the same as a no-show.~~

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**No-Show Policy**

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In a 30-day calendar period, any passenger who has scheduled 10 or more trips and has no-showed at least three times or 10 percent of those trips will receive a warning or suspension notice.

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**Violations**

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- ~~1st Violation: a warning letter will be sent.~~
- ~~2nd Violation: will result in a one week suspension~~
- ~~3rd Violation: will result in a two week suspension.~~
- ~~4th Violation: will result in a three week suspension.~~

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~~Any passenger who continues to no-show after they have reached the no-show threshold will forfeit their ability to use ACCESS service.~~

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### Driver Error

VRT Access ~~ACCESS~~ will not count a no-show or a late cancellation if the missed trip(s) are due to an error, such as:

- Trips placed on the schedule in error.
- Pick-ups scheduled at the wrong pick-up location.
- Drivers arriving and departing before the pick-up window begins.
- Drivers arriving after the end of the pick-up window.
- Drivers arriving within the pick-up window, but departing without waiting the required five minutes.

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### Circumstances Beyond Passenger's Control

~~In addition, ACCESS will not count a no-show or a late cancellation in situations beyond a passenger's control (such as medical and family emergencies) that prevents them from notifying us that the trip cannot be taken. The passenger will need to notify ACCESS reservations, by calling 208-345-7433, when the no-show or late cancellation is due to circumstances beyond his control.~~



### Passengers Role to Reduce No-Shows

Reducing no-shows requires effort by both passengers and staff. Below are some guidelines to keep in mind:

- Confirm the pick-up window (noting the beginning and end time) ~~and the amount of time the vehicle will wait when scheduling trip.~~
- Remember the vehicle will only wait five minutes once it has arrived within pick-up window.
- Call to cancel as soon as possible if unable to take the trip.
- Be alert and ready for the vehicle ~~at the start of~~ during the pick-up window.
- Provide detailed pick-up instructions (side or rear entrance, ~~business name, suite number, etc.~~) for large facilities, locations that may be difficult for drivers to find, or locations where pick-up is not located at the main entrance.

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- Provide pick-up address and telephone numbers and confirm the trip has been scheduled correctly with the reservationist.
- If a subscription trip, call to make any schedule changes (such as a vacation or other known absences). Informing the driver to cancel subscription trip is not sufficient.

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### Appeal Process

~~Trips missed for reasons beyond passenger's control, such as a verified illness or verified last minute cancellation by a medical provider will not count as a no-show. In order to excuse the no-show, written verification must be received by the administrative office at the address listed below, no later than 30 days from the date of the no-show warning letter. Verifications can also be faxed to 208-846-8564.~~

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### Comments

~~Valley Regional Transit welcomes feedback, suggestions, questions, and comments about service. Call 208-345-7433, send an email to [info@rideline.org](mailto:info@rideline.org), or write to:~~

~~Operations Manager~~

~~Valley Regional Transit~~

~~700 NE 2nd Street, Suite 100~~

~~Meridian, Idaho 83642~~

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~~Provide as much information available including:~~

- ~~• First and last name~~
- ~~• Address~~
- ~~• Telephone number~~
- ~~• Date, time, and location of the incident if applicable~~
- ~~• Vehicle number and/or driver's name.~~
- ~~• State the compliment, suggestion, or complaint~~

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~~Management reviews every submittal and will follow up on the comments. The follow up may include contacting the passenger.~~

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## Information at a Glance

Administrative Office  
700 NE 2nd Street  
Suite 100  
Meridian, Idaho 83642

Main Street Station — Happy Day Transit Center  
777 W. Main Street — 5907 Cleveland Blvd.  
Boise, Idaho 83707 — Caldwell, Idaho 83607

### Important Numbers:

Reservationist ..... 208 345 7433  
Ada County ..... 208 345 1234  
Canyon County ..... 208 258 2780

If unable to speak, send an email to  
[reservations@valleyregionaltransit.org](mailto:reservations@valleyregionaltransit.org).

Hearing Impaired: ..... 1-800-377-1363 or 711 for TTY  
(Idaho Relay Service)

### Holidays

There is no ACCESS service on the following holidays:

- New Year's Day (January 1)
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Christmas Day (December 25)

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### Personal Information Changes

Call the help desk if moving to a new address, changing a telephone number, updating emergency contact number, or if a personal care attendant (PCA) is now required. It is very

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important that this information is kept up to date.

~~Fares~~

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~~Fares may be paid by using cash, a personal check, or an ACCESS pass. Make sure exact fare is ready upon boarding the vehicle.~~

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~~Drivers do not carry change and are not allowed to search pockets, backpacks, or purses to find fare. The fare must either be put in the fare box or handed to the driver. Guests and children age six or over must pay fares. PCAs and up to two children under age six are not required to pay a fare.~~

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~~Passes may be purchased by mail; in person at the Valley Regional Transit office at 700 NE 2nd Street, Meridian, Idaho 83642; or with a debit or credit card by calling 208 345 7433. There is a \$10.00 minimum for debit or credit card purchases. Passes may be purchased by eligible passengers or by someone on behalf of the passenger. More information on fares and pass purchases is also available on the website at [www.valleyregionaltransit.org](http://www.valleyregionaltransit.org).~~

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### Additional Information

#### Service Area

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The passenger's origin and destination must be within 3/4 mile of the ValleyRide fixed route service area, and the trip time must fall within the hours of the nearest fixed route. See website for more details at [www.valleyregionaltransit.org](http://www.valleyregionaltransit.org) or call 208-345-7433. Passengers are responsible to get within the 3/4 mile area of the ValleyRide fixed route in order to use the service.

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Changes in the ValleyRide fixed route service area and service schedules may affect the available area and time of ACCESS service. For assistance in determining the ACCESS service area, and when service is available, contact the help desk at 208-345-7433. Also, if moving to a new location, check with the help desk to ensure the new address is within the ACCESS service area.

#### Travel Time

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Reservationists schedule shared trips to allow for adequate travel time between stops. Reservationists consider comparable trips on the ValleyRide fixed routes when determining scheduled times. This travel time is typically one hour, but sometimes may be longer. Be sure to allow enough travel time to reach the destination. Because ACCESS is a shared ride service, while on the vehicle, passengers should expect other passengers to be picked up and dropped off. Unexpected delays may happen due to road construction, heavy traffic, or bad weather.

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#### Automated Telephone Reminders

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##### Circumstances Beyond Passenger's Control

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In addition, VRT Access will not count a no-show or a late cancellation in situations beyond a passenger's control (such as medical and family emergencies) that prevents them from notifying us that the trip cannot be taken. The passenger

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## Additional Information

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will need to notify Reservations, by calling 208-345-7433, when the no-show or late cancellation is due to circumstances beyond their control.

### No-Show Violations

- 1st Violation: a warning letter will be sent

~~The reservationist can set up automated telephone reminders as an option for passengers. If selected, passengers will receive an automated call the evening prior to a trip. The automated call will remind the passenger of all scheduled trips for the next day. Having the automate telephone reminder will also give the passenger the option to cancel trips no longer needed for the next day.~~

- 2nd Violation: will result in a one-week suspension
- 3rd Violation: will result in a two-week suspension
- 4th Violation and Violations thereafter: will result in a thirty-day suspension

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### Late Cancellations

Cancellations made less than one hour before the scheduled trip or cancellations made at the door after the vehicle has arrived are considered late cancellations. Late cancellations are treated the same as a no-show.

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### Extreme Weather or Local Disasters

Public transportation service may be delayed or cancelled during periods of severe snow, ice, flooding, or other local disasters. Service may be reduced and possibly cancelled when the weather creates hazardous conditions, or a residence or destination cannot be reached. During periods of severe weather, updates will be posted at [ridevrt.org/news](http://ridevrt.org/news). For updates on VRT fixed-route and VRT Access service during times of inclement weather, call 208-345-7433.

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If the weather worsens after a passenger is dropped off, priority will be given to getting passengers home. Providing life-sustaining trips such as dialysis or chemotherapy will take priority during times of limited service. If the trip starts or ends on a hill or side street, the vehicle may be unable to get there until the street is safe to travel. The passenger should have a back-up location in mind for a safe drop off.

### Travel Training

All VRT fixed-route vehicles are equipped with wheelchair ramps or lifts to assist mobility devices. Fixed-route drivers are required to announce all major stops and

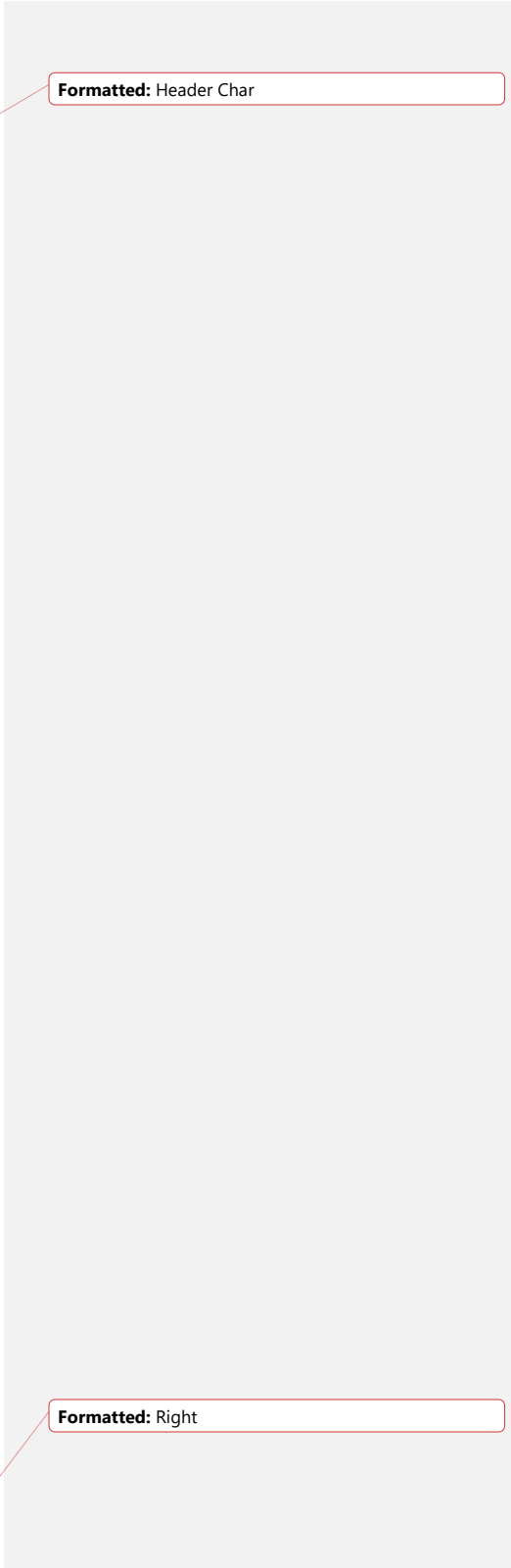
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## Additional Information

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intersections. VRT staff can provide travel training to assist passengers in using the VRT fixed-route system. Staff can also help familiarize passengers with the fixed-route bus system – including the routes, schedules, fares, and fare box – and cab provide personalized training up to and including riding the vehicle with the passenger to their destination. If interested in this no-cost service call 208-345-7433.



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# VRT Access Vehicles

## VRT Access Vehicles

### Driver Responsibilities

The drivers are trained in defensive driving, passenger assistance, and the safe operation of the vehicle. All drivers wear a VRTValleyRide uniform and have company identification. If in doubt, ask to see their photo identification badge. The driver's highest priority is the safety and security of all passengers and the vehicle. Drivers make their best efforts to keep the vehicle in sight at all times. It is possible for ~~at the~~ passenger ~~to may~~ be left alone on the vehicle while the driver assists other passengers.

#### Drivers will:

- Assist the passenger on and off the vehicle
- Assist the passenger with the seat belt
- Assist the passenger to and from the door
- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down mobility devices
- ~~Wear~~ Be in uniform with photo identification attached ~~to their uniform~~
- ~~Be in uniform~~
- Make a good faith effort to locate a scheduled passenger

#### Drivers will not:

- Maneuver wheelchairs on stairs or unsafe ramps
- Carry any packages
- Enter a residence or destination/pick-up location
- Help a passenger find their fare
- Provide the trip if a fare is not paid
- Wait while a passenger completes a small errand
- ~~Handle packages, medications, or money~~
- Accept tips
- Secure car seats
- Transport unscheduled passengers

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## Passenger Rules of Conduct

### Travel Time

Reservationists schedule shared trips to allow for adequate travel time between stops. Reservationists consider comparable trips on the VRT fixed-routes when determining scheduled times. This travel time is typically one hour, but sometimes may be longer. Be sure to allow enough travel time to reach the destination. Because VRT Access is a shared-ride service, while on the vehicle, passengers should expect other passengers to be picked-up and dropped off. Unexpected delays may happen due to road construction, heavy traffic, or bad weather.

### Rider Courtesy and

### Passenger Rules of Conduct

- Have either the exact fare or a VRT Access ~~an ACCESS~~ ticket ready upon boarding.
- Be ready to go, and remember, it is the passenger's responsibility to meet the vehicle at the curb.
- Cooperate with the driver and follow instructions.
- Limit conversation with the driver. Non-essential conversation can distract a driver from focusing on driving and the surrounding area.
- Do not tip your driver. To reward good service, call 208-345-7433 to submit a compliment.
- Only transport packages that can be carried by passenger and fit within the seating area. Passengers are not permitted to make multiple trips in order to carry additional packages on the vehicle.
- Passenger will be dropped off at a destination even if there is no one waiting. If the passenger cannot be left alone, it is the passenger's responsibility to arrange for a PCA or guest.
- The return trip may be on a different vehicle and drivers do not have access to other vehicle schedules. The passenger must know the return trip pick-up time.
- ~~Keep mobility devices in good, working condition and clean.~~
- ~~Keep mobility devices in good, working condition and clean.~~
- Passengers must ~~Must~~ be eligible or ~~or~~ be a PCA or ~~or~~ a guest of the eligible passenger.
- May not eat, drink, or use alcohol or tobacco (including ~~e-cigarettes~~).

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## Passenger Rules of Conduct

- Must not litter.
- Must not use profanity or engage in disruptive behavior.
- Must not threaten or harass other passengers or the driver.
- Must not have any offensive body or other odors, including heavy perfume.
- ~~Must not bring open food or drink containers; flammables (such as gasoline, alcohol, and lighter fluid); bicycles other than those that fold and fit between the seat rows; strollers, grocery carts, or other non-mobility devices that cannot fit between the seats; and animals, except for service animals, which are not in an approved carrier.~~
- ~~Must control bodily functions to ensure other passengers are not exposed to biohazards.~~ Must not bring open food or drink containers; flammables (such as gasoline, alcohol, and lighter fluid); bicycles other than those that fold and fit between the seat rows; strollers, grocery carts, or other non-mobility devices that cannot fit between the seats; and animals, except for service animals, which are not in an approved carrier.
- Must control bodily functions to ensure other passengers are not exposed to biohazards. These episodes may be ~~accidental~~ an accident, but are disruptive to each accident disrupts service and must be controlled.

### Violation(s)

**If any of these rules are violated, they will be addressed as follows: handled in the following way:**

- 1st Violation: Warning by the Dispatch Supervisor or Operations Supervisor, or Operations Manager. This warning may will be by phone or in person, and followed up in writing, and recorded in passenger file.
- ~~2nd Violation: Riding privileges will be suspended immediately for 10 days. Passenger will be notified in writing when they may resume using service.~~
- 2nd Violation: Riding privileges will be suspended immediately for 10 days. Passenger will be notified in writing when they may resume using service.
- 3rd Violation and Violations thereafter: Riding privileges will be suspended immediately for 30 days. Passenger will be notified in writing when they may resume using service.

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## Rider's Assistance

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### Rider's Assistance

#### Visitors

To use VRT Access for out-of-town visitors with paratransit eligibility in other cities or states, proof of eligibility documentation from their home jurisdiction must be provided in advance.

Prior to visiting, the visitor should contact their local certifying agency and request the agency notify VRT at 208-345-7433, fax at 208-846-8564, or email to info@ridevrt.org of their ADA paratransit eligibility. A visitor may use the service for up to 21 days during any 365-day period. If service is required beyond 21 days, the visitor will need to apply for VRT Access certification.

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#### Appeal Process

Trips missed for reasons beyond passenger's control, such as a verified illness or verified last minute cancellation by a medical provider will not count as a no-show. In order to excuse the no-show, written verification must be received by the administrative office at the address listed below, no later than 30 days from the date of the no-show warning letter. Verifications can also be faxed to 208-846-8564.

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#### Comments

VRT welcomes feedback, suggestions, questions, complements, complaints and comments about service. You can call 208-345-7433, send an email to info@ridevrt.org, or write to:

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VRT Access

Valley Regional Transit

700 NE 2nd Street, Suite 100

Meridian, Idaho 83642

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Provide as much information available including:

- First and last name
- Address
- Telephone number
- Date, time, and location of the incident if applicable
- Vehicle number and/or driver's name.
- Provide information or details regarding feedback, suggestion, questions, compliment, complaint or comment indefinitely until

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## Rider's Assistance

Management reviews every submittal and follows up on the comments. The follow-up may include contacting the passenger.

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## Helpful Information

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### Helpful Information

Addresses		
<a href="#">Administrative Office</a> <a href="#">700 NE 2nd Street</a> <a href="#">Suite 100</a> <a href="#">Meridian, Idaho 83642</a>	<a href="#">Main Street Station</a> <a href="#">777 W. Main Street</a> <a href="#">Boise, Idaho 83707</a>	<a href="#">Happy Day Transit Center</a> <a href="#">5907 Cleveland Blvd.</a> <a href="#">Caldwell, Idaho 83607</a>

Important Numbers	
<a href="#">Reservationist</a>	<a href="#">208-345-7433</a>
<a href="#">Ada County</a>	<a href="#">208-345-1234</a>
<a href="#">Canyon County</a>	<a href="#">208-258-2780</a>
<a href="#">Hearing Impaired</a>	<a href="#">1-800-377-1363 or 711 for TTY (Idaho Relay Service)</a>
<a href="#">If unable to speak, send an email to <a href="mailto:reservations@ridevrt.org">reservations@ridevrt.org</a>.</a>	

### Holidays

There is no regular VRT Access service on the following holidays:

- [New Year's Day \(January 1 or Observed Holiday\)](#)
- [Memorial Day \(Last Monday of May\)](#)
- [Independence Day \(July 4 or Observed Holiday\)](#)
- [Labor Day \(First Monday of September\)](#)
- [Thanksgiving Day \(Fourth Thursday of November\)](#)
- [Christmas Day \(December 25 or Observed Holiday\)](#)

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[VRT may opt to provide VRT Access occasional holiday service as capacity allows.](#)  
[VRT will notify passengers about holiday trip opportunities.](#)

### Personal Information Changes

- [Passengers must notify VRT Customer Service if moving to a new address, changing a telephone number, updating an emergency contact number, if a mobility device will now be used, or if a PCA is now required. It is very important can prove rules can and will be followed. This requires a written request to reinstate privileges with an assurance that this information is kept up to date the passenger will not violate rules in the future.](#)

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### Travel Training

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## Helpful Information

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All ValleyRide fixed route vehicles are equipped with wheelchair ramps or lifts to assist mobility devices. Fixed route drivers are required to announce all major stops and intersections. Travel training assists passengers in using the ValleyRide fixed route system. Trainers help familiarize the passenger with the fixed route bus system, including the routes, schedules, fares, and fare box. Travel trainers have received specialized instruction to help with a variety of disabilities. The travel trainer will develop an individual training plan based on needs and requirements. Travel trainers provide personalized training up to and including riding the vehicle with the passenger to their destination. If interested in this no cost service call 208-345-7433 and select option one.

### Extreme Weather or Local Disasters

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~~Public transportation service may be delayed or cancelled during periods of severe snow, ice, flooding, or other local disasters. Service may be reduced and possibly cancelled when the weather creates hazardous conditions.~~

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Fares may be paid by using cash, a personal check, or a VRT Access pass. residence Make sure exact fare is ready upon boarding the vehicle. Drivers do not carry change and cannot search pockets, backpacks, or purses to find fare. The fare must be placed in the fare box or handed to the driver. All guests must pay the same fare as the eligible rider. The PCA is not required to pay a fare.

Passes may be purchased by mail, in person at any VRT office or with a debit or credit card by calling 208-345-7433. There is a \$10.00 minimum charge for debit or credit card purchases. There will be an additional \$5.00 fee charged if passes are sent via US Mail. Passes may be purchased by eligible passengers or by someone on behalf of the passenger. More information on fares and pass purchases is also available destination cannot be reached. During periods of severe weather, updates will be posted on the website at [ridevrt.org/fares](http://ridevrt.org/fares)

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VRT Access Fares	
Certified Passenger	\$3.00 per trip
Personal Care Attendant	No cost
Guest/Companion	\$3.00 per person, per trip

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## Helpful Information

### Service Area

~~The passenger's origin and destination must be within 3/4-mile of the VRT [www.valleyregionaltransit.org](http://www.valleyregionaltransit.org). For updates on ValleyRide fixed-route and ACCESS service area, and the trip time must fall within the hours of the nearest fixed-route. See website for more details at [www.ridevrt.org](http://www.ridevrt.org) ~~or during times of inclement weather~~, call 208-345-7433. ~~Passengers are responsible to get within the 3/4-mile area of the VRT fixed-route in order to use the service.~~~~

~~If the weather~~ Changes in the VRT fixed-route service area and service schedules may affect the available area and time of VRT Access service. For assistance in determining the VRT Access service area, and when service is available, contact customer service at 208-345-7433. Also, if moving to a new location, check with customer service to verify if the new address is within the VRT Access service area.

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## Helpful Information

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deteriorates after a passenger is dropped off, priority will be given to getting passengers home. Providing life sustaining trips such as dialysis or chemotherapy will take priority during times of limited service. If the trip starts or ends on a hill or side street, the vehicle may not be able to get there until the street is safe to travel on. The passenger should have a back up location in mind for a safe drop off.

### Weapons

As of July 1, 2016, Idaho statute allows residents 21 years of age or older, not disqualified from having a permit, to carry a concealed firearm statewide without a permit.

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## Frequently Asked Questions

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### Frequently Asked Questions

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#### What is a personnel care attendant?

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A Personal Care Attendant (PCA) is someone traveling with the passenger who assists with personal care and activities. A PCA is different from a guest or companion. Passengers that periodically ride with a PCA must let reservationist know when booking a ride that a PCA will be riding. If a passenger always rides with a PCA, reservationists can register the riders' profile any PCA in the scheduling system. To register a PCA, call 208-345-7433.

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Drivers cannot transport anyone not scheduled. Passengers must schedule a trip for the PCA if the PCA is going to be traveling with the passenger. PCAs do not pay fare when escorting a passenger on VRT Access ACCESS or on a VRT ValleyRide fixed-route. PCAs must board and exit the vehicle at the same place and time as the eligible passenger.

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#### What is a guest/companion?

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A guest/companion is a person, (not a PCA, personal care attendant) the passenger wants to bring on a trip. As an eligible passenger, family and friends are permitted to travel as a guest/companion. When a reservation is made, passenger must inform reservationist the number of guests/companions for each trip. Guests A trip must be made for each guest on each trip. Additional guests/companions will be accommodated on a space available basis. Drivers cannot transport guests/companions not scheduled. Guests pay the same fare as the eligible passenger and must board and exit the vehicle at the same place and time as the passenger eligible passenger. The passenger is responsible for cancelling all guest/companion trips.

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#### May children ride?

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All children infant to 17, may ride with Children age five or younger must be accompanied by an eligible passenger. When a reservation is made,

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## Frequently Asked Questions

~~passenger must inform reservationist the number of~~ Up to two children ages five or younger may accompany an eligible passenger at no charge. ~~Additional~~ children age five or younger or any child age six or older must pay regular fare. As with guests, seats for each trip. ~~All children pay the same fare as the eligible passenger must be reserved and must board and exit the vehicle at the same place and time as the passenger.~~ Children will be accommodated on a space ~~are only~~ available basis. Drivers cannot transport children not scheduled.

~~when space allows.~~ Additionally, children ~~aged~~ six or younger or weighing less than 40 pounds must travel in an approved car seat. Vehicles are not equipped with car seats. The passenger is responsible for providing the car seat, securing the car seat to the vehicle, and securing the child in the car seat. If assistance is needed, bring someone to help. Children will not be transported if not safely seated and wearing a seat belt.

### Are service animals permitted?

Service animals are animals that have been trained to perform specific tasks to assist their owner in doing daily activities. They are not pets, ~~nor are they companion animals.~~ Service animals are welcome on vehicles. The service animal may travel on the floor beside its owner, or if small, on the owner's lap. Animals are not permitted to run free inside the vehicle and not permitted to sit on seats.

The service animal must be under control. Bring a PCA or guest if assistance with a service animal is necessary. When making reservations, a passenger may be asked if service animal will be traveling with them. Pets that are not service animals (including companion animals) must be enclosed in a carrier that will remain secured during the trip. The carrier floor should have an absorbent material to prevent the vehicle from being soiled. The pet and carrier may not weigh more than 25 pounds and must fit on the lap or under the seat.

### May I bring packages and personal items on vehicle?

Drivers are not allowed to carry any packages. A passenger may only transport packages that they can personally carry and fit within their seating area. Passengers are not allowed to make multiple trips to and from the vehicle to carry additional packages.

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## Frequently Asked Questions

Carts must be able to be kept in control of the passenger and small enough that they do not impede walkways or other passenger's space. Carts cannot be over filled, bags cannot hang on the outside of cart, and passengers must be able to control, load and unload cart from the bus.

### May I take a wheelchair or other mobility device?

All ~~VRT Access~~ **ACCESS** vehicles are designed to transport a minimum of two manual or powered three- or four-wheeled mobility devices, such as wheelchairs. The wheeled-mobility-device must be designed for indoor use and used by ~~a~~ passenger with a disability. Every vehicle will allow the loading of a mobility device that does not exceed the manufacturers limit of the lift. The minimum size allowed is 30 inches in width and 48 inches in length, and weighs no more than 600 pounds when occupied. A passenger and the mobility device must be able to fit on a lift, permit the driver to operate the lift safely, and fit within the securement area inside the vehicle.

Some vehicles have wheelchair lifts that support up to 800 pounds when occupied. If the larger capacity wheelchair lift is necessary, be sure to inform the reservationist at the time of making a reservation.

To ensure passenger safety and that of the driver, the driver will assist a passenger in a manual wheelchair on up or off the lift platform if needed, and to the doorway of destination. down one step to a level surface. Drivers are not allowed to help over rough terrain, steep slopes, or operate mobility devices over a more than one step to a level surface. Drivers cannot assist if the mobility device is not operational. Please keep wheelchair or mobility device in good working condition and clean. A dirty or poorly maintained mobility device may be a hazard to the passenger, the driver, or other passengers if it has loose parts, brakes that do not hold, or damaged wheels.

### What other types of mobility devices are permitted?

~~In the event the driver must make a quick unplanned maneuver or brake quickly, an unsecured device may become a projectile and cause injury to others on the vehicle. Devices such as canes, walkers, or oxygen carts must be kept within the passenger's~~

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## Frequently Asked Questions

~~seating area. If this is not possible, the driver will determine a method of securing the item.~~

### May anyone use the wheelchair lift?

~~Any passenger~~**All passengers** may use the wheelchair lift to board the vehicle if they are not comfortable using the vehicle steps. If a passenger is going to use the wheelchair lift, the passenger should inform the reservationist when making a reservation.

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## Frequently Asked Questions

### Does my mobility device have to be secured?

All mobility devices must be properly secured. Lap and shoulder belt use is not mandatory, but is highly encouraged for passenger safety. The mobility device is required to be secured into the ~~onboard~~ ~~four point~~ securement system at all times during the trip. If a mobility device is unable to be secured with the passenger in it, they ~~may~~ ~~will~~ be asked to transfer to a seat. ~~Passengers~~ ~~If they~~, are ~~not required~~ ~~unable~~ to ~~independently~~ transfer ~~from their mobility device~~ if they choose not to. ~~Drivers will call a seat, they must bring someone with them to assist~~ in to their dispatch to record the refusal. ~~transferring~~. If a passenger refuses ~~the~~ ~~to~~ securement of the mobility device, the driver will be instructed not to transport. If a driver fails to secure ~~an~~ mobility device, please notify ~~VRT~~ ~~Valley Regional Transit~~ immediately at 208-345-7433.

### May I travel with my respirator or portable oxygen equipment?

Devices such as canes, walkers, or oxygen carts should be kept in front of the seat passenger is sitting in. If this is not possible, the driver will help determine a method of securing the item. In the event the driver must make a quick unplanned maneuver or brake quickly, an unsecured device may become a projectile and cause injury to ~~the person in the device or~~ others on the vehicle.

### Do I have to wear a seatbelt?

For the safety and security of all passengers, PCAs, guests, ~~and~~ companions, and children are required to wear a seat belt and remain seated with their seat belt secured during their trip. Passengers who use mobility devices are also requested to use a ~~a~~ lap and shoulder belts. A driver cannot secure the lap belt on a mobility device for the passenger. If the vehicle does not have seat belts for every seat, wearing the seat belt is recommended, but not mandatory.

### What if I think I forgot something on the vehicle?

Passengers are responsible for keeping track of personal belongings. If a personal item is left on the vehicle, call ~~208-345-7433~~ with:

- ~~Description~~ ~~description~~ of the item
- ~~Trip~~ ~~trip~~ day

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## Frequently Asked Questions

- Trip time
- Vehicle number

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# Rider's Handbook

Effective 03/01/2025



**vrt • access**



**valley regional transit**

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## Welcome Aboard!

### Letter from the Valley Regional Transit (VRT) CEO

Thank you for using VRT Access!

VRT takes pride in the services we provide, the way we provide them, and our dedication to working together to make our customer's day better. We are committed to safety as a primary goal, and every VRT representative is a transit "ambassador" and is asked to put riders first. We expect every representative to be safe, professional, courteous, and friendly to our customers and to treat our customers and each other with respect.

Valley Regional Transit (VRT) is a subdivision of state government formed by a vote of the residents in 1998 as the regional public transportation authority for Ada and Canyon counties. We are governed by a Board of Directors composed of elected and appointed officials from the cities, counties, and highway districts within Ada and Canyon counties and special members such as colleges and universities, urban renewal districts, and the Idaho Transportation Department. The Board sets VRT's policies and budget.

VRT directly provides a variety of public and specialized transportation services in Ada and Canyon counties, including fixed-route bus service, on-demand service, paratransit service, services for older adults and persons with disabilities, and transportation to workplaces. We are the region's leader in developing, providing, and advocating for well-funded, expansive transit services that afford mobility for all users and allow this region to thrive as we grow. We connect more people to more places more often.

Our job is to ensure that VRT Access takes you where you need to go, from work to the store to appointments and more. If there's anything you need to make that connection, please let us know. We're glad to have you on board!

Elaine Clegg  
Chief Executive Officer



### Welcome to VRT ACCESS Service

The Americans with Disabilities Act (ADA) is a federal law that guarantees persons with disabilities full and equal access to the same services and accommodations available to people without disabilities. Under the ADA, public buses that run on regular schedules along specific routes, called fixed-route service, must be accessible to persons with disabilities. When fixed-route service is not accessible, or when a person with a disability is not able to use the fixed-route system, ADA mandates that transit systems operate ADA transportation. The common term for this service is ADA complementary paratransit.

VRT Access is the ADA complementary paratransit service specifically for persons with disabilities who, because of their disability, are unable to use the Valley Regional Transit (VRT) fixed-route service or travel to a VRT fixed-route bus stop. For ADA-eligible passengers traveling within the VRT service area, VRT Access provides service using an ADA-accessible vehicle. The passenger's origin and destination must be within  $\frac{3}{4}$ -mile of the VRT fixed-route service area, and the trip time must fall within the hours of the nearest fixed-route.

Each vehicle has a wheelchair lift to accommodate recognized mobility devices. This service is provided curb-to-curb. The goal of VRT Access and ADA is to provide transportation service that promotes the integration and independence of persons with disabilities. The ADA prohibits priority scheduling based on the purpose of the trip.





## Using this Handbook and Definitions

This handbook is available in alternative formats. Call 208-345-7433 to learn more about format options. If someone other than the eligible passenger assumes the responsibility for reading and understanding this information, the eligible passenger is still expected to follow the VRT Access Rules of Conduct.

### Americans With Disabilities Act (Ada)

The Americans with Disabilities Act is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

### Fixed-route transit

Fixed-route transit is public transportation that operates along designated routes according to a set schedule.

### Paratransit

Paratransit is transportation services for people with disabilities, often provided as a supplement to fixed-route bus and rail systems by public transit agencies.

### No-Show

A no-show is when the passenger has not cancelled their trip at least one hour prior to pick-up time, the passenger is not ready to board the vehicle within five minutes after vehicle arrives as long as the vehicle has arrived within the 30-minute pick-up window, the passenger is not at the correct address or the correct location, or the address requested cannot be located by the driver and/or the driver is not able to locate the passenger.

Read more about the no-show policy in the [No-Show Policy](#) in the [How to use VRT Access](#) chapter.



## Eligibility

### Eligibility Process

Persons with disabilities may be eligible for VRT Access on the basis of a permanent or temporary disability. Per federal regulations, complementary paratransit must be offered to persons whose disability:

1. Prevents them from getting on and off the fixed-route bus or riding the fixed-route bus; or
2. Prevents them from traveling to or from a fixed-route bus stop on the VRT fixed-route bus system. This could be due to distance, weather, ground conditions, or architectural barriers.

Complementary paratransit must be provided to all persons described as being ADA eligible under ADA Regulation (49 CFR §37.123). ADA eligibility includes the following categories:

#### Category I

Applicants who cannot independently use VRT fixed-route service, even with training.

#### Category II

Applicants who can use or learn to use an accessible public transit system, but the system is not fully accessible.

#### Category III

Applicants who have a specific impairment that prevents them from getting to or from a fixed-route bus stop or station.

Contact customer service for more information regarding ADA transportation eligibility. The applicant for ADA complementary paratransit must fill out a certification application and a medical verification form completed by a licensed medical professional. All new or re-certifying applicants must complete this process to be certified.

### Determination Process

Applicants must complete all questions and information requested on the certification application and the medical verification form. Incomplete applications will be returned to applicants, causing delays in processing. All information will remain confidential.

Applicants receive a determination letter certifying eligibility sent in writing within 21 days of receiving the completed certification application and the medical verification form.



There are three types of eligibility considered for each applicant. These eligibility determination types are:

### **Unconditional Eligibility**

Allows individuals to use VRT Access for all trips within the VRT fixed-route service area and hours.

### **Conditional or Trip-by-Trip Eligibility**

An individual may be eligible for certain trips or on a trip-by-trip basis. This eligibility is for individuals that can use VRT fixed-route sometimes, but at times require the use of VRT Access. The individual may use VRT fixed-route or find alternative transportation for trips not deemed eligible for VRT Access.

### **Temporary Eligibility**

An individual may be eligible for VRT Access on a temporary basis. The length of time varies on the individual's needs. This eligibility is for those who have a temporary need for service due to a major event such as a stroke or broken leg. Applicants receive an expiration date based on application information and date and information from the verifying medical professional. Applicants needing extensions for temporary eligibility are required to complete a new application. Temporary eligibility is granted if the eligibility determination process takes longer than 21 days. The individual may use VRT fixed-route or find alternative transportation for trips not deemed eligible for VRT Access.

### **Appealing Eligibility Determination**

Individuals have the right to appeal any decision that declares the individual ineligible for VRT Access. Specific information regarding eligibility appeal process is included in the individual's eligibility determination letter. Individuals maintain the original eligibility determination until the appeal process is complete.



## How to use VRT Access

### Scheduling a Trip

Once certified, eligible passengers may call 208-345-7433 or email [reservations@ridevrt.org](mailto:reservations@ridevrt.org) to schedule a trip. Reservations can be made Monday through Friday from 8:00 a.m. to 5:00 p.m. Reservations can be made one day in advance and up to two weeks in advance. The reservationist at the end of each call will confirm the trip information.

### Reservations by Phone

If calling in your reservation, please provide the specific information listed below. Only calls before 5:00 p.m. will be scheduled for the next day.

- Please have the following information available when calling to schedule a trip:
- First and last name
- Trip date
- Pick-up address (be sure to include apartment or suite number if applicable)
- Drop off address (be sure to include apartment or suite number if applicable; if destination is a business, supply business name)
- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- Requested pick-up time

Providing answers to the following questions can help the reservationist better schedule your trip:

- Are you using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker?
- Has your mobility device changed since last trip?
- Eligible passengers are allowed to travel with one personal care attendant (PCA). Guests can be accommodated if space is available. Guests will pay the same fare as eligible rider. Will you be traveling with a PCA or a guest?
- Does your pick-up location have multiple entrances or exits? If so, which location should driver use?



## Leaving a Voice Message

If requested to leave a message for a trip, please provide the specific information listed below. Only messages left before 5:00 p.m. will be scheduled for the next day.

If calling on Sunday or a holiday, only trip requests left on the reservation voice mail before 5:00 p.m. will be scheduled for Monday or the day after the holiday.

- All voice messages must include the following information:
- First and last name
- Trip date
- Pick-up address (be sure to include apartment or suite number if applicable)
- Drop off address (be sure to include apartment or suite number if applicable; If destination is a business, supply business name)
- Requested pick-up time
- If needing a return trip, pick-up address
- Drop off address
- Requested pick-up time
- Valid phone number in case reservationist needs to follow up with additional questions

Providing answers to the following questions in your message can help the reservationist better schedule your trip:

- Will you be using a mobility device such as a wheelchair, non-standard size wheelchair, scooter, or walker?
- Has your mobility device changed since last trip?
- Eligible passengers are allowed to travel with one personal care attendant (PCA). Guests will be accommodated on a space available basis. Guests will pay the same fare as eligible rider. Will you be traveling with a PCA or a guest?
- Does your pick-up location have multiple entrances or exits? If so, which location should driver use?

Reservationist cannot schedule trips from voice mail messages if the caller fails to provide the details needed for the trip, and/or the reservationist cannot reach the caller by phone.

## Service Hours

Because VRT Access is complementary to our fixed-route service, trips are scheduled during the same hours that the fixed-route operates.



### For Ada County,

**Boise** trips can be scheduled Monday through Friday between 6:15 a.m. and 7:00p.m. Some routes start earlier or run later, so be sure to ask a reservationist for more detailed information. Saturday trips can be scheduled between 7:30 a.m. and 6:30p.m.

**Meridian** trips can be scheduled Monday through Friday between 08:00 a.m.to 10:30 am and 2:30 p.m. to 6:30pm Trips cannot be scheduled between 10:30 am and 2:30 pm

**For Canyon County**, trips can be scheduled Monday through Friday between 6:00 a.m. and 7:00 p.m.

### Requested Time

The requested time is the time the passenger is asking to be picked up. **This time needs to be appropriate for the passenger to be on time to their destination.** Persons can be on the bus for up to an hour because VRT Access is a shared-ride service.

### Negotiating a Pick-Up Time

Because VRT Access is a shared-ride service, reservationists may negotiate a time for the vehicle to arrive. Reservationists may negotiate a time as early as one hour before and up to one hour after the passenger's requested time. Once the reservationist and the passenger agree on a time, the 30-minute window will be referred to as the negotiated pick-up time.

The vehicle may arrive at any time within the 30-minute window. As a result, the passenger must be ready and waiting in a visible location at the start of the 30-minute pick-up window. Upon vehicle arrival, the driver will wait five minutes. If the passenger is not at the scheduled pick-up location within the five-minute wait time, the driver will mark this a no-show.

As a curb-to-curb service, the passenger should wait at the curb or a safe location as close as possible to the entrance of the pick-up address. Drivers will help a passenger who requests assistance from this point to enter and exit the vehicle. Drivers are not allowed to enter homes or businesses to assist eligible riders.

### Scheduling Multiple Trips

Sometimes the passenger may need to go to several places on the same day. If this happens, a separate reservation is required for each trip. Since this is a shared- ride service, remember to allow enough time between each trip to complete your business at each destination.



## Scheduling Subscription Trips

A subscription trip is a service provided to a passenger who travels to the same place at the same time at least once a week for a period of at least six months. Once a subscription trip is set up, the passenger will no longer have to call to make a reservation. Passengers are responsible to notify the reservationist when a trip needs to be cancelled to avoid a no-show for that trip.

The ADA permits the use of subscription service, as long as it does not absorb more than 50% of the available trips at a given time of day. VRT may provide subscription service above the 50% ceiling if it has excess capacity available. If VRT determines that next-day requests are being denied trips, VRT will either increase its passenger carrying capacity or reduce the number of subscription trips back to 50%.

## Change or Cancel a Future Trip

To change or cancel a future trip, call 208-345-7433 no later than 5:00 p.m. on the day prior to the trip.

Provide the following information:

- First and last name
- Date(s) of scheduled trip
- Time(s) of scheduled trip

If more than one trip exists on the same day, be sure to explain which trip(s) to change or cancel.

## Checking Trip Status

If vehicle has not arrived within the 30-minute pick-up window, please call to check on the trip's status.

Ada County (Boise and Meridian)	(208) 345-1234
Canyon County	(208) 258-2780

## Automated Telephone Reminders

The reservationist can set up automated telephone call or an automated text message reminder as an option for passengers. If selected, passengers will receive an automated call or text the evening prior to a trip, and once the vehicle has arrived. The automated call or text the night before will remind the passenger of all scheduled trips for the next day. Passengers will need to contact customer service at 208-345-7433 to cancel any trips not needed or to stop automated reminders.



## Not Ready for Pick-Up

If passenger will not be ready at scheduled pick-up time, please call to avoid a no-show:

Ada County (Boise and Meridian)	(208) 345-1234
Canyon County	(208) 258-2780

Call as soon as possible to request a change. Changes may not be an option due to availability or possible time constraints. If changes are made an extensive wait may result.

## Same Day Cancel

To cancel a trip on the same day, call at least one hour prior to pick-up time. Depending on circumstances and timing, a trip cancelled with less than one hour’s notice may be considered a no-show.

Ada County (Boise and Meridian)	(208) 345-1234
Canyon County	(208) 258-2780

## No-Show

A no-show occurs when:

- The passenger has not cancelled their trip at least one hour prior to pick-up time.
- The passenger is not ready to board the vehicle within five minutes after vehicle arrives as long as the vehicle has arrived within the 30-minute pick-up window.
- The passenger is not at the correct address or the correct location.
- The address requested cannot be located by the driver and/or the driver is not able to locate the passenger.

When the passenger is a no-show on the first trip of the day, remaining trip(s) for that day **are not** automatically cancelled. The passenger must call to cancel any remaining trip(s). If remaining trips are not cancelled, each trip will be considered a no-show.

### No-Show Policy

In a 30-day calendar period, any passenger who has scheduled 10 or more trips and has no-showed at least three times or 10 percent of those trips will receive a warning or suspension notice.





### Driver Error

VRT Access will not count a no-show or a late cancellation if the missed trip(s) are due to an error, such as:

- Trips placed on the schedule in error.
- Pick-ups scheduled at the wrong pick-up location.
- Drivers arriving and departing before the pick-up window begins.
- Drivers arriving after the end of the pick-up window.
- Drivers arriving within the pick-up window but departing without waiting the required five minutes.

### Passengers Role to Reduce No-Shows

Reducing no-shows requires effort by both passengers and staff. Below are some guidelines to keep in mind:

- Confirm the pick-up window (noting the beginning and end time).
- Remember the vehicle will only wait five minutes once it has arrived within pick-up window.
- Call to cancel as soon as possible if unable to take the trip.
- Be alert and ready for the vehicle at the start of the pick-up window.
- Provide detailed pick-up instructions (side or rear entrance, business name, suite number, etc.) for large facilities, locations that may be difficult for drivers to find, or locations where pick-up is not located at the main entrance.
- Provide pick-up address and telephone numbers and confirm the trip has been scheduled correctly with the reservationist.
- If a subscription trip, call to make any schedule changes (such as a vacation or other known absences). Informing the driver to cancel subscription trip is not sufficient.

### Circumstances Beyond Passenger's Control

In addition, VRT Access will not count a no-show or a late cancellation in situations beyond a passenger's control (such as medical and family emergencies) that prevents them from notifying us that the trip cannot be taken. The passenger will need to notify Reservations, by calling 208-345-7433, when the no-show or late cancellation is due to circumstances beyond their control.

### No-Show Violations

- 1st Violation: a warning letter will be sent
- 2nd Violation: will result in a one-week suspension



- 3rd Violation: will result in a two-week suspension
- 4th Violation and Violations thereafter: will result in a thirty-day suspension

### Late Cancellations

Cancellations made less than one hour before the scheduled trip or cancellations made at the door after the vehicle has arrived are considered late cancellations. Late cancellations are treated the same as a no-show.

### Extreme Weather or Local Disasters

Public transportation service may be delayed or cancelled during periods of severe snow, ice, flooding, or other local disasters. Service may be reduced and possibly cancelled when the weather creates hazardous conditions, or a residence or destination cannot be reached. During periods of severe weather, updates will be posted at [ridevrt.org/news](http://ridevrt.org/news). For updates on VRT fixed-route and VRT Access service during times of inclement weather, call 208-345-7433.

If the weather worsens after a passenger is dropped off, priority will be given to getting passengers home. Providing life-sustaining trips such as dialysis or chemotherapy will take priority during times of limited service. If the trip starts or ends on a hill or side street, the vehicle may be unable to get there until the street is safe to travel. The passenger should have a back-up location in mind for a safe drop off.

### Travel Training

All VRT fixed-route vehicles are equipped with wheelchair ramps or lifts to assist mobility devices. Fixed-route drivers are required to announce all major stops and intersections. VRT staff can provide travel training to assist passengers in using the VRT fixed-route system. Staff can also help familiarize passengers with the fixed-route bus system – including the routes, schedules, fares, and fare box – and can provide personalized training up to and including riding the vehicle with the passenger to their destination. If interested in this no-cost service call 208-345-7433.



## VRT Access Vehicles

### Driver Responsibilities

The drivers are trained in defensive driving, passenger assistance, and the safe operation of the vehicle. All drivers wear a VRT uniform and have company identification. If in doubt, ask to see their photo identification badge. The driver's highest priority is the safety and security of all passengers and the vehicle. Drivers make their best efforts to keep the vehicle in sight at all times. It is possible for a passenger to be left alone on the vehicle while the driver assists other passengers.

#### Drivers will:

- Assist the passenger on and off the vehicle
- Assist the passenger with the seat belt
- Assist the passenger to and from the door
- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down mobility devices
- Be in uniform with photo identification attached
- Make a good faith effort to locate a scheduled passenger

#### Drivers will not:

- Maneuver wheelchairs on stairs or unsafe ramps
- Carry any packages
- Enter a residence or destination/pick-up location
- Help a passenger find their fare
- Provide the trip if a fare is not paid
- Wait while a passenger completes a small errand
- Accept tips
- Secure car seats
- Transport unscheduled passengers

### Travel Time

Reservationists schedule shared trips to allow for adequate travel time between stops. Reservationists consider comparable trips on the VRT fixed-routes when determining scheduled times. This travel time is typically one hour, but sometimes may be longer. Be sure to allow enough travel time to reach the destination. Because VRT Access is a shared-ride service, while on



the vehicle, passengers should expect other passengers to be picked-up and dropped off. Unexpected delays may happen due to road construction, heavy traffic, or bad weather.

## Rider Courtesy and Rules of Conduct

- Have either the exact fare or a VRT Access ticket ready upon boarding.
- Be ready to go, and remember, it is the passenger's responsibility to meet the vehicle at the curb.
- Cooperate with the driver and follow instructions.
- Limit conversation with the driver. Non-essential conversation can distract a driver from focusing on driving and the surrounding area.
- Do not tip your driver. To reward good service, call 208-345-7433 to submit a compliment.
- Only transport packages that can be carried by passenger and fit within the seating area. Passengers are not permitted to make multiple trips in order to carry additional packages on the vehicle.
- Passenger will be dropped off at a destination even if there is no one waiting. If the passenger cannot be left alone, it is the passenger's responsibility to arrange for a PCA or guest.
- The return trip may be on a different vehicle and drivers do not have access to other vehicle schedules. The passenger must know the return-trip pick-up time.
- Keep mobility devices in good, working condition and clean.
- Passengers must be eligible or be a PCA or a guest of the eligible passenger.
- May not eat, drink, or use alcohol or tobacco (including e-cigarettes)
- Must not litter
- Must not use profanity or engage in disruptive behavior
- Must not threaten or harass other passengers or the driver
- Must not have any offensive body or other odors, including heavy perfume
- Must not bring open food or drink containers; flammables (such as gasoline, alcohol, and lighter fluid); bicycles other than those that fold and fit between the seat rows; strollers, grocery carts, or other non-mobility devices that cannot fit between the seats; and animals, except for service animals, which are not in an approved carrier.



- Must control bodily functions to ensure other passengers are not exposed to biohazards. These episodes may be accidental but are disruptive to service and must be controlled.

#### Violation(s) of these rules will be addressed as follows:

- 1st Violation: Warning by a Supervisor or Manager. This warning may be by phone or in person, followed up in writing, and recorded in passenger file.
- 2nd Violation: Riding privileges will be suspended immediately for 10 days. Passenger will be notified in writing when they may resume using service.
- 3rd Violation and Violations thereafter: Riding privileges will be suspended immediately for 30 days. Passenger will be notified in writing when they may resume using service.

## Rider's Assistance

### Visitors

To use VRT Access for out-of-town visitors with paratransit eligibility in other cities or states, proof of eligibility documentation from their home jurisdiction must be provided in advance.

Prior to visiting, the visitor should contact their local certifying agency and request the agency notify VRT at 208-345-7433, fax at 208-846-8564, or email to [info@ridevrt.org](mailto:info@ridevrt.org) of their ADA paratransit eligibility. A visitor may use the service for up to 21 days during any 365-day period. If service is required beyond 21 days, the visitor will need to apply for VRT Access certification.

### Appeal Process

Trips missed for reasons beyond passenger's control, such as a verified illness or verified last minute cancellation by a medical provider will not count as a no-show. In order to excuse the no-show, written verification must be received by the administrative office at the address listed below, no later than 30 days from the date of the no-show warning letter. Verifications can also be faxed to 208-846-8564.

### Comments

VRT welcomes feedback, suggestions, questions, complements, complaints and comments about service. You can call 208-345-7433, send an email to [info@ridevrt.org](mailto:info@ridevrt.org), or write to:



VRT Access  
Valley Regional Transit  
700 NE 2nd Street, Suite 100  
Meridian, Idaho 83642

Provide as much information available including:

- First and last name
- Address
- Telephone number
- Date, time, and location of the incident if applicable
- Vehicle number and/or driver's name.
- Provide information or details regarding feedback, suggestion, questions, compliment, complaint or comment.

Management reviews every submittal and follows up on the comments. The follow-up may include contacting the passenger.



## Helpful Information

Addresses		
Administrative Office 700 NE 2nd Street Suite 100 Meridian, Idaho 83642	Main Street Station 777 W. Main Street Boise, Idaho 83707	Happy Day Transit Center 5907 Cleveland Blvd. Caldwell, Idaho 83607

Important Numbers	
Reservationist	208-345-7433
Ada County	208-345-1234
Canyon County	208-258-2780
Hearing Impaired	1-800-377-1363 or 711 for TTY (Idaho Relay Service)
If unable to speak, send an email to <a href="mailto:reservations@ridevrt.org">reservations@ridevrt.org</a> .	

### Holidays

There is no regular VRT Access service on the following holidays:

- New Year’s Day (January 1 or Observed Holiday)
- Memorial Day (Last Monday of May)
- Independence Day (July 4 or Observed Holiday)
- Labor Day (First Monday of September)
- Thanksgiving Day (Fourth Thursday of November)
- Christmas Day (December 25 or Observed Holiday)

VRT may opt to provide VRT Access occasional holiday service as capacity allows. VRT will notify passengers about holiday trip opportunities.

### Personal Information Changes

Passengers must notify VRT Customer Service if moving to a new address, changing a telephone number, updating an emergency contact number, if a mobility device will now be used, or if a PCA is now required. It is very important that this information is kept up to date.

### Fares

Fares may be paid by using cash, a personal check, or a VRT Access pass. Make sure exact fare is ready upon boarding the vehicle. Drivers do not carry change and cannot search pockets, backpacks, or purses to find fare. The fare



must be placed in the fare box or handed to the driver. All guests must pay the same fare as the eligible rider. The PCA is not required to pay a fare.

Passes may be purchased by mail, in person at any VRT office or with a debit or credit card by calling 208-345-7433. There is a \$10.00 minimum charge for debit or credit card purchases. There will be an additional \$5.00 fee charged if passes are sent via US Mail. Passes may be purchased by eligible passengers or by someone on behalf of the passenger. More information on fares and pass purchases is also available on the website at [ridevrt.org/fares](http://ridevrt.org/fares)

VRT Access Fares	
Certified Passenger	\$3.00 per trip
Personal Care Attendant	No cost
Guest/Companion	\$3.00 per person, per trip

**Service Area**

The passenger’s origin and destination must be within ¾-mile of the VRT fixed-route service area, and the trip time must fall within the hours of the nearest fixed-route. See website for more details at [www.ridevrt.org](http://www.ridevrt.org) or call 208-345-7433. Passengers are responsible to get within the ¾-mile area of the VRT fixed-route in order to use the service.

Changes in the VRT fixed-route service area and service schedules may affect the available area and time of VRT Access service. For assistance in determining the VRT Access service area, and when service is available, contact customer service at 208-345-7433. Also, if moving to a new location, check with customer service to verify if the new address is within the VRT Access service area.





## Frequently Asked Questions

### What is a personnel care attendant?

A Personal Care Attendant (PCA) is someone traveling with the passenger who assists with personal care and activities. A PCA is different from a guest or companion. Passengers that periodically ride with a PCA must let reservationist know when booking a ride that a PCA will be riding. If a passenger always rides with a PCA, reservationists can register the riders' profile in the scheduling system. To register a PCA, call 208-345-7433.

Drivers cannot transport anyone not scheduled. Passengers must schedule a trip for the PCA if the PCA is going to be traveling with the passenger. PCAs do not pay fare when escorting a passenger on VRT Access or on a VRT fixed-route. PCAs must board and exit the vehicle at the same place and time as the eligible passenger.

### What is a guest/companion?

A guest/companion is a person, not a PCA, the passenger wants to bring on a trip. As an eligible passenger, family and friends are permitted to travel as a guest/companion. When a reservation is made, passenger must inform reservationist the number of guests/companions for each trip.

Guests/companions will be accommodated on a space available basis. Drivers cannot transport guests/companions not scheduled. Guests pay the same fare as the eligible passenger and must board and exit the vehicle at the same place and time as the passenger.

### May children ride?

All children infant to 17, may ride with an eligible passenger. When a reservation is made, passenger must inform reservationist the number of children for each trip. All children pay the same fare as the eligible passenger and must board and exit the vehicle at the same place and time as the passenger. Children will be accommodated on a space available basis. Drivers cannot transport children not scheduled.

Additionally, children aged six or younger or weighing less than 40 pounds must travel in an approved car seat. Vehicles are not equipped with car seats. The passenger is responsible for providing the car seat, securing the car seat to the vehicle, and securing the child in the car seat. If assistance is needed, bring someone to help. Children will not be transported if not safely seated and wearing a seat belt.



### Are service animals permitted?

Service animals are animals that have been trained to perform specific tasks to assist their owner in doing daily activities. They are not pets, nor are they companion animals. Service animals are welcome on vehicles. The service animal may travel on the floor beside its owner, or if small, on the owner's lap. Animals are not permitted to run free inside the vehicle and not permitted to sit on seats.

The service animal must be under control. Bring a PCA or guest if assistance with a service animal is necessary. When making reservations, a passenger may be asked if service animal will be traveling with them. Pets that are not service animals (including companion animals) must be enclosed in a carrier that will remain secured during the trip. The carrier floor should have an absorbent material to prevent the vehicle from being soiled. The pet and carrier may not weigh more than 25 pounds and must fit on the lap or under the seat.

### May I bring packages and personal items on vehicle?

Drivers are not allowed to carry any packages. A passenger may only transport packages that they can personally carry and fit within their seating area. Passengers are not allowed to make multiple trips to and from the vehicle to carry additional packages.

Carts must be able to be kept in control of the passenger and small enough that they do not impede walkways or other passenger's space. Carts cannot be over filled, bags cannot hang on the outside of cart, and passengers must be able to control, load and unload cart from the bus.

### May I take a wheelchair or other mobility device?

All VRT Access vehicles are designed to transport a minimum of two manual or powered three- or four-wheeled mobility devices, such as wheelchairs. The wheeled-mobility-device must be designed for indoor use and used by a passenger with a disability. Every vehicle will allow the loading of a mobility device that does not exceed the manufacturers limit of the lift. The minimum size allowed is 30 inches in width and 48 inches in length and weighs no more than 600 pounds when occupied. A passenger and the mobility device must be able to fit on a lift, permit the driver to operate the lift safely, and fit within the securement area inside the vehicle.

Some vehicles have wheelchair lifts that support up to 800 pounds when occupied. If the larger capacity wheelchair lift is necessary, be sure to inform the reservationist at the time of making a reservation.



To ensure passenger safety and that of the driver, the driver will assist a passenger in a manual wheelchair on or off the lift platform if needed, and to the doorway of destination. Drivers are not allowed to help over rough terrain, steep slopes, or operate mobility devices over a step to a level surface. Drivers cannot assist if the mobility device is not operational. Please keep wheelchair or mobility device in good working condition and clean. A dirty or poorly maintained mobility device may be a hazard to the passenger, the driver, or other passengers if it has loose parts, brakes that do not hold, or damaged wheels.

### **May anyone use the wheelchair lift?**

Any passenger may use the wheelchair lift to board the vehicle if they are not comfortable using the vehicle steps. If a passenger is going to use the wheelchair lift, the passenger should inform the reservationist when making a reservation.

### **Does my mobility device have to be secured?**

All mobility devices must be properly secured. Lap and shoulder belt use is not mandatory but is highly encouraged for passenger safety. The mobility device is required to be secured into the onboard securement system at all times during the trip. If a mobility device is unable to be secured with the passenger in it, they may be asked to transfer to a seat. Passengers are not required to transfer from their mobility device if they choose not to. Drivers will call in to their dispatch to record the refusal. If a passenger refuses the securement of the mobility device, the driver will be instructed not to transport. If a driver fails to secure a mobility device, please notify VRT immediately at 208-345-7433.

### **May I travel with my respirator or portable oxygen equipment?**

Devices such as canes, walkers, or oxygen carts should be kept in front of the seat passenger is sitting in. If this is not possible, the driver will help determine a method of securing the item. In the event the driver must make a quick unplanned maneuver or brake quickly, an unsecured device may become a projectile and cause injury to the person in the device or others on the vehicle.

### **Do I have to wear a seatbelt?**

For the safety and security of all passengers, PCAs, guests, companions, and children are required to wear a seat belt and remain seated with their seat belt secured during their trip. Passengers who use mobility devices are also requested to use lap and shoulder belts. A driver cannot secure the lap belt on a mobility device for the passenger. If the vehicle does not have seat belts for every seat, wearing the seat belt is recommended, but not mandatory.



## What if I think I forgot something on the vehicle?

Passengers are responsible for keeping track of personal belongings. If a personal item is left on the vehicle, call **208-345-7433** with:

- Description of the item
- Trip day
- Trip time
- Vehicle number



## Proposed Agenda - January 2025 VRT Board of Directors Meeting

### CONSENT AGENDA

- Accept/Approve Minutes from the Oct/Nov/Dec Executive Board Meetings
- Payment Registers
- FY2024 Q-4 Budget Variance Report
- FY2024 Q-4 Cash Balance Report
- FY2024 Q-4 Performance Report
- Financial Reporting Policy (Update)
- Wheelchair and Other Mobility Aid Securement and Passenger Safety Restraint Policy and Procedure
- Paratransit/Access Appeal Policy and Procedure
- Procurement Manual
- Delegate authority to the Executive Board to authorize the CEO to execute contracts with potential service providers for the upcoming Acquisition of Service procurement
- Fare Tariff

### ACTION ITEMS

- VRT Board/Executive Board Officer Succession and Open Position Nominations and Election
- PUBLIC HEARING FY2025 Budget Amendment
- FY2025 Budget Amendment and FY2023 carry-forwards
- Budget Breakdown Revenues and Expenses by category
- FY2026 Pay and Step Scales – Elaine
- Transportation Development Plan - Kyle

### INFORMATION ITEMS

- Report action on FlixBus
- Valley Connect 3.0
- Safety Action Plan

### PROCUREMENTS

Procurement calendar

### DEPARTMENT/STAFF REPORTS

<b>TOPIC</b>	2025 VRT Executive Board Elections
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Elaine Clegg

### Staff Recommendation/Request

The staff requests that the Valley Regional Transit (VRT) Executive Board recommend nominations for up to 11 positions on the Executive Board to be filled by current VRT Board members to serve for calendar year 2025.

### Highlights

- VRT bylaws sets the January meeting as the Executive Board election, timely nominations advance that election.
- The Executive Board has four officers, one past chair, five at-large members, and a Boise State position.
- Terms of office are one year, with each officer moving forward in succession.
- VRT Board combines the secretary and treasurer position into one position.
- The bylaws require at least one member each be placed on the Executive Board from the cities of Boise, Caldwell, and Nampa, and Boise State University.

### Background

The VRT Board established the current governance model in 2012 to expedite business actions, and support continuity and stability in leadership. The Executive Board meets monthly and provides timely oversight and governance functions for the VRT Board which meets quarterly.

The bylaws do not require Executive Board members to be elected officials, any member of the Board of Directors is eligible to serve on the Executive Board. Members can and many do stay on the Executive Board for multiple years. Lauren Mclean, Alexis Pickering and Dale Reynolds are in line to succeed to the next officer positions with Jarom Wagoner succeeding to the Past Chair position.

### Existing and Open Position for 2025

The VRT Executive Board is comprised of eleven members total, ten members from cities and counties and one member from Boise State University. There are four Board officers who follow a succession from Secretary/Treasurer to Chair over a four-year span, one past chair position, five members at large and one position to be filled by a BSU representative. Typically, we have two officers from each county with no county serving consecutively, however we are off sync on that succession due to adjusting past chairs terms to avoid anyone serving as chair of both COMPASS and VRT in the same year. We will be back in sync next year. There is currently one open position and Executive Board members must be members of the Board of

Directors to be eligible. We have identified a nominee for the open position. Listed below is the full slate of nominees including the succession of current officers to the succeeding officer position for 2025, with new positions in bold:

<b>Position</b>	<b>Nominee</b>	<b>County Represented</b>
Chair	Lauren McLean	Ada County
Chair-Elect	Alexis Pickering	Ada County
Vice-Chair	Dale Reynolds	Canyon County
<b>Sec/Treas.</b>	<b>Jordan Morales</b>	<b>Ada County</b>
Past Chair	Jarom Wagoner	Canyon County
At Large	Debbie Kling	Canyon County
At Large	Greg Rast	Canyon County
At Large	Joe Stear	Ada County
At Large	Todd Lavoie	Ada County
At Large	Tom Dayley	Ada County
Boise State	Lantz McGinnis-Brown	Boise State

The request today is for the VRT Executive Board to accept and confirm the recommended list of nominees to the VRT Board of Directors.

### Implication

The VRT Board has authorized the Executive Board to act on its behalf to expedite decisions and provide timely leadership for VRT. The frequency of Executive Board meetings ensures VRT can meet core mission critical functions with the appropriate fiscal oversight for the organization. Conducting the election of the Executive Board allows that critical function to continue without interruption.

**For detailed information, contact:**

Elaine Clegg, CEO  
[eclegg@ridevrt.org](mailto:eclegg@ridevrt.org)  
208-258-2712



<b>TOPIC</b>	Transit Contract Procurement
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Leslie Pedrosa

### Staff Recommendation/Request

This is an action item. The Executive Board is asked to accept VRT staff’s recommendation to proceed with a Management Contract for transit operation in Ada and Canyon counties.

### Highlights

VRT hired SBLB, LLC, a consultant to help staff prepare for the upcoming rebid of the transit operating contract for Ada and Canyon counties. In September, SBLB, LLC provided an overview to the Executive Board the differences between an Operating Contract and a Management Contract for transit operations.

### Schedule

- December 2023 Issued RFP for consultant
- April 2024 Contract signed with SBLBF, LLC
- May 2024 Information item on Executive Board agenda
- September 2024 SBLB, LLC presentation to Executive Board
- September 2024 Request for Information (RFI) released to gather additional information to determine which type of transit contract VRT would pursue for transit operations in Ada and Canyon counties
- December 2024 Request for Proposal (RFP) released
- April 2025 Action item on Board of Directors agenda to select contractor
- October 2025 New contract starts

### Summary

Following the presentation in September, VRT released a Request for Information (RFI) to gather more information from transportation contractors. The intent of the RFI was to hear directly from the transportation contractors how an Operating Contract and a Management Contract would affect VRT. The findings are listed in the tables below.



Table 1. – Operating Contract

ADVANTAGES TO VRT	DISADVANTAGES TO VRT
Contractor focuses on day-to-day operation, allowing Agency to focus on strategic direction and planning, with a possible reduction in staff	Requires a renegotiated contract if service levels change by a defined percentage
Contractor takes risk for auto liability, worker's compensation costs, and healthcare costs	Contract language is not always clearly defined, which can make contract subjective
Contractor can leverage scale of company to make purchases with a significant discount compared to Agency	Negotiated labor agreements made during contract don't allow for amended rates which causes a huge increase at next contract procurement
Contractor can provide incentives programs to employees which can improve ridership, productivity, on-time performance to meet Agency defined performance expectations for service standards	Contract transition hard on all Agency and contractor staff
Contractors centralize back-office functions to reduce costs to Agency by reducing staffing needs at the local site	Less day-to-day oversight of service by Agency
Contractors have standard policies, procedures and plans to operate service that are standard across all contracts that implement industry standards and best practices	
Certainty in budget for term of contract	



Table 2. – Management Contract

ADVANTAGES TO VRT	DISADVANTAGES TO VRT
Smaller Agency staffing needs	Agency bears all financial responsibility
Contractor can make purchase that are not required for competitive bid at lower cost	No incentive for contractor to meet productivity goals
	Contractor not accountable for operational or financial results

VRT staff determined a Management Contract will serve VRT best for the next three years. Valley Connect 2.0 has changes planned over the next three years that VRT feels is best to continue operating under a Management Contract. Remaining status quo will ensure VRT Planning and Operation departments are not overloaded between implementing planned service changes over the next three years, while attempting to also change to the way the contract is operated. VRT is also unclear of the future of transit with the new federal administration starting in 2025.

VRT will ensure the RFP clearly defines tasks between VRT and the contractor. VRT will clearly define performance standards, include effective incentives and disincentives for the contractor to meet our expectations, ensure clear compliance requirements to maintain fiscal accountability by the contractor, and metrics to hold the contractor accountable to operate the system in the way VRT advertises to the public.

SBLB, LLC and VRT will finalize the detailed specifications needed to complete and issue a widely circulated RFP to be released in December. SBLB, LLC will assist and guide VRT through the procurement process and negotiate the final contract with selected contractor.

**Implication**

VRT determined that maintaining a Management Contract will be the most efficient and effective option for transit services in Ada and Canyon counties over the next three (3) to seven (7) years. VRT runs the risk of significantly disrupting all fixed-route and demand response services currently offered in Ada and Canyon counties, if a contract is not finalized before current contract extension ends in September 2025.

**More Information**

**For detailed information, contact:**

Leslie Pedrosa  
 Chief Operating Officer  
 lpedrosa@ridevrt.org  
 (208) 258-2713



<b>TOPIC</b>	Legislative Issues Background and Proposition
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Elaine Clegg

### Staff Request

After reviewing and discussing legislative issues presented, staff requests affirming proposed direction from the Executive Board to pursue an educational effort for leaders around the state.

### Background

Regional Public Transportation Authorities (RPTA’s): RPTAs are one of only three political subdivisions in Idaho without levy authority. Idaho is the only state in the U.S. that doesn’t provide state funding for transit or extend local option funding to transit leaving us the only state without any form of dedicated funding.

### Funding

**Local:** Today Valley Regional Transit (VRT) is funded with voluntary contributions of local tax revenue from partners - cities, counties, highway districts, educational institutions and others. Direct revenue is generated from ridership and auxiliary revenue from advertising and other sources.

**Federal:** Federal funding comes from formula grants that support operations and ongoing capital needs such as rolling stock (buses) and general M&O. Additionally, VRT applies for federal discretionary grants for large capital projects in partnership with local agencies who provide local match for such projects.

### Local funding details

As allowed in Idaho statute for RPTA’s, VRT’s local revenue comes from voluntary contributions from cities, counties, highway districts, colleges/universities, urban renewal districts, etc. The process of reaching agreement on the amount of those contributions involves separate annual budget processes for all partners, Last year, VRT engaged 25 partners separately in 25 separate annual budget decisions. VRT has an MOU with only one of those partners that identifies the level of support to expect, meaning that from year to year VRT has little clear direction on how much local revenue to expect. Additionally, recent legislative changes have limited revenue growth for cities, counties and other entities straining our local partner agencies’ ability to meet demands for statutorily required services. VRT is in addition to those requirements.

Engagement on budget requests is similar to a non-profit fundraising pitch: we must prove benefit through ridership and a model showing proportional share of service and regional overhead that partner consumes. Fundraising is relationship dependent and information is key, yet elected leadership changes regularly and we are working with new

leaders from at least some of our partners every year, driving low relationship and information for individual elected officials. Public input, specifically on transit, is not required of our partners decision making processes, yet VRT is required to get public input on any changes we must propose as a result of their local decisions. We typically get 85-90% of our local revenue from the voluntary contributions we receive.

Directly generated revenue from fares and auxiliary revenue from advertising accounts for 10-15% of our total local revenue and VRT is seeking to grow that funding through a variety of means.

- With our recent service change we expect to grow the amount of fare revenue we generate as ridership increases.
- We continue to grow pass sales which increase fare revenue.
- The sales of advertising on our assets such as bus wraps, advertising at transit stops, our new digital infotainment screens and print advertising on buses continues to grow as our sales staff reach more potential advertisers and make them aware of the tremendous reach of our advertising opportunities.
- This year we will buy all bus benches in our system from the current owner and begin generating revenue from the sale of advertising on those benches; previously we received a small amount and allowed other advertisers to realize the bulk of the profit from our sites.
- We are exploring the feasibility of generating local match revenue through joint development projects.

### Using Federal Formula Funds

Federal formula grants support operations based on size of operations and amount authorized and appropriated by Congress through numbered Titles. Because of the local match requirements and the limits on property tax revenues, VRT often cannot use all federal funds available, especially in Canyon County, due to shortage of local match funds. That means that this region and the state of Idaho is missing out on the transportation benefit and economic impact of using those funds fully.

- Titles 5307 and 5339 are the main support for service and operations of fixed-route and paratransit. Operations funding must be matched at 50% local/50% federal. In the large urban area, there is a cap on the federal funding available for direct operations, meaning that the local funding requirement is even higher once we meet that limit in Ada County. Capital match is typically 20% local/80% federal.
- Title 5310 supports service for older adults and persons with disabilities. We use it to support our Beyond Access service and to reimburse service contracts with direct providers such as senior centers that are not part of Beyond Access.
- Transit is at a disadvantage in Idaho compared to highways. Due to the amount of federal lands, and the lack of local property tax revenue from those lands, use of federal highway funding must only produce 7¾% local match.

### Plans

VRT has been planning for increased transit services, including the VRT board adopted Valley Connect 2.0 Plan from 2018. Recently, we have been working with COMPASS to explore high-capacity transit services, such as on the existing rail corridor.



## Valley Connect 2.0

VC2.0 identifies the costs and benefits of increased service. The recent service change is designed to begin implementing the strategy of more frequent and extended service. The limitations are the lack of funding to increase the overall amount of service. VC2.0:

- Projects eight times (+800%) the riders for four times (+400%) the service.
- Plans for frequent extended service on all key corridors.
- Extends service to places not yet served.
- Projects costs of ~\$45-50M in local operating funds, requiring ~\$97M in capital to be read for operations.
- Explores high-capacity service on the Rail Corridor – not included in cost projections.

## Regional Rail

Passenger use of the existing rail corridor, primarily the Boise Cutoff short-line, would be designed to serve regional movement, much like the recent improvements to Highway 20-26 and the construction of the Highway 16 extension. This could include:

- Service from Caldwell to Micron with opportunity for future extensions such as to Mountain Home or Ontario
- Interstate passenger rail network serving from Boise to Salt Lake City
- Long-distance routes, such as from Seattle to Denver through Boise and Salt Lake City

The next steps in moving forward on regional passenger rail include completing the COMPASS Planning and Environmental Linkages (PEL) study to narrow alternatives for high-capacity transit. If the rail corridor is among the favored alternatives, we then need to identify infrastructure/trains needs/costs and develop service and operations information.

## Implication

The Treasure Valley has been one of the fastest growing regions in U.S. for two decades. With that growth has come a predictable increase in congestion, despite investments in added roadways and lane miles. Transit can and does provide congestion mitigation when service levels meet need. VRT and COMPASS plans predict people will ride transit if service can be provided, yet nearly all of the projected needed new transit service in COMPASS plans is unfunded.

The effects of the revenue shortage are evident in our service levels today, which are less than 60% of the service levels of the peer agencies we have identified. Service levels translate into ridership, the more service you have the faster ridership grow. This is illustrated by comparisons with three of those peer systems. Two of those systems, Reno and Eugene, are in regions about half the size of the Treasure Valley, yet they have over four times as many riders as VRT. The third, Spokane, is almost exactly the same size as the Boise metro region yet has more than nine times the amount of ridership – that translates into nearly nine million more riders per year. Imagine what impact taking nine million cars off the road could have on congestion. Ridership comparisons:



- VRT = ~**1M** riders/year.
- Eugene and Reno = ~ **5M** riders/year each (regions ½ the size)
- Spokane = ~ **10M** riders/year (pre-COVID)
- The current funding scenario constrains VRT's service levels and ability to respond to growth to a much greater degree than peer cities

## Proposition

Transit in Idaho needs more consistent and stable funding to provide attractive, efficient, reliable transit service for their communities.

- Few options can raise enough funding to meet the need for urban service levels.
- We need state support for transit as well, especially for regional movement.
- Don't restrict local choice for transportation expenditures.

## Message

We are not asking for anything special, just to be treated like every other political subdivision and given a funding option.

## Next Steps

- Support continued outreach to individual legislators
- Include transit message in your own communication with local legislators
- Support developing and disseminating information about transit in Idaho through transit outreach day at the capitol
- Support partnership with "[Keep Idaho Moving](#)" effort

## More Information

### For detailed information, contact:

Elaine clegg  
CEO  
eclegg@ridevrt.org  
208-258-2712



<b>TOPIC</b>	Valley Regional Transit and COMPASS Memorandum of Understanding
<b>DATE</b>	12/2/2024
<b>STAFF MEMBER</b>	Stephen hunt

### Staff Recommendation/Request

Staff is asking the Executive Board recommend approval of the Valley Regional Transit (VRT) and COMPASS Memorandum of Understanding (MOU) to the VRT Board of Directors.

### Summary

COMPASS and VRT work together to plan for and deliver transit services, facilities and infrastructure. The purpose of this MOU is to identify and define the process by which COMPASS, the regional metropolitan planning organization, and VRT, the regional transit authority, will coordinate and conduct public transportation planning within Ada and Canyon Counties, Idaho.

Per guidance provided by federal authorities, COMPASS and VRT have updated and refined this MOU to include a joint commitment to mutual support, ongoing communication, and a timely resolution of any issues that may arise. In addition, the MOU specifically defines VRT and COMPASS' relationship in developing the following plans or conducting the following activities.

- Regional Long-Range Transportation Plan (*Communities in Motion*)
- Long-Range Transit Plan (*Valley Connect*)
- Transportation Development Plan
- Regional Transportation Improvement Plan
- Transit Asset Management Plan
- Coordinated Public Transit Human Services Transportation Plan
- Program of Projects
- Service Changes/Implementation
- Unified Planning Work Program
- Other Planning Efforts, Studies or Related Projects

### Implication

This MOU will guide VRT and COMPASS coordination on key planning process and project prioritization.

## More Information

### Attachments:

Attachment 1: Valley Regional Transit and COMPASS Memorandum of Understanding

### For detailed information, contact:

Stephen Hunt  
Chief Development Officer  
shunt@ridevrt.org  
(208) 258-2701





MEMORANDUM OF UNDERSTANDING  
Between  
THE COMMUNITY PLANNING ASSOCIATION OF SOUTHWEST IDAHO (COMPASS)  
And  
VALLEY REGIONAL TRANSIT (VRT)

**PURPOSE**

This Memorandum of Understanding (hereinafter referred to as "MOU") is entered into this \_\_\_\_ day of \_\_\_\_\_, 2024, by the Community Planning Association of Southwest Idaho, hereinafter referred to as "COMPASS," and Valley Regional Transit, hereinafter referred to as "VRT." COMPASS and VRT be collectively referred to in this MOU as the "Parties" or the "Agencies."

The purpose of this MOU is to identify and define the process by which COMPASS, the regional metropolitan planning organization, and VRT, the regional transit authority, will coordinate and conduct public transportation planning within Ada and Canyon Counties, Idaho.

This MOU represents a commitment by both agencies to use teamwork and foster positive relationships to develop and deliver high quality plans and projects to improve the public transportation system and meet the needs of Ada and Canyon County residents. COMPASS and VRT will coordinate on planning and programming activities within their joint planning/service area of Ada and Canyon Counties. While this MOU provides a formal framework for the agencies to collaborate and coordinate, it should be regarded as describing the minimum level of cooperation, with the goal of broader partnership.

The partnering process recognizes that each agency has a unique role to play and requires understanding and respect for each agency's specific goals, processes, and requirements. In addition to the overall goal of improving the public transportation system, partnering, coupled with open, ongoing communication, leads to additional positive outcomes, including innovative solutions, stronger relationships among staff, and reduced delays.

**1. BASIS FOR ORGANIZATION AND BOUNDARIES**

**1.1 Authorities**

**Metropolitan Planning Organization (MPO)**

COMPASS, a joint powers entity in accordance with Title 67, Chapter 23, Idaho Code, is the single metropolitan planning organization (MPO) designated by the Governor of Idaho to fulfill the requirements of Title 23 USC 134 and Title 49 USC 5303 (23 CFR 450.310) to establish a planning entity for urban areas defined as "a geographic area with a population of 50,000 or more, as designated by the Bureau of Census" (23 USC 134(b)(7) and 23 CFR 450.310(a)).

COMPASS has the legal authority to enter into this agreement per Section 67-2328, Idaho Code, and any other provisions of state or federal law, regulation or policy directly pertaining to this MOU.

**Regional Transit Authority**

VRT is the duly established regional public transportation entity under Idaho Code, Chapter 21, Title 40 and as a result of the approval of voters in Ada and Canyon Counties in November 1998, with exclusive jurisdiction over all publicly funded or publicly subsidized transportation services and programs in Ada and Canyon County, except those under the jurisdiction of public school districts or law enforcement agencies.

VRT has the legal authority to enter into this agreement per section 40-2108, Idaho Code, to make contracts as may be necessary or convenient for the purposes of the Regional Public Transportation Authority Act.

## **1.2 Boundaries**

Per COMPASS' Joint Powers Agreement, the agency may conduct planning in any of the 10 counties in southwest Idaho. Idaho Code 40-2091 gives VRT exclusive jurisdiction regarding the coordination of public transportation services within Ada and Canyon Counties.

This MOU applies only to activities in areas where COMPASS' planning area and VRT's service area overlap.

## **1.3 Ability to Contract and Receive Grants**

COMPASS, under the authority of Title 67, Chapter 23, Idaho Code, is empowered to make and enter contracts in its own name and to accept grants, gifts, donations, and other monies to carry out its purpose and functions.

VRT is empowered under Chapter 21, Title 40 of Idaho Code (40-2108) to raise and expend funds and to enter into contracts.

## **2. PARTNERING**

### **2.1 Mutual Support**

Each agency will make a good faith effort to support the other's activities and work products by sharing data, responding to requests for assistance or information in a timely manner, and providing other assistance as requested.

Both agencies agree to use consistent data, modeling, and assumptions in their planning processes and products, including, but not be limited to:

- COMPASS' demographic estimates and forecasts
- Outputs from COMPASS' regional travel demand model
- GIS data layers
- Mutually selected public transportation planning software, subject to annual Board appropriation
- Communications, marketing, and public participation efforts
- Other data, modeling inputs/outputs, and assumptions as appropriate

### **2.2 Ongoing Communication**

To help facilitate this process, senior COMPASS and VRT staff will meet quarterly to discuss current and upcoming projects, potential issues of concern, and other topics as needed. The agencies will alternate yearly to take the lead in scheduling, organizing, hosting, and facilitating the meetings, including developing the agenda and distributing meeting notes, if needed.

### **2.3 Issue Resolution**

COMPASS and VRT share a commitment to adhere to the responsibilities outlined in this MOU and its appendices, and when needed, to address and resolve issues and problems promptly and at the lowest level possible. However, both agencies recognize that this commitment does not guarantee that all issues will be resolved easily. Therefore, the agencies agree on the escalation levels and process outlined below.

1. Staff level to staff level
2. Team lead to team lead
3. Director to Chief
4. Executive Director to CEO

Every effort will be made to resolve issues in a timely manner and at the lowest level possible. As resolutions are elevated, lower-level staff will be informed and involved as necessary. If issues are not resolved within three months, the Executive Director and CEO will meet to determine whether and how to elevate the issue to Executive Committee/Executive Board and/or Board of Directors level.

### 3. PLANS AND PROGRAMS

#### 3.1 Relationship among Planning and Programming Products

COMPASS and VRT each have their own unique role in planning the future public transportation system for Ada and Canyon Counties. COMPASS is tasked with long-range (20 years+) multimodal transportation planning and with developing and managing the regional transportation improvement program (TIP), which includes public transportation projects. VRT, on the other hand, develops shorter-range plans, asset management plans, service plans, and more, as well as its annual Program of Projects, which feeds into COMPASS' TIP.

The plans and programs developed by both agencies are intricately linked and feed into one other. It is imperative that the two agencies work closely together on these plans to ensure their consistency and cohesiveness.

Each of these plans and programs are briefly described below; details outlining roles, responsibilities, and timelines for each can be found in the appendices of this MOU.

#### **Regional Long-Range Transportation Plan**

*Definition/Purpose:* COMPASS develops a regional long-range transportation plan for its planning area every five years. The long-range planning process is the process for identifying, prioritizing, and funding needed projects and studies, including public transportation projects/studies, for the next 5 – 20+ years. See Appendix A.

#### **Valley Regional Transit's Long-Range Transit Plan (*Valley Connect*)**

*Definition/Purpose:* The purpose of Valley Regional Transit's Long-Range Transit Plan is to lay out future transit routes, other transportation services, and fleet and facility upgrades that will be necessary to meet the travel demands of the growing population of the Treasure Valley. The plan will outline how VRT will advance the region's vision for public transit and public mobility and inform the development of the Transportation Development Plan and *Communities in Motion*. See Appendix B.

#### **Transportation Development Plan**

*Definition/Purpose:* The Transportation Development Plan (TDP) is the five-year work plan for the regional public transportation system. The TDP outlines a service implementation plan and capital improvement program, as well as mobility support investments, that will guide VRT's investments in the coming years. See Appendix C.

#### **Regional Transportation Improvement Program**

*Definition/Purpose:* Annually, in cooperation with VRT, COMPASS develops a regional transportation improvement program (TIP), which is a short-term budget of federally funded and regionally significant transportation projects in Ada and Canyon Counties. The purpose of COMPASS' TIP is to implement the investment priorities identified in the region's long-range transportation plan. Therefore, projects in the TIP should first be identified as priorities in the long-range transportation plan. See Appendix D.

#### **Transit Asset Management Plan**

*Definition/Purpose:* The Transit Asset Management Plan (TAM) is a tool to achieve and maintain a state of good repair for all public transportation assets in the region. This includes the strategic and systemic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risk, and costs over their life cycles for the purpose of providing safe, cost effective, and reliable transportation. VRT is a Tier II provider that manages less than 101 vehicles across all fixed routes or in non-fixed route mode. See Appendix E.

**Coordinated Public Transit-Human Services Transportation Plan (“Coordinated Plan”)**

Definition/Purpose: A 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. The Coordinated Plan identifies the unmet transportation needs of target populations (persons with disabilities, persons with low incomes, and older adults, at a minimum), provides strategies to meet these needs, and prioritizes transportation services for funding and implementation. See Appendix F.

**Program of Projects**

Definition/Purpose: The Program of Projects (POP) is the list of federally funded public transportation projects in VRT’s annual budget; the projects are also included in COMPASS’ transportation improvement program (TIP). See Appendix G.

**Service Changes/Implementation**

Definition/Purpose: Valley Regional transit will regularly make changes to service. Service changes are how all transit service and plans are implemented. Incremental route adjustments and timing changes within current budgets will be undertaken internally within VRT and require less extensive processes and will include reports of any changes to COMPASS at least annually. Periodically, those changes will be extensive, as such, those service changes come at the end of an extensive planning process that considers long-term goals, public input, available funding, and current route performance including productivity and on-time performance. Those changes will include more robust communication between VRT and COMPASS. See Appendix H.

**Unified Planning Work Program (UPWP)**

Definition/Purpose: The UPWP is COMPASS’ annual statement of work identifying the planning priorities and activities to be carried out within COMPASS’ planning area. See Appendix I.

**Planning Efforts, Studies, and Related Projects**

Definition/Purpose: COMPASS and VRT conduct planning studies as part of their planning processes. COMPASS and VRT should consult and/or coordinate with each other to conduct these studies, as appropriate, and coordinate on other related projects to ensure mutual benefit. See Appendix J.

**4. GENERAL PROVISIONS**

**4.1 Effective Date**

This MOU shall become effective upon signature of the Executive Director of COMPASS and the CEO of VRT, whichever is most recent. This MOU shall remain in full force and effect from the effective date for a period of five (5) years unless it is amended or terminated by either Party as provided in this MOU. This MOU supersedes and replaces any existing memoranda of understanding.

**4.2 Termination**

Prior to providing notice of termination of this MOU, the Parties shall follow the process described in the Issue Resolution provision of this MOU. In the event the issue resolution process fails to produce a resolution, either Party may terminate this MOU at any time, with or without cause, upon ninety (90) calendar days prior written notice to the other Party specifying the date of termination.

Between the date written notice of termination is provided and the termination date, COMPASS and VRT shall develop a written Termination Agreement to be signed by the Parties. The Termination Agreement shall identify and allocate between the Parties all responsibilities, obligations, liabilities, and procedures that must be honored up to and after the termination date.

#### **4.3 Amendments**

This MOU may be extended, amended, changed, or modified upon written agreement of the Parties. However, no extension, amendment, change, or modification of this MOU shall be effective unless in writing and executed by both Parties.

#### **4.4 Governing Law and Severability**

This MOU shall be construed in accordance with and governed by the laws of the State of Idaho. Any action to enforce the provisions of this MOU shall be brought in state district court in Boise, Ada County, Idaho. In the event any term of this MOU is held to be invalid or unenforceable by a court, the remaining terms of the MOU will remain in force and the Parties may re-negotiate the terms affected by the severance in accordance with the process for amendments and modifications provided in the MOU.

#### **4.5 Officials, Agents, and Employees of Client Not Personally Liable**

It is agreed by and between the Parties hereto that in no event shall any official, officer, employee, or agent of the VRT or COMPASS be in any way liable or responsible for any covenant or agreement, whether expressed or implied, nor for any statement, representation or warranty made in or in connection with this MOU. In particular, and without limitation of the foregoing, no full-time or part-time agent or employee of VRT or COMPASS shall have any personal liability or responsibility under this MOU, and the sole responsibility and liability for the performance of this MOU and all of the provisions and covenants contained in this MOU shall rest in and be vested with VRT and COMPASS.

#### **4.6 Limitations**

Nothing in this MOU shall be construed as limiting or expanding the statutory or regulatory responsibilities of COMPASS or VRT in performing functions granted to them by law.

Nothing in this MOU shall be construed as requiring either entity to expend any sum in excess of its respective appropriation.

Each provision of this MOU is subject to the laws and regulations of the State of Idaho and of the United States.

Neither Party shall be required to provide indemnification of the other Party.

Nothing in this MOU shall be construed as expanding the liability of either party. In the event of a liability claim, each party shall defend their own interests.

COMPASS and VRT shall maintain and protect all confidential information as may be required by state and federal law and regulations. The Parties mutually acknowledge that any records or documents shared between the two Parties may be open to public inspection and copying unless exempt under the Idaho Public Records Act (Idaho Code section 74-102 *et seq.*) The obligations under this section shall survive termination of this MOU.

**SIGNATURES:**

VALLEY REGIONAL TRANSIT

By \_\_\_\_\_ Date \_\_\_\_\_  
Elaine Clegg, CEO

COMMUNITY PLANNING ASSOCIATION OF SOUTHWEST IDAHO

By \_\_\_\_\_ Date \_\_\_\_\_  
Matthew J. Stoll, Executive Director

## Appendix A. COMPASS' Regional Long-Range Transportation Plan

Item VI. E.

Definition/Purpose: COMPASS develops a regional long-range transportation plan for its planning area every five years. The long-range planning process is the process for identifying, prioritizing, and funding needed projects and studies, including public transportation projects/studies, for the next 5 – 20+ years.

Applicable Federal Regulations: 23 CFR 450.324

Trigger for Updating or Amending the Long-Range Transportation Plan:

- Update
  - Scheduled five-year update cycle
- Periodic Amendments
  - Changes in federal laws
  - Changes in available funding for projects identified in the plan
  - Unanticipated substantive changes

Process and Responsibilities:

<b>COMPASS</b>	<b>Timing*</b>	<b>VRT</b>
<p>Develop the scope of work for the plan update, establish the growth forecast for the horizon year, and develop an initial financial forecast to the horizon year.</p> <p>Potentially solicit public input^.</p> <p>Coordinate with VRT to set state of good repair targets for transit capital and update Transit Asset Management (TAM) performance measures, as needed.</p>	Year 1	<p>Review, provide feedback, recommend, and approve the scope of work, growth forecast, and financial forecast as part of COMPASS workgroups, the Regional Transportation Advisory Committee (RTAC), and the Board of Directors.</p> <p>Provide data on anticipated revenues, costs, and deferred maintenance on VRT's system in Ada and Canyon Counties to feed into COMPASS' financial forecast in June, in coordination with financial data provided for COMPASS' TIP.</p> <p>Provide input into, and assist with, public involvement through COMPASS' Public Participation Workgroup, as needed.</p> <p>Coordinate with COMPASS to update the TAM plan (Appendix D).</p>
<p>Establish the horizon-year growth and transportation vision, determine plan goals, conduct needed studies and analyses, and update the financial forecast, as needed.</p> <p>Potentially solicit public input^.</p>	Year 2	<p>Review, provide feedback, recommend, and approve the growth and transportation vision and plan goals as part of COMPASS workgroups, RTAC, and the Board of Directors; collaborate on studies as appropriate.</p> <p>Provide data on anticipated revenues, costs, and deferred maintenance in Ada and Canyon Counties to feed into COMPASS' financial forecast in June, in coordination with financial data provided for COMPASS' TIP.</p> <p>Provide input into, and assist with, public involvement through COMPASS' Public Participation Workgroup, as needed.</p> <p>Coordinate with COMPASS on the development of the Valley Connect plan (Appendix B).</p>
<p>Conduct needed studies and analyses, update the financial forecast, as needed, and establish the plan's funding policy.</p> <p>Potentially solicit public input^.</p> <p>Establish prioritization processes for all transportation needs based on performance-based planning principles, the congestion management process, equity considerations, and other factors.</p>	Year 3	<p>Provide data on anticipated revenues, costs, and deferred maintenance in Ada and Canyon Counties to feed into COMPASS' financial forecast in June, in coordination with financial data provided for COMPASS' TIP.</p> <p>Review, provide feedback, recommend, and approve the funding policy as part of RTAC and the Board of Directors; collaborate on studies as appropriate.</p> <p>Provide input into, and assist with, public involvement through COMPASS' Public Participation Workgroup, as needed.</p> <p>Review, provide feedback, recommend, and approve the prioritization process as part of COMPASS workgroups, RTAC, and the Board of Directors.</p>

COMPASS	Timing*	VRT <span style="float: right; border: 1px solid black; padding: 2px;">Item VI. E.</span>
<p>Update the financial forecast, as needed.</p> <p>Prioritize funded projects and unfunded needs across all modes using the approved prioritization processes.</p> <p>Specifically for public transportation projects:</p> <ul style="list-style-type: none"> <li>• Work with VRT, RTAC, and the Public Transportation Workgroup.</li> <li>• Use Valley Connect and VRT's Transportation Development Plan (TDP) to inform prioritization of funded and unfunded projects.</li> <li>• Share the draft prioritized funded and unfunded public transportation project lists with VRT.</li> </ul> <p>Identify the scope, location, timing, and cost of needed transportation improvements out to the horizon year of the plan (all modes, funded and unfunded projects, studies).</p> <p>Potentially solicit public input<sup>^</sup>.</p>	Year 4	<p>Provide data on anticipated revenues, costs, and deferred maintenance in Ada and Canyon Counties to feed into COMPASS' financial forecast in June, in coordination with financial data provided for COMPASS' TIP.</p> <p>Prioritize funded projects and unfunded needs across all modes using the approved prioritization processes as a member of RTAC and COMPASS workgroups.</p> <p>Share the draft prioritized funded and unfunded public transportation project lists with the VRT Board for acceptance.</p> <p>Approve the prioritized funded and unfunded lists as a member of the COMPASS Board of Directors.</p> <p>Provide input into, and assist with, public involvement through COMPASS' Public Participation Workgroup, as needed.</p>
<p>Write the draft plan and associated documents.</p> <p>Solicit public comment on the draft plan (30 days minimum)<sup>^</sup>.</p> <p>Update the draft plan based on public feedback; request RTAC recommendation and Board of Directors' adoption of the final plan.</p>	Year 5	<p>Provide input into, and assist with, soliciting public comment on the draft plan through COMPASS' Public Participation Workgroup.</p> <p>Recommend and adopt the final plan as a member of RTAC and the COMPASS Board of Directors.</p>
<p>Implement the plan through conducting studies, developing plans, and funding projects as identified in the plan; collaborate with VRT as appropriate on studies, plans, seeking funding, and funding projects.</p> <p>Amend the plan as needed to meet new federal requirements, add new funded projects, or address other substantive changes as they arise; follow TIP amendment process.</p>	Periodically/ Ongoing	<p>Collaborate with COMPASS as appropriate on studies, plans, seeking funding, and funding projects.</p> <p>Notify COMPASS of any unfunded projects proposed for funding or changes to funded projects within five days of the decision to move forward to allow for timely plan amendments.</p>

*\*Each long-range plan update is unique, and the exact timing and nature of each step varies; therefore, the process described above is illustrative only*

*<sup>^</sup>Public involvement is guided by COMPASS' Participation Plan and occurs at multiple stages of the development process; exact timing, methods, and topics varies from plan to plan, but always include a minimum 30-day public comment period on the draft plan*

**Final Product:**

- A fiscally constrained multimodal regional long-range transportation plan that outlines regional needs to the horizon year and meets all federal planning requirements.



## Appendix B. VRT’s Long-Range Transit Plan (*Valley Connect*)

Item VI. E.

Definition/Purpose: The purpose of the *Valley Connect* plan is to lay out future transit routes, other transportation services, and fleet and facility upgrades that will be necessary to meet the travel demands of the growing population of the Treasure Valley. The plan will outline how VRT will advance the region’s vision for public transit and public mobility and inform the development of the Transportation Development Plan and *Communities in Motion*.

Applicable Federal Regulations: None

Trigger for Updating or Amending the Plan:

- Update
  - Every five years, with a two-year process.
  - Align timing so that *Valley Connect* is adopted two years prior to the adoption of COMPASS’ regional long-range transportation plan
- Periodic Amendments
  - As new studies or plans are developed that change conditions
  - Significant growth or employment changes
  - Significant changes in funding

Process and Responsibilities:

COMPASS	Timing	VRT
Provide feedback on the scope of work and work with VRT to accommodate technical service requests, to the extent possible.	Year 1	Develop scope of work for plan update. Solicit feedback from partners, including COMPASS. Work with COMPASS to identify the scope and schedule for technical assistance needed.
	Year 1	Follow procurement process and select consultant. Appoint steering committee, including a COMPASS representative.
Participate in committee meetings and provide comments to VRT. Provide data and technical support to VRT as identified in the scope of work.	Years 1-2	Provide available data, studies, and plans to consultant. Schedule committee meetings and keep VRT Board informed of progress. Conduct planning process and public engagement.
	Year 2	Adopt the plan.
Incorporate new routes and services into the long-range transportation plan. Conduct COMPASS Public Transportation Workgroup meetings to identify elements from <i>Valley Connect</i> including routes, services, and infrastructure that should be in funded and unfunded scenarios for the term of the long-range plan (20+ year horizon).	Two years prior to adoption of updated long-range transportation plan	Review <i>Valley Connect</i> as part of the long-range transportation plan update to identify new routes, services and infrastructure to incorporate in the long-range transportation plan. Work with the COMPASS Public Transportation Workgroup to identify elements from <i>Valley Connect</i> for inclusion in the long-range transportation plan.
	Every two years	Review <i>Valley Connect</i> for projects (routes, services, fleet, or facilities) that are a high priority, have local funding support, or need to be considered for Transportation Development Plan updates.

Final Product:

- A narrative document that outlines a future vision for public transportation and includes goals and objectives, route scenarios based on growth, and chapters providing guidance on other transportation services and topics contributing to transit planning.

## Appendix C. VRT's Transportation Development Plan

Item VI. E.

Definition/Purpose: The Transportation Development Plan (TDP) is the five-year work plan for the regional public transportation system. The TDP outlines a service implementation plan and capital improvement program, as well as mobility support investments, that will guide VRT's investments in the coming years.

Applicable Federal Regulations: None

Triggers for Updating Plan:

- Scheduled update, every one or two years (one-year process)

Process and Responsibilities:

COMPASS	Timing	VRT
	Winter/Spring	Discuss anticipated projects for the next five years with partners. The next years projects and costs serve as the foundation for beginning the annual budget process. Coordinate internally on anticipated projects, budget, and match.
Score projects using the process outlined in the annual COMPASS Application Guide; provide scores to VRT to inform project prioritization in the TDP.	Spring	Share draft TDP project list with COMPASS for scoring. Prioritize routes, services, fleet, facilities, and other projects identified in the TDP; use local funding support and COMPASS scoring to inform prioritization. Identify local and federal funding assumptions, including whether any changes would be needed in the TIP.
Incorporate new routes and services in COMPASS' TIP (document), travel demand model, and transit planning software.	Summer	Develop preliminary budgets for each year and adjust the cost allocation model as needed. Move projects to various years to align with expected VRT budget.
Provide opportunities for VRT to update COMPASS' Public Transportation Workgroup on development of the TDP.	Summer	Periodically update the COMPASS Public Transportation Workgroup on the development of the TDP and solicit public input.
Include unfunded projects (from previous fall/spring applications) in the COMPASS Resource Development Plan; request RTAC review and recommendation and COMPASS Board of Directors adoption.	Summer/Fall	Review, recommend, and approve COMPASS' Resource Development Plan as a member of the RTAC and COMPASS Board of Directors.
	Fall	Adopt the fiscal year budget and adjust TDP as necessary. Adopt TDP.
	During COMPASS funding application periods; annually in late fall and spring	Submit Phase I (and Phase II if needed) funding applications for prioritized projects, as identified above.
Provide an opportunity for VRT to update COMPASS' Public Transportation Workgroup and RTAC on the newly adopted TDP and discuss local priorities.	Winter	Update to the COMPASS Public Transportation Workgroup and RTAC on the newly adopted TDP and discuss local priorities.
Provide grant research, writing, letters of support, and other assistance to obtain grants for VRT projects identified in the Resource Development Plan.	Ongoing	Request grant application assistance for projects identified in the Resource Development Plan. Submit requests for assistance a minimum of two weeks prior to due dates.

Final Product:

- A fiscally constrained five-year plan with annual projects including total expenses, and directly generated, local and federal revenues.

## Appendix D. Regional Transportation Improvement Program

Item VI. E.

**Definition/Purpose:** Annually, in cooperation with VRT, COMPASS develops a regional transportation improvement program (TIP), which is a short-term budget of federally funded and regionally significant transportation projects in Ada and Canyon Counties. The purpose of COMPASS' TIP is to implement the investment priorities identified in the region's long-range transportation plan. Therefore, projects in the TIP should first be identified as priorities in the long-range transportation plan.

VRT also develops a five-year Transportation Development Plan (TDP) and annual Program of Projects (POP). The POP is referenced in TIP project descriptions for more detailed information.

**Applicable Federal Regulations:** 23 CFR 450.326

**Triggers for Updating or Amending the TIP:**

- Annual Update
  - Annual process
- Periodic Amendments
  - Changes in the scopes of funded projects, as defined in the COMPASS TIP amendment policy<sup>1</sup>
  - Unanticipated needs or funding that necessitate adding or removing projects
  - Changes in federal or state laws or regulations

**Process and Responsibilities – Annual Update:**

<b>COMPASS</b>	<b>Timing</b>	<b>VRT</b>
<p>Prepare for update and call for projects, including:</p> <ul style="list-style-type: none"> <li>• Updating COMPASS' application guide.</li> <li>• Holding joint meetings with COMPASS/VRT member agencies to discuss needs and the application process.</li> </ul>	Summer/fall	<p>Participate in COMPASS' process by:</p> <ul style="list-style-type: none"> <li>• Recommending and approving the application guide as a member of the Regional Transportation Advisory Committee (RTAC) and COMPASS Board of Directors.</li> <li>• Participating in joint meetings with COMPASS/VRT member agencies.</li> <li>• Provide COMPASS with a list of priority transit corridors; update as needed.</li> </ul>
<p>Develop TIP project list: Re-share project scores previously developed for the TDP (Appendix C) with VRT to inform project applications. Solicit funding applications from VRT for programs managed by COMPASS* (Funding assumptions and criteria are described in the long-range transportation plan funding policy and annual application guide). Work with RTAC:</p> <ul style="list-style-type: none"> <li>• Identify projects on priority transit corridors (using the list from above); share with VRT for input</li> <li>• Prioritize applications for projects in the COMPASS planning area using criteria in the COMPASS Application Guide</li> <li>• Develop a funding plan.</li> <li>• Incorporate any project applications that were not prioritized for TIP inclusion into the Resource Development Plan.</li> </ul> <p>Review the draft TIP project list with RTAC and the COMPASS Board of Directors prior to public comment; share project scores for all projects, including VRT projects (scored during TDP process) Compare the draft TIP (Appendix C) to the TDP to ensure alignment.</p>	November – June	<p>Participate in COMPASS' process:</p> <ul style="list-style-type: none"> <li>• Review proposed projects on priority transit corridors; provide input as appropriate.</li> <li>• Prioritize local projects in the COMPASS planning area, approve initial prioritization, and approve the funding plan for programs managed by COMPASS as a member of RTAC</li> <li>• No later than April 1, provide COMPASS with VRT's draft project list from the TDP and POP (see Appendices C and G), including new projects, changes to existing projects, and carry-over funding.</li> <li>• Review COMPASS' draft TIP as a member of RTAC and the COMPASS Board corridors.</li> </ul> <p>Compare the TDP (Appendix C) to the draft TIP to ensure alignment.</p>
<p>Develop the TIP report to accompany the TIP project list; include demonstration of fiscal constraint and performance measure targets and analyses from the previous year.</p>	June - September	<p>Provide data on anticipated revenues, costs, and deferred maintenance in Ada and Canyon Counties to feed into COMPASS' financial forecast (June; within 2 weeks of request).</p>

<sup>1</sup> COMPASS: <https://compassidaho.org/resourcedevelopment/#FundPol>

COMPASS	Timing	VRT
Solicit public comment on the draft TIP <ul style="list-style-type: none"> <li>Align timing with VRT's POP public comment period and co-promote whenever possible.</li> <li>Share comments received on VRT projects with VRT within 10 days of close of comment period.</li> </ul>	July; minimum 30 days	When asked, provide responses to COMPASS regarding questions/comments from the public within three business days of receipt when possible. Solicit public comment on the draft POP <ul style="list-style-type: none"> <li>Align timing with COMPASS' TIP public comment period and co-promote whenever possible.</li> <li>Share comments received on projects in the POP with COMPASS within 10 days of close of comment period.</li> </ul>
Recommend and approve the final TIP project list	August-September	Recommend the TIP project list as a member of RTAC and approve as a member of the COMPASS Board of Directors.
Submit final TIP report to ITD	September	Receive approved TIP project list from COMPASS and finalize VRT budget materials.
Compile the annual list of projects, showing obligation status of all projects with programmed funding in the previous fiscal year. Post on COMPASS website no later than December 31.	November / December	Provide COMPASS with transit project obligation data for inclusion in annual list of projects (November, within two weeks of request).
Update TIP amendment policy as needed; work with RTAC and COMPASS Board of Directors for review/recommendation/approval.	As needed	Recommend and approve updates to COMPASS' TIP amendment policy as a member of RTAC and the COMPASS Board of Directors.

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Process and Responsibilities – Amendments and Modifications:

COMPASS	Timing	VRT
Incorporate VRT's project needs regarding scope changes or funding and process changes through the balancing process, an amendment, or administrative modification, as appropriate. Needs will be added to the Needs List.	Ongoing	Notify COMPASS when needs arise (typically by submitting an official letter of request) to change the scope of a project or when funding needs are realized to amend the TIP and other documents as needed. The notification should include a brief description and the funding source desired.
Determine the type of action needed per COMPASS' amendment policy within three days and develop action plan; share with VRT. Follow one of the two processes in italics below; details outlined in COMPASS' TIP amendment policy	Upon receipt of all needed information	
<i>Administrative Modification:</i> Prepare documentation for COMPASS Executive Director signature.	Monthly	
<i>Amendment:</i> Solicit public comment. Process amendment through RTAC for recommendation and the COMPASS Board for approval.	Total: 6 – 8 weeks, including public comment COMPASS Board adoption: even numbered months	Review public comment materials to ensure the intent of the change is captured. Assist in promoting public comment, when amendment includes a VRT project. Attend RTAC and COMPASS Board of Directors' meeting to respond to questions, if asked, concerning the proposed changes. Share any known questions or concerns with COMPASS staff prior to the meetings.
Enter obligations or changes to COMPASS-managed or transit programs into ITD's project database.	Within 10 business days of approvals	Notify VRT staff that project changes that have been entered.
Keep all programs balanced	Ongoing	Understand COMPASS policies and how VRT's projects are considered in the process Participate in balancing actions through involvement in RTAC
Facilitate funding through the End-of-Year and Redistribution Programs <sup>2</sup>	Annually; May - August	Participate in the End-of-Year and Redistribution Program through involvement in RTAC and the COMPASS Board <sup>2</sup>

<sup>2</sup> End-of-Year and Redistribution is limited regarding transferring funds to FTA. Only projects that could remain within FHWA oversight be considered for these programs.

\*Programs managed by COMPASS include:

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- Carbon Reduction Program (CRP) (Transportation Management Area [TMA], Large Urban [LU])
- Planning programs (TMA, LU)
- Surface Transportation Block Grant (STBG) (TMA, LU)
- Transit Enhanced Mobility of Seniors and Individuals with Disabilities Program (5310) (SU)
- Transit Bus and Bus Facilities Program (5339) (SU)
- Transportation Alternatives Program (TAP) (TMA)

Final Product:

- Regional transportation improvement programs, including project lists, reports, and Board resolutions.

## Appendix E. VRT's Transit Asset Management Plan

Item VI. E.

**Definition/Purpose:** The Transit Asset Management Plan (TAM) is a tool to achieve and maintain a state of good repair for all public transportation assets in the region. This includes the strategic and systemic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risk, and costs over their life cycles for the purpose of providing safe, cost effective, and reliable transportation. VRT is a Tier II provider that manages less than 101 vehicles across all fixed routes or in non-fixed route mode.

**Applicable Federal Regulations:** 49 U.S.C. Chapter 53, 49 C.F.R. Part 625

**Triggers for Updating or Amending the Plan:**

- Regular Updates
  - Every four years: Update TAM Plan including aspirational performance targets
  - Annually: Conduct inventory and assessment of assets and reconfirm performance targets.
- Periodic Amendments
  - If scores are too far above or below the target and need re-adjustment
  - As federal rules change
  - When VRT manages over 101 vehicles and becomes Tier I
  - Changes in policies or industry best practices

**Process and Responsibilities:**

COMPASS	Timing	VRT
	Spring (annual)	Conduct annual inventory of rolling stock, facilities, and equipment belonging to VRT and members of the group plan (Ada County Highway District Commuteride, Boise State University, WITCO).
	Spring (at least every four years)	Review performance targets and reset as needed.
Provide the opportunity for VRT to share the performance targets with COMPASS' Public Transportation Workgroup (PTWG) for feedback.	Summer (annual)	Report performance targets for the upcoming year to the VRT Board and COMPASS PTWG. Report previous years' scores and targets to the Federal Transit Administration's (FTA's) National Transit Database. Provide annual asset scoring for acceptance and performance targets for approval to the VRT Board. Submit TAM scoring and performance targets to COMPASS.
Provide updated aspirational TAM targets, when changes are made, to the COMPASS Board for acceptance.	Summer/fall (at least every four years)	Recommend new aspirational TAM targets to the VRT and COMPASS Boards. Submit the finalized TAM plan to the FTA.
Include TAM scoring and performance targets in the COMPASS Change in Motion scorecard (every two years).	Fall (every two years)	

**Final Products:**

- A plan that sets criteria for prioritizing replacement of rolling stock, facilities, and equipment.
- An annual inventory of public transportation assets and performance targets.

## Appendix F. Coordinated Public Transit-Human Services Transportation Plan ("Coordinated

Item VI. E.

**Definition/Purpose:** A 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. The Coordinated Plan identifies the unmet transportation needs of target populations (persons with disabilities, persons with low incomes, and older adults, at a minimum), provides strategies to meet these needs, and prioritizes transportation services for funding and implementation.

**Applicable Federal Regulations:** 49 U.S.C. 5310

### Trigger for Updating or Amending the Coordinated Plan:

- Update
  - Scheduled five-year update cycle
  - 12-month process; begins in Year 4 of the development of the regional long-range transportation plan and culminates with adoption in Year 5 of the development of the long-range transportation plan (Appendix A)
- Periodic Amendments
  - Changes in federal laws
  - Unanticipated substantive changes within the region

### Process and Responsibilities:

COMPASS	Timing*		VRT
	Coordinated Plan	Long-Range Transportation Plan Update Cycle	
No significant activity.	NA	Years 1 and 2	No significant activity.
Lead agency (COMPASS or VRT) develops a scope of work and project schedule in coordination with the other agency.	NA	Year 3	Lead agency (VRT or COMPASS) develops a scope of work and project schedule in coordination with the other agency.
Lead agency initiates update per the project schedule in coordination with the other agency.	Month 1	Year 4	Lead agency initiates update per the project schedule in coordination with the other agency.
	≈ Month 2		Update list of existing transportation services, programs, and providers.
With VRT, work with VRT's Regional Advisory Council (RAC) to identify transportation needs of target populations.	≈ Months 3 - 5		With COMPASS, work with the RAC to identify transportation needs of target populations.
With VRT, work with the RAC to identify and prioritize strategies, activities, and/or projects in the plan.	≈ Months 6 - 8		With COMPASS, work with the RAC to identify and prioritize strategies, activities, and/or projects in the plan.
Lead agency develops draft plan in coordination with the other agency and reviews with VRT's RAC and COMPASS' Regional Transportation Advisory Committee (RTAC).	≈ Month 9		Lead agency develops draft plan in coordination with the other agency and reviews with RAC and RTAC.
Lead agency develops a public participation plan in coordination with the other agency and reviews it with RAC and COMPASS' Public Participation Workgroup.	≈ Month 9		Lead agency develops a public participation plan in coordination with the other agency and reviews it with RAC and COMPASS' Public Participation Workgroup.
Lead agency conducts public and stakeholder outreach on the draft plan; other agency provides support as needed.	≈ Month 10		Lead agency conducts public and stakeholder outreach on the draft plan; other agency provides support as needed.
Participate as a key partner in the development of the plan.	≈ Month 11		Present the draft Coordinated Plan to the RAC for recommendation to VRT Board.

COMPASS	Timing*		VRT
	Coordinated Plan	Long-Range Transportation Plan Update Cycle	
Present the draft Coordinated Plan to RTAC for recommendation to the COMPASS Board.	≈ Month 11	Year 4	Review, discuss, and vote on the plan as a member of RTAC.
Participate as a key partner in the development of the plan.	≈ Month 11		Lead agency initiates update per the project schedule in coordination with the other agency.
Present the Coordinated Plan to COMPASS Board of Directors for adoption	≈ Month 12		Review, discuss, and vote on the plan as a member of the COMPASS Board
Work with VRT to determine the lead agency responsible for developing the <u>next</u> Coordinated Plan.	NA	Year 5	Work with COMPASS to determine the lead agency responsible for developing the <u>next</u> Coordinated Plan.

\* The Coordinated Plan is developed to align with the timing of the regional long-range transportation plan (*Communities in Motion*), which is updated on a five-year cycle. This column reflects the timing of the Coordinated Plan itself as well as in relation to the long-range plan.

Final Product:

- A Coordinated Public Transit-Human Services Transportation Plan for Ada and Canyon Counties that identifies the transportation needs of target populations and prioritizes strategies to meet those needs.



## Appendix G. VRT's Program of Projects

Item VI. E.

Definition/Purpose: The Program of Projects (POP) is the list of federally funded public transportation projects in VRT's annual budget; the projects are also included in COMPASS' transportation improvement program (TIP).

Applicable Federal Regulations: 49 U.S.C. 5307

Triggers for Updating or Amending the Program:

- Update
  - Annually
- Periodic Amendments or Modifications
  - As funding changes
  - When required by federal review

Process and Responsibilities:

COMPASS	Timing	VRT
Provide VRT with draft program totals (by key number) from the draft TIP (Appendix D).	Spring	Develop the draft POP based on the draft federal budget for the upcoming fiscal year, then compare the draft TIP program totals from COMPASS to budgetary needs.
Ensure key numbers and funding amounts in the TIP for the upcoming fiscal year match the POP.	May/Spring	Submit draft POP, referenced by key number, to COMPASS for inclusion in the draft TIP for the upcoming fiscal year. Ensure funding amounts in the POP for the upcoming fiscal year match the TIP.
Solicit public comment on the draft TIP <ul style="list-style-type: none"> <li>• Align timing with VRT's POP public comment period and co-promote whenever possible.</li> <li>• Share comments received on VRT projects with VRT within 10 days of close of comment period.</li> </ul>	July; minimum 30 days	When asked, provide responses to COMPASS regarding questions/comments from the public within three business days of receipt when possible. Solicit public comment on the draft POP <ul style="list-style-type: none"> <li>• Align timing with COMPASS' TIP public comment period and co-promote whenever possible.</li> <li>• Share comments received on projects in the POP with COMPASS within 10 days of close of comment period.</li> </ul>
Incorporate comments from the public, as appropriate.	August	Incorporate comments from the public, as appropriate.
	Summer/Fall	Create project sheets for federally funded projects based on the TIP totals.
	Fall/Winter	Build federally funded grants in TRAMS based on project sheets and budget.
Incorporate carry-over changes in the updated TIP.	October-November	Review needed carryover projects/ funds based on obligations that were not approved in the previous fiscal year. Update the POP and notify COMPASS.
	Winter	Request VRT Board adoption. Post adopted POP online.
Provide monthly obligation updates to RTAC as information.	Monthly	Update the current year POP with submittals and obligations for RTAC review.

Final Product:

- A detailed, one-year list of federally funded transit projects.

## Appendix H. VRT Service Changes/Implementation

Item VI. E.

**Definition/Purpose:** Valley Regional transit will regularly make changes to service. Service changes are how all transit service and plans are implemented. Incremental route adjustments and timing changes within current budgets will be undertaken internally within VRT and require less extensive processes and will include reports of any changes to COMPASS at least annually. Periodically, those changes will be extensive, as such, those service changes come at the end of an extensive planning process that considers long-term goals, public input, available funding, and current route performance including productivity and on-time performance. Those changes will include more robust communication between VRT and COMPASS.

**Applicable Federal Regulations:** 49 U.S.C. 5307 (c)(1)(I), FTA Circular 4702.1B and 9030.1E

### Trigger for conducting service changes:

- Regular
  - Adjustments to travel times
  - Adjustments to routing on existing services
- Planned
  - Implementation of new services
  - Increases in service levels
  - Network restructures
  - Discontinuation of services
  - Changes in funding levels
  - Changes to the road network
  - Long-term road construction impacts
- Unplanned
  - Unanticipated changes in funding levels
  - Emergency changes to the road network
  - Discontinuation of services
  - Changes in costs
  - Safety concerns

### Process and Responsibilities for Planned Changes\*:

COMPASS	Timing**	VRT
	32-24 months before	Review projects in the Transportation Development Plan (TDP) with all funding partners. Confirm funding assumptions and service needs. If new projects are identified from Valley Connect, COMPASS' long range plan, or unanticipated current needs, add those projects to the TDP.  Communicate planned services with the Federal Transit Administration (FTA) and COMPASS.
	20 months before	Confirm funding priorities with funding partner and work with funding partner to ensure funding change is included in the up-coming fiscal year's budget building process.
Provide comments during public involvement, if applicable.	17 months before	Conduct first round of public outreach about planned changes. Identify potential environmental review requirements of planned service change. Evaluate Title VI implications of service changes. Communicate potential service changes with FTA.
	14 months before	Prepare final draft of changes based on initial round of public and stakeholder comment. Solicit final round of comments. Begin environmental review processes if possible.
Review public comments for implications to the long-range transportation plan.	11 months before	Review public and stakeholder feedback and finalize service changes for VRT Board consideration. Re-evaluate any Title VI implications if necessary.  Provide public comments to COMPASS.
	8 months before	Adopt service change begin implementation processes including any remaining required environmental reviews.  Communicate final service changes with FTA

COMPASS	Timing**	VRT
	2-6 months before	Begin final public outreach and notifications.
<p>Update route geography in COMPASS' travel demand model and transit planning software.</p> <p>Update the long-range transportation plan and/or transportation improvement program with new projects, if necessary.</p> <p>Identify the impact of new projects on long-term funded public transportation projects in the long-range transportation plan.</p>	Post change	<p>Provide COMPASS with all updated routing details, stop locations, route schedules, etc., including timing of implementation.</p> <p>Provide details of any new VRT projects using federal funds. Identify the impact of new projects on long-term funded public transportation projects in the long-range transportation plan.</p>

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*\*Regular changes do not require this extensive of outreach/coordination efforts. All regular changes will be reported to COMPASS each year. Unplanned changes, including those that result from unanticipated funding levels, may be implemented in a shorter timeframe. VRT will take all steps to ensure services are successfully coordinated with COMPASS prior to implementation.*

*\*\*Each service change implementation is unique, and the exact timing and nature of each step varies; therefore, the process described above is intended to be illustrative or typical.*

Final Product:

- New service and infrastructure in operation.

## Appendix I. COMPASS' Unified Planning Work Program (UPWP)

Item VI. E.

Definition/Purpose: The UPWP is COMPASS' annual statement of work identifying the planning priorities and activities to be carried out within COMPASS' planning area.

Applicable Federal Regulations: 23 CFR 450.308

Triggers for Updates:

- Annual update:
  - Sufficient time to prepare for COMPASS' Board of Directors adoption in August of each year, to ensure adequate time for ITD and federal approval by October 1; this process typically begins in January/February.
- Periodic revisions:
  - Proposed changes to the COMPASS budget, planning priorities, or planned activities, or new regional studies implemented in the COMPASS planning area.

Process and Responsibilities:

<b>COMPASS</b>	<b>Timing</b>	<b>VRT</b>
Solicit other member agency projects for the upcoming fiscal year when over five days of COMPASS assistance is anticipated.	February	Assist COMPASS with ensuring accurate scope, timing, etc., are reflected for VRT projects, if any.
Work with the Regional Transportation Advisory Committee (RTAC) to prioritize member agency project requests. Update five-year projections of planned activities and present to the COMPASS Finance Committee.	March	Participate in the prioritization process as a member of RTAC.
Present the draft UPWP to the Finance Committee for review. Request a list of ongoing and completed studies from VRT for inclusion in the UPWP and the COMPASS website. Request the Public Transportation Supplement for the UPWP.	June	
Present the draft UPWP to the Finance Committee for recommendation to the COMPASS Board.	July	Provide COMPASS with the list of ongoing and completed studies for inclusion in the UPWP and the COMPASS website.
Present the UPWP to the COMPASS Board for approval. Submit the Board-approved UPWP to the Idaho Transportation Department's (ITD's) Planning and Development Services office for approval.	August	Review, discuss, and vote on the UPWP as a member of the COMPASS Board of Directors. Provide COMPASS with the Public Transportation Supplement for inclusion in the UPWP, including workdays, expenditures, and revenues.
Revise as needed; submit to the Finance Committee for recommendation and COMPASS Board of Directors for approval.	As needed, based on triggers	Review, discuss, and vote on the revised UPWP as a member of the COMPASS Board of Directors.
Submit the revised Board-approved UPWP to ITD's Planning and Development Services office for approval.	Within one week of Board approval	

Final Product:

- Complete, adopted UPWP document, including a signed resolution.

## Appendix J. Planning Efforts, Studies, and Related Projects

Item VI. E.

Definition/Purpose: COMPASS and VRT conduct planning studies as part of their planning processes. COMPASS and VRT should consult and/or coordinate with each other to conduct these studies, as appropriate, and coordinate on other related projects to ensure mutual benefit.

Applicable Federal Regulations: 23 CFR 450.318

Triggers:

- Scheduled development or update of regional plans, studies, or related projects
- Needs identified through other planning processes, requests or direction from other government bodies, or changes to policies, development patterns, funding, etc.
- Changes in federal laws
- Availability of competitive grants or new funding sources

COMPASS	Timing	VRT
<p>Initiate discussions with VRT staff independently and through the Regional Transportation Advisory Committee (RTAC) to identify needed public transportation planning studies within the time frame of the next long-range transportation plan (Appendix A).</p>	<p>During long-range transportation plan update</p>	<p>Identify needed funded and unfunded public transportation planning studies and share with COMPASS for inclusion in the long-range transportation plan.</p>
<p>Review identified planning studies with RTAC; work with VRT (or study sponsor, if not COMPASS or VRT) to identify the appropriate type of study and level of effort; identify as short-term programmed, long-term funded, or unfunded; prioritize as appropriate.</p> <p>Include in the long-range transportation plan, based on information above.</p>	<p>During long-range transportation plan update</p>	<p>Work with COMPASS (or study sponsor, if not COMPASS or VRT) to identify the appropriate type of study and level of effort.</p> <p>Participate in review, prioritization, etc., as a member of RTAC.</p> <p>Recommend and approve priority funded and unfunded studies to be included in the long-range transportation plan as a member of RTAC and the COMPASS Board of Directors. Include all funded studies in the Transportation Development Plan (TDP).</p>
<p>When funded, add to COMPASS' regional transportation improvement program (TIP) following the standard TIP update or amendment process.</p> <p>Include in the list of regional studies in COMPASS' Unified Planning Work Program and Budget (UPWP; Appendix I).</p>	<p>During annual TIP/POP update or amendment process</p>	<p>When funded, if it is a VRT study, add to VRT's Program of Projects (POP) and notify COMPASS, as needed, for inclusion in the UPWP.</p>
<p>Develop project scopes and prioritize projects for COMPASS assistance for inclusion in COMPASS' UPWP if COMPASS assistance is anticipated in the next fiscal year, following the standard UPWP process; include studies in the list of regional studies in the UPWP.</p>	<p>February – August</p>	<p>Work with COMPASS staff to confirm scope, needed assistance, and estimated number of COMPASS workdays for VRT projects, when COMPASS assistance is anticipated.</p> <p>Participate in UPWP development and approval, following the standard UPWP process.</p> <p>Provide COMPASS with a list and URLs of ongoing and completed studies for the COMPASS UPWP when requested.</p>

<b>COMPASS</b>	<b>Timing</b>	<b>VRT</b>
<p>Coordinate with VRT on COMPASS-managed public transportation studies and related projects. Coordination may include co-managing projects, including VRT staff on project-related committees and workgroups, and requesting VRT input and review.</p> <p>Provide assistance to VRT for VRT-managed public transportation studies and other projects as requested, including grant writing/letters of support, modeling, benefit/cost analyses, data, and GIS analysis in a timely manner.</p> <p>Provide VRT with COMPASS' official, approved demographic, roadway, and transit data, and land use assumptions for Ada and Canyon Counties, for use in planning studies and related projects.</p> <p>Share results of planning studies and related projects with VRT.</p>	Ongoing	<div style="border: 1px solid black; width: fit-content; float: right; padding: 2px;">Item VI. E.</div> <p>Coordinate with COMPASS on VRT-managed planning studies and related projects. Coordination may include co-managing projects, including COMPASS staff on project-related committees and workgroups, and requesting COMPASS input and review.</p> <p>Provide assistance, including data and background information, to COMPASS for COMPASS-managed planning studies and other projects as requested in a timely manner.</p> <p>Work with COMPASS to ensure plans and studies in Ada and Canyon Counties use COMPASS' official, approved demographic, roadway, and transit data, and land use assumptions.</p> <p>Share results of planning studies and related projects with COMPASS.</p>
<p>Work with the Idaho Transportation Department (ITD) to ensure that COMPASS-assisted VRT grant applications are provided to ITD to submit to the Idaho Division of Financial Management (DFM) prior to submission to the grantor.</p>	Ongoing	<p>Ensure that VRT grant applications are submitted to DFM for approval via ITD; provide DFM/ITD acknowledgement response to COMPASS.</p>

Final Products:

- Planning studies included in the long-range transportation plan, TIP, UPWP, TDP, and POP.
- Completed regional public transportation planning studies and other related projects developed with mutual cooperation and input.

<b>TOPIC</b>	Valley Connect 3.0 Update
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Kate Dahl

## Staff Recommendation/Request

Staff is providing an informational update of the status of the Valley Connect 3.0 Plan.

## Highlights

- Valley Regional Transit (VRT) is well below its peers in the amount of transit service provided on a per capita basis.
- The lack of service is the biggest factor in explaining the lack of ridership
  1. VRT and the consultant team have developed network scenarios for future service.

## Summary

VRT and the consultant have been working to update scenarios, estimate fleet and facilities, develop a peer community review and put together a four pager for the state legislature. The steering committee meet on September 26 and November 21 and provided valuable feedback.

## Peer Review

Eight peers were selected for comparison based on population size and locations with similar conditions. The following figures illustrate how VRT compares on population size, service levels and funding sources.

See next page

Figure 1: Peers for Comparison Dedicated Local Funding

Reporting Name	Service Name	Population	Property Tax Funding	Income Tax Funding	Sales Tax Funding
Utah Transit Authority	UTA	2,218,482	-	-	58%
City of Albuquerque (NM)	ABQ Ride	661,629	-	10%	29%
Spokane Transit Authority (WA)	STA	459,007	-	-	61%
City of Colorado Springs	Mountain Metro	417,843	-	-	32%
Regional Transportation Comm. (Reno, NV)	RTC Washoe	394,010	-	-	35%
<b>Valley Regional Transit</b>	<b>VRT</b>	<b>371,800</b>	<b>-</b>	<b>-</b>	<b>-</b>
Lane Transit District (Eugene, OR)	LTD	317,600	-	56%	-
Salem Area Mass Transit Dist. (OR)	Cherriots	230,118	24%	-	-
Rouge Valley Transportation Dist. (Medford, OR)	RVTD	173,199	23%	-	-
Missoula Urban Transportation Dist. (MT)	Mountain Line	73,340	46%	-	-

Figure 2: Peer Comparison of Operational and Capital Spending

Reporting Name	Service Name	Population	Rev Hours per capita	\$ Ops per capita	\$ Capital per capita
Spokane Transit Authority (WA)	STA	459,007	1.4	\$205	\$88
City of Tucson (AZ)	Sun Tran	788,356	1.1	\$111	\$22
Lane Transit District (Eugene, OR)	LTD	317,600	1.1	\$160	\$20
Utah Transit Authority	UTA	2,218,482	1.0	\$193	\$41
Regional Transportation Comm. (Reno, NV)	RTC Washoe	394,010	0.9	\$101	\$34
City of Albuquerque (NM)	ABQ Ride	661,629	0.7	\$88	\$17
City of Huntsville (AL)	Huntsville Transit	114,598	0.7	\$73	\$20
City of Colorado Springs (CO)	Mountain Metro	417,843	0.6	\$123	\$43
<b>Valley Regional Transit</b>	<b>VRT</b>	<b>371,800</b>	<b>0.4</b>	<b>\$59</b>	<b>\$17</b>

## Vision

Valley Regional Transit (VRT) envisions a region with comprehensive transit choices designed to grow the regional economy and meet the needs of citizens and businesses by supporting livable, healthy, and sustainable communities with robust transportation options. VRT cannot meet this vision without adequate and reliable dedicated funding.

## Goals and Objectives

1. Provide a reliable, convenient and easy to use transit system
  - Make VRT the most easily understood transit system in the country.
  - Create equitable transit service centered on a high frequency network to key destinations that efficiently serves valley residents.



- Make multimodal travel seamless for transit users who drive, use shared transportation services, walk, or bike to or from transit.
  - Continuously improve customer service, safety, and the rider experience for all users.
2. Provide high value to the Treasure Valley and steward public resources and funds
    - Establish equitable and sustainable dedicated funding.
    - Optimize roadway infrastructure use and reduce congestion with efficient, frequent transit services.
    - Provide essential freedom of movement to all with frequent connections to key destinations across Ada and Canyon County.
    - Contribute to environmental sustainability and reduce emissions by increasing transit ridership using low and zero emission fuels.
    - Lead the way in adopting technologies that make travel easier, more cost-effective and/or accessible Create equitable transit service centered on a high frequency network to key destinations that efficiently serves valley residents.
  3. Coordinate with partners and enhance local funds while expanding access to jobs, community centers, and other key destinations
    - Partner with local governments, businesses, housing, schools and other community institutions to improve access with transit services and increase ridership through pass and other rider programs.
    - Lead outreach and engagement to riders and potential riders.
    - Educate valley residents on opportunities to make travel choices that reduce dependence on drive-alone trips including, walking, biking, carpooling and safe routes to schools.
    - Ensure regional planning processes deliver equitable participation and prioritize transit access, minimize traffic and development impacts by coordinating transit services with development.
  4. Create innovative and fun opportunities to engage the community and boost ridership
    - Organize unique placemaking events at stations, transforming transit hubs into exciting community spaces.
    - Leverage innovative platforms that create community connections through cross-marketing local businesses and activities with transit service.
    - Engage community groups, performers, and artists to create an enjoyable and vibrant atmosphere on and around transit.

## Scenarios

Three scenarios have been developed. These include a growth scenario with and without rail and an intermediate scenario, which is approximately halfway to the growth scenario. The growth scenario is based on transit levels of service envisioned in Communities in Motion and the levels of fixed-route transit services provided by peer agencies.

**Intermediate Scenario** - Key improvements include increased span and frequency on VC 2.0 intermediate routes and upgrading Nampa Caldwell Boulevard to a premium high frequency route.

New routes include increasing transit access in south Nampa, north to Middleton, south to Kuna and east to Micron. Transit connections are improved through Meridian, from Eagle south, and from the Boise Airport.

**Growth Scenario Without Rail** - Improvements include increasing the high frequency premium route network especially north/south. Including upgrading routes on Cole/Glenwood, Meridian to Eagle, Emerald, and Overland to premium routes with 15-minute service. New routes include extending 5-Mile to the Lake Hazel area where development is happening, extending a route along the Ustick corridor, access to from Caldwell to Middleton via the interstate.

**Growth Scenario with Rail** - Improvements assume rail service from Caldwell to Micron and increasing the high-frequency premium route network from anticipated rail stops for enhanced service from neighborhoods to the rail line. In Boise, a premium grid is developed to provide maximum service levels within the highest density of development in the valley. Downtown Meridian becomes a new multi-modal hub with premium service extending north to Chinden, south to Lake Hazel, and connects Towne Square Mall to Nampa/Caldwell with 15-minute service. New routes include premium service into south Nampa and connecting south Nampa to 10 Mile. More routes are provided north and south of the Nampa Caldwell Blvd/Rail/I-84 corridor to bring riders from neighborhoods to rail and premium corridors. A commute route from Wilder can collect riders on the western reaches to bring to the rail line.

Staff and the consultant are still incorporating stakeholder feedback from the most recent meeting and will present the most up-to-date scenarios at the meeting.

## Implication

Valley Connect 3.0 will guide VRT's discussions with funding partners and the community on the long-term vision for transit in the Treasure Valley. Growth scenarios and cost estimates will be provided to the Idaho State Legislature in the 2025 session to build the case for authorizing direct tax funding.

### For detailed information, contact:

Kate Dahl  
Principal Planner  
[kdahl@rideVRT.org](mailto:kdahl@rideVRT.org)  
(208)258-2715

<b>TOPIC</b>	FY2025-2029 Transportation Development Plan Update
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Kyle Street

## Staff Recommendation/Request

This is an information item only. Staff will engage board members in a discussion on matters regarding the Transportation Development Plan (TDP).

## Highlights

Valley Regional Transit (VRT) has been working on a draft of the Transportation Development Plan for 2025-2029.

This plan consists of projects consistent with conversations we have had with partners. These projects include:

- Maintaining services and facilities
- Vehicle replacements
- HDTC rehabilitation
- Expanding service – State Street improvements, Micron service, Kuna service, other bus stop improvements.

## Summary

With the development of the Transportation Development Plan and getting it to the draft form, VRT has been able to assess the needs of our partner organizations, as well as our needs. After reviewing the draft form (internally), staff has decided it would be in the best interest of our partners to utilize the first quarter of 2025 to increase the engagement from our partners on the timing (years) and costs of these projects.

### Timeline

- July through December 2024 – Draft Transportation Development Plan
- February through April 2025– prepare funding requests for FY2026
- January through September 2025 – Facilitate meetings with partners/ organizations to discuss projects and review funding impacts for future years
- September through October 2025 – Finalize TDP for 2026 - 2030

## Implication

Staff are in the process of developing a schedule of meetings to review the draft form of the Transportation Development Plan with individuals and teams from cities and organizations throughout Quarter 1 of 2025. The meetings will be designed to inform our partners of cost assessments and projects over the next five years that could impact their budgets. Quarter 1 of 2025 is also the time of year VRT prepares the funding requests for FY2026.

## More Information

For detailed information, contact:

Kyle Street  
Budget and Planning Programmer  
kstreet@ridevrt.org  
(770) 539-3516



<b>TOPIC</b>	VRT Extra Hours
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Elaine Clegg

## Summary

This is an information item providing an update on the newest addition to Valley Regional Transit’s (VRT’s) supplemental services offerings, VRT Extra Hours.

## Highlights

As outlined in our new Supplemental Service Policy, VRT regularly seeks opportunities to provide extended transit services to the community during times of high demand and when the transportation network is particularly stressed, such as during public events, in order to provide additional transportation options, help relieve congestion and promote VRT services.

VRT’s newest supplemental service is called **VRT Extra Hours**, an extension of existing bus service on select routes throughout weekend evenings during the holiday season. On Friday and Saturday nights from November 29 to December 28, VRT will be extending the operating hours on Routes 3, 7, and 9 past midnight, and Route 17 past ten PM.

To ensure adequate resources and promote VRT Extra Hours, staff has been working with partners COMPASS and the Office of Highway Safety at Idaho Transportation Department (ITD) to leverage funding through digital infotainment and print display promotions. We are also working with ITD and COMPASS on promotional coasters that encourage safe, sober driving and offer a free bus ride based on the COMPASS/ITD Good Moves Initiative.

Additionally, VRT will promote the service with an array of partnerships through partners networks, platforms, and storefronts using our Partner Toolkit, found at [ridevrt.org/eh-toolkit](http://ridevrt.org/eh-toolkit). Other promotion for the service includes leveraging media relations, social media organic posts and collaborations, email outreach and tabling at community events like the Winter Garden aGlow, and more. To encourage ridership, we will promote free rides using our current “Let’s Ride” and allowing anyone showing a Winter Garden aGlow ticket to ride free.

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

<b>TOPIC</b>	Flixbus Update
<b>DATE</b>	November 11, 2024
<b>STAFF MEMBER</b>	Kate Dahl

## Staff Recommendation/Request

Staff is providing an informational update of the status of the Flix stop at Happy Day Transit Center.

## Highlights

- FlixBus license agreement and payments on hold until route resumes

## Summary

Valley Regional Transit (VRT) staff recently spoke to FlixBus staff on the status of finalizing the license agreement to utilize Happy Day Transit Center as an intercity bus stop on their route between Portland and Salt Lake City.

Unfortunately, due to changes in intermodal facilities in Salt Lake City, FlixBus can no longer serve downtown Salt Lake City and will not be able to provide service between Salt Lake City and Boise until another location in Salt Lake City is found. Passengers can still use Salt Lake Express to travel between the Salt Lake Airport and Boise via Pocatello. FlixBus connects with the Salt Lake City Express at Towne Square Mall.

Until a bus stop location in Salt Lake City is secured and the full route and service resumes, a stop at Happy Day is not warranted.

Flixbus is continuing to look for a location and is working with transportation agencies in Utah to find a suitable location.

## Implication

Delayed collection of lease money to utilize as local match for Happy Day Transit Center capital improvements as identified in the Transportation Development Plan and revenue collection in the FY2025 Budget.

### For detailed information, contact:

Kate Dahl  
 Principal Planner  
[kdahl@rideVRT.org](mailto:kdahl@rideVRT.org)  
 (208)258-2715

**Valley Regional Transit  
FY2025 Procurement Calendar**

Type of Procurement	Current Contract Expires On	Project Manager	Estimated Cost	Estimated Issue Date	Estimated Executive Board/Board Action Date	Required Approval
Ada and Canyon County Operating Contract The RFI Management and Operating Contract was issued on October 4, 2024	PSA 2017-06-19 expires on 9/30/2025	Leslie Pedrosa	\$ 1,000,000.00	Jan-25	Apr-25	Board of Directors
Vehicle Maintenance Fluids	N/A	Jeremy Gianchetta	TBD			No Project Budget at this Time
Vehicle Maintenance Parts	N/A	Jeremy Gianchetta	TBD			No Project Budget at this Time
Fareboxes	N/A	Brad Alvaro	\$ 2,400,000.00			Board of Directors
On-Call Fleet Media Advertisement	PSA 2019-11-04 expires on 1-31-2025	Jason Rose	\$ 1,000,000.00			Board of Directors
On-Call Bench Media	N/A	Jason Rose	TBD			No Project Budget at this Time
Creative Outdoor Advertising (COA) Benches	New	Stephanie Hailey	\$ 225,000.00	Apr-25	Feb-25	Executive Board
On-Call Glass Repair and Replacement Services	Working with Oracle - KW	Jeremy Gianchetta	TBD	Nov-24		No Project Budget at this Time
Vehicle Detailing - RFQ-ST-BASE-PM-25-1	Contractor Selected	Jeremy Gianchetta	\$ 20,000.00	Oct-24		CEO
Real Time Information Display Units - RFQ 23227-023-022	Two quotes received and currently being reviewed	Stephanie Hailey	\$ 65,000.00	Oct-24		CEO
Fleet Replacement Plan	New	Leslie Pedrosa	\$ 20,000.00			CEO
Acquisition of Services (AOS)	New	Leslie Pedrosa	\$ 12,000,000.00	Dec-24	Feb-24	Board of Directors
Bus Camera Replacement	New	Nick Moran	TBD			No Project Budget at this Time
Automatic Passenger Counter (APC) Upgrade	New	Nick Moran	\$ 300,000.00			Board of Directors
Demand Response Bus Purchase	New	Jeremy Gianchetta	\$ 1,950,000.00	Jan-25	Apr-25	Board of Directors
Transit Bus Purchases	New	Leslie Pedrosa	\$ 2,000,000.00	Jan-25	Apr-25	Board of Directors
Landscaping - Lawn Services	Contract SA 2023-05-25 - Owner is retiring and closing the business on 12-31-24	Corrie Washington	TBD	Jan-25	Mar-25	No Project Budget at this Time
Main Street Station Entrance Gate Repair or Replacement	New	Stephanie Hailey	\$ 50,000.00	Dec-24		CEO

Updated 11-7-24

CEO Update

CEO Activity Report	CEO Activity Report
DATE	12/02/24
STAFF MEMBER	Elaine Clegg

**Summary**

Information only, no action needed.

**Highlights**

I took a brief vacation during November and had a fun time rooting for former BSU player Kahlil Shakir in Buffalo. My time before and after has been busy catching up with many policies, procedures, procurement preparation and planning here at Valley Regional Transit (VRT).

In addition to the policy calendar and developing a policy on records retention archiving and destruction, we are also working to differentiate strategic policy from procedural policy and create strategic policies in each area to guide procedure. Over time, this will lighten the load on the board as some of today’s procedural policies will become internal procedures guided by overarching strategic policies.

Late October and early November were busy with activities. We provided tours this month for the Regional Advisory Council (RAC) at our Happy Day Transit Center and for the Treasure Valley Clean Cities Coalition at our Orchard site, focusing on our electrical charging infrastructure. We have also been working with service agencies that have recently moved up on the bench near the airport to improve connections along Elder Street from the frequent bus services on Vista which included a site visit. After delays on getting the electrical hookups completed, the 18<sup>th</sup> Street transit stop project is nearly complete.

It remains unclear exactly when, or if, a vote might occur with regards to my **Amtrak Board nomination**; I continue to receive updates, since the election, there is resistance by Republicans to move any nominations forward. I have been invited to participate in the public activities at the public Amtrak Board meeting in Seattle in December as a board nominee and plan to attend. I will also visit the FTA while in Seattle.

**Presentations/Panels/Interviews**

There were a series of presentations panels and interviews this month that help move the educational effort around transit forward.

- I served on the panel for the [ULI Emerging Trends in Real Estate](#) event. Many of the questions centered around transit and its importance to our continued success in attracting new businesses.
- I presented to the **Boise State University Emerti**, a group of distinguished current and retired BSU staff, at the lifetime Learning Center at BSU and introduced them to the work we have been doing over the last 18 months and the actions to come.



- The [Boise Metro Chamber CEO Speaker's Series](#) featured two of VRT's partners, Garrett Lofto of Simplot and Tommy Ahlquist of Ahlquist Development, in the Keep Idaho Moving effort. The forum focused on three transportation initiatives, including two key VRT initiatives 1) finding dedicated funding for transit in Idaho and 2) acquiring rights to use the rail corridor for regional passenger rail. Both issues were extremely well received by Chamber members.
- I was interviewed by a group doing research for **The National Cooperative Highway Research Program** (NCHRP) a group of researchers in problem areas that affect transportation planning, design, construction, operation, and maintenance nationwide. They were interested in our unique and troublesome funding process.
- I completed an interview for a doctoral thesis on **Farmland Protection** in the Treasure Valley and its impact on growth management and transportation needs.

## Local Meetings

The meetings with Idaho legislative members, transit agencies and local officials interested in public transportation is ramping up. There will be an education push during this upcoming legislative session by all the transit agencies in Idaho. VRT is using an intern to help with a booklet that will outline every agency in Idaho and share stories about each service. At today's meeting we will discuss the information we plan to share.

- **State Leaders** – now that the election is over, I will resume meeting with state leaders next month.
- **Local Leaders** – I met with several local leaders this month to plan for how to structure next year's budget requests.
- **Business and non-profit leaders** – I met with representatives of Micron, member of Keep Idaho moving and a board member of the Idaho Walk Bike Alliance.
- I attended a virtual meeting of Boise to Salt Lake City **Rail Corridor Identification** (CID) effort confirming direction to pursue a CID grant in the next round.
- I bring a transportation focus and prior city council experience to the city of Boise **Recycled Water Strategy Committee** as they plan for utilizing recycled water in the industrial area south of the airport.

## VRT Meetings

Continued discussions around service to Micron and infrastructure planning for State Street.

- **Micron Service** – We held the first of a series of follow up meetings to the leadership meeting in October with Micron representatives. More to come.
- **State Street Infrastructure Planning** – After meeting with the Executive team, we held a second meeting with the leadership team, composed of local elected and appointed leaders. There was agreement to explore applying for a RAISE planning grant. A joint meeting between the City of Boise and ACHD confirmed that direction. The grant would propose to complete the preliminary design of the roadway section(s) from 18<sup>th</sup> Street to Old Horseshoe Bend Road. Once complete, that will offer the opportunity to pursue other federal grants for construction or at the very least, allow entities to move forward with approved projects and new developments that need to know the proposed curblines and section footprint.



## Media

- Festival of Trees + Midnight bus service + Caldwell parking (Boise Dev): <https://boisedev.com/newsletter/11-20-24-2/>
- Valley Regional Transit Extra Hours service (KBOI): <https://www.kboi.com/2024/11/19/valley-regional-transit-extra-hours-service/>
- VRT offering extended weekend service hours through holiday season (Idaho Press): [https://www.idahopress.com/news/local/vrt-offering-extended-weekend-service-hours-through-holiday-season/article\\_15fdc066-a6c9-11ef-96d9-5f80beb39cfb.html](https://www.idahopress.com/news/local/vrt-offering-extended-weekend-service-hours-through-holiday-season/article_15fdc066-a6c9-11ef-96d9-5f80beb39cfb.html)
- Additional KTVB on-air (no link)
- I recorded a podcast with Mayor Robert Simison of Meridian that will air soon.

## Internal Activities

Today we will review the results of the time been spent refining and reorganizing the **Transit Development Plan (TDP)** to make it more predictable, smooth out the bumps in funding where possible and clearly tie the projects to activities in our long-range plan in a way that is more easily understood by all of our partners. Using your input, will bring the TDP to the full Board when complete.

Operations staff has been working hard with me and other EMT members to prepare RFPs for Acquisition of Service Contracts. One is for our general fixed-routes operations and the other to find partners to help operate our Beyond Access service. The goal with both is to make our services more efficient and easier to manage.

In other work, staff met with our contractor VIA, who provides our scheduling database for Access, On-Demand and Beyond Access services, to learn about their commingling efforts, to integrate their databases and thus the service provided for all demand response services, including working to support fixed-route. We look forward to working over the next few years to more fully integrate our services.

As mentioned, the 18<sup>th</sup> and State Street projects is nearly complete, we are moving forward with planning and design to complete more of the Orchard Facility masterplan and continue to search for a solution to completing needed maintenance at the Happy Day Transit Center.

I have engaged a small planning contract to do an internal SWOT analysis and EMT retreat toward completing the internal business plan. We continue to expand supplemental services and in partnership with COMPASS and the Office of Highway Safety at ITD, we are offering extra hours services during the holiday season (see separate memo). A team from VRT participated in Rake up Boise filling over 4 dozen leaf bags, we also participated in the Veteran's Day Parade.

More Information

### For detailed information, contact:

Elaine Clegg, CEO  
[eclegg@ridevrt.org](mailto:eclegg@ridevrt.org),  
 (208) 258-2712



<b>TOPIC</b>	Operations Department Staff Report
<b>DATE</b>	December 2, 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 Highlights

### Ada County Charging and Battery Electric Bus Update

The replacement chargers from Rhombus Energy Solutions have been delivered and installation started in October. The project includes software updates, replacement of faulty parts, and installing new dispensers. Once the installation is complete, staff from Rhombus Energy Solutions will be onsite to commission the chargers for use.

VRT continues to work with Phoenix Motors, Inc. to try and get backordered parts for buses that have been down for an extended amount of time due to replacement parts not being available. VRT is attempting to get third party contacts to order directly from the vendors.

### Beyond Access Service

Beyond Access service launched on January 2. VRT has provided over 32,000 rides, which is about a 3% increase from the combined total of previous service providers. VRT continues to see an increase in ridership in Canyon County following the June 3 reduction of ACCESS service.

### Miscellaneous

- Staff continues to work with Avero and FourthSquare to prepare for the maintenance software replacement. VRT will be launching the new software on December 1. Currently all testing has been completed and we are preparing software for launch.
- Metro Community Services (Metro) began operating as a contractor for VRT under the Beyond Access service on October 1. Metro was not able to secure affordable insurance, and they were not able to operate their vehicles as of October 24. VRT was able to provide two vehicles for Metro to use under the shared vehicle pool of vehicles, while Metro and VRT work to secure insurance.
- VRT began providing rides to any Saint Alphonsus and St. Luke's clinics under the Rides2Wellness program on November 1. This pilot will be tested for three months to see if changes need to be made to the program.

## Service Highlights

### Canyon County

- One preventable accident in October
- Intercounty on-time performance 70% for October
- On-demand on-time performance 43% for October
- ACCESS on-time performance 96% for October

### Ada County Highlights

- One preventable accident in October
- Fixed-route on-time performance 79% for October
- ACCESS on-time performance 93% for October

### Beyond Access Service

- No preventable accidents in October
- One worker's compensation injury in October
- On-time performance 83% for October
- Continue to pilot AI preventative maintenance monitoring software on vehicles to determine if it helps to reduce maintenance road calls by predicting issues in advance

### Compliance

- Staff preparing to report NTD data for fiscal year 2024
- Staff has begun preparing software to report TAM scoring for fiscal year 2025
- Staff is preparing to relaunch the safety suggestion reporting flyer

### Customer Service Support

- Customer service handled 8,007 of 8,549 phone calls for information, with 493 calls abandoned. The average call time was 3 minutes, and the average hold time was 19 seconds in October.
- Reservationist handled 637 of 670 phone calls to change or schedule a ride on ACCESS, with 28 calls abandoned. The average call time was 3 minutes, 38 seconds and the average hold time was 19 seconds in October.
- October City Go Pay mobile ticket sales totaled \$11,380.25.

## More Information

### For detailed information, contact:

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Chief Operating Officer  
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(208) 258-2713



TOPIC	Development Department Monthly Report
DATE	December 2, 2024
STAFF MEMBER	Stephen Hunt

## Summary

Development Department activities for December 2024 report

## Highlights

### VRT Strategic Plan: Goal 1 – Demonstrate responsible stewardship of public resources

#### Performance Based Decision-making

- **FY2025-FY2029 Transportation Development Plan** – After completing the FY2025 budget build, staff transitioned to drafting a FY2025-2029 Transportation Development Plan. This draft plan will look out to FY2029 and make revenue and expense projections. Staff will review these assumptions with funding partners and get concurrence on funding levels for FY2026 and beyond. These discussions will begin FY2026 budget discussions.

### VRT Strategic Plan: Goal 2 – Increase Ridership and Revenue

#### Planning

- **FY2024 Service Changes** – Staff began reviewing ridership performance of the FY2024 service changes and identified areas that would benefit from community awareness and promotions. Staff will also identify any issues with stop spacing and utilization that could lead to amenity improvements or changes to stop locations.
- **Bus Stop Improvements** – Data collection for phase 2 of the Bus Stop Inventory was completed and staff is now analyzing the data which will inform the prioritization of bus stop improvements and identify where we will be placing advertising benches and other passenger amenities. Creative Outdoor Advertising (COA) benches have been inventoried and storage space being organized for their arrival at Happy Day Transit Center. The license agreement with City of Boise for bus stops is being updated to allow scooter corrals for Lime scooter parking and advertising on bike racks.
- **Nampa – Caldwell Corridor TOD Study** – HDR, the consultant, has continued laying the groundwork for the project. They have identified stakeholders and held initial meetings. Staff and consultants are holding regular project meetings.
- **Valley Connect 3.0** – Jacobs and staff held the second steering committee meeting, drafted final goals and objectives, collected draft peer agency information, drafted transit network scenarios began preparing service and capital costing information and

outlining summary handouts for use during the legislative session.

### Mobility Integration

- **City Go/Transportation Demand Management (TDM)** – Staff is reviewing City Go membership fees and benefits and exploring options to combine City Go membership with VRT pass programs. Staff has begun exploring a TDM plan with Murio Farms development. These efforts may provide a template for integrating other TDM benefits with other developments.
- **VRT Lyft Service** – Staff reinstated the temporary VRT Lyft service on Warm Springs/Parkcenter to mitigate on-going construction impacts on Warm Springs Avenue
- **Micromobility/Lime** – Staff continues work with Lime to develop micromobility discounts for City Go members.
- **Reduced Fare Verification** – Staff is researching reduced fare verification processes and developed a draft proposal
- **Safe Routes to School (SR2S)** – staff are continuing bike rodeos and student outreach/engagement

### VRT Strategic Plan: Goal 3 - Build Institutional and Regional Capacity

#### Regional Capital Enhancements

- **Orchard Facility Master Plan Implementation** – Consultants and staff completed installation and commissioning of new depot chargers to replace faulty Proterra chargers and expand charging capacity for additional buses.
- **Happy Day Transit Center Upgrades (HDTCC)** – Heating, ventilation, and air conditioning (HVAC) replacement needs have been identified but all construction/improvement activities are on hold until local funding can be identified. HVAC conditions are critical to ongoing operations. Because HDTCC office space could become unusable VRT has begun preparing contingency plans for what could happen if local funding is not available.
- **Main Street Station (MSS)** – Consultants and staff completed early construction activities at Main Street Station, including moving HVAC equipment and coordinating with Idaho Power in preparation for installation of on-route charging equipment.

VRT staff completed permitting with the City of Boise for MSS exit ramp gate and completed its installation.

Consultants and staff have reviewed the Guaranteed Maximum Price (GMP) and final scope and cost of the Main Street Station Electrification project.

#### Regional Corridor Planning/Corridor Capital Investments

- **State Street Corridor Projects**
  - VRT and the Federal Transit Administration (FTA) continue to work on finalizing Rebuilding America's Infrastructure with Sustainability and Equity (RAISE) paper grant agreement. 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 Highways Administration (FHWA) to FTA.
- 23rd and 27th and State Street activities are currently on hold for release of RAISE funding.
- VRT staff continued coordination activity efforts to cover the Boise Valley Canal from Saxton to Bogart on State Street. This is a combined effort with ITD, ACHD, City of Boise, and CCDC to prepare the right of way for entitled developments and future projects. The canal closure is a key milestone for the RAISE projects at Saxton and State as well as to advance the design at Bogart and State.
- VRT staff and contractors continue to coordinate construction activities at State and 18th with Ada County Highway District (ACHD). Construction began July 17 and experienced several delays. It is currently planned for re-opening by the end of November.
- 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 continues to work with the FTA to complete NEPA review of new stops associated with the FY2024 service change. Temporary stops will be used until the NEPA is complete.

## More Information

### For detailed information, contact:

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<b>TOPIC</b>	Communications & Engagement Update
<b>DATE</b>	December 2, 2024
<b>STAFF MEMBER</b>	Jason Rose

**Summary**

This memo provides updates on current and future communications, engagement, and marketing efforts.

**Highlights**

The Communications & Engagement Staff is preparing for the 2025 outreach season, which includes engagement with school partners, events, parades, travel training, and more. In addition to our communications media work, we are diving into route-focused outreach – what we like to call “route-reach” – to provide targeted outreach with a standard set of deliverables for consistency and ease of use/deployment for routes and destinations.

We have been working closely with our marketing consultant on branding updates, which include onboard signage (standard car card posters, ongoing infotainment, farebox decals, etc.), environmental signage (large displays at major transfer points, transit center banners, etc.), and updates to the website following the previously reported UI/UX review (especially the homepage and route pages). The overhead sign at Main Street Station has been installed, and we’re fine-tuning various communications displays.

Our marketing awareness campaign, Let’s Ride, continues and features elements such as digital video, social media advertising, free ride promotions, physical advertising, a bus wrap, shelter wraps, new displays at Main Street Station, and an updated Boise Airport display.

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



<b>TOPIC</b>	Information Technology Monthly Report
<b>DATE</b>	December 2, 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 the IT related projects and services.

## Projects

- Oracle Enterprise Resource Planning (ERP) system: Continue working with FourthSquare for minor production support issues and troubleshooting.
- Oracle Enterprise Asset Management (EAM) system: Worked with Avail (Fleetnet – legacy finance system) and FourthSquare on finalizing asset management data for Oracle. Continue to work with RF-Smart for new barcoding system that integrates with Oracle Cloud. RF-Smart was onsite for 1 week gathering additional requirements and configuration of scanners, printers, and other devices.
- FY2024 Service Changes. Modified bus stops and routes in General Transit Feed Specification (GTFS) and bus head signs.

## Support Services

- Completed computer replacement for FY24
- Continued data conversion for the new Oracle Enterprise Asset Management System (EAM)
- Help Desk resolved 104 of 140 tickets received for September
- Help Desk resolved 153 of 165 tickets received for October
- Migrated Orchard and Happy Day server to new equipment
- Continue support and integration with FY2024 Service Change Programming
- Assisted with EAM implementation for FuelMaster and RF-Smart (barcoding)
- Implemented Hyde Park supplemental service
- Continue to implement Single Sign On (SSO) with business applications
- Kick off new Performance Report Design meetings
- Started Depot Monitor Implementation

## More Information

**For detailed information, contact:**

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