



Transportation Service Coordination Plan

Final Report



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Executive Summary

Introduction/Background

This plan has been developed on behalf of Valley Regional Transit (VRT) and its local stakeholders with an interest in human service transportation programs. The plan fulfills a federal requirement enacted in 2005 through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which stipulates that starting in Fiscal Year 2007, projects funded through three programs included in SAFETEA-LU, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”

Another primary goal of the planning effort is to explore opportunities for VRT and other transportation providers and sponsors to enhance coordination efforts in order to deliver transportation more efficiently.

Project Methodology

Chapter 2 discusses the methodology used to support findings emerging from this plan. The methodology employed the following steps:

- Conducting extensive stakeholder involvement and public outreach
- Preparation of a demographic profile
- Documentation of existing transportation
- Conducting a needs assessment
- Identifying and prioritizing strategies to address the unmet needs
- Identifying a preferred organizational model to promote coordination
- Developing an implementation plan for the preferred model

Key Findings

Key findings emerging from this study are identified below; the subsequent report elaborates upon the methodology employed to reach these findings, and describes them in more detail.

Human Service Transportation Inventory Needs Assessment

The needs assessment was based primarily on direct stakeholder consultation through stakeholder interviews, and through workshops conducted with the RCC. Several key themes emerged from the outreach efforts, stakeholder consultation, and previous planning projects. These include:

Summary of Unmet Transportation Needs

In summary, the following needs were identified for the two-county area:

- Need for enhanced service between Nampa/Caldwell and Boise and for service to and from Meridian
- Need for extended fixed route service on weekends
- Need for extended fixed route evening service
- Need for increased frequency of fixed route transit
- Need for increased fixed route transit in rural or outlying areas
- Need for more Medicaid transportation providers
- Need to address cost of transportation
- Need to redirect existing routes to better serve activity centers for seniors
- Need to better serve medical facilities
- Need to better service to employment sites with entry-level jobs
- Need for travel training for persons with disabilities
- Need for driver education and disability awareness training
- Need for shelters, benches, improved accessible path of travel and other amenities
- Need for additional paratransit service
- Need for accessible taxis
- Need to better maintain bus lifts

Potential Solutions

These strategies were suggested through stakeholder consultation, and were confirmed in subsequent discussions with the RCC. In some cases, revisions to the preliminary list of strategies were made based on public comments received. They include:

- Maintain and protect existing services and fleets to avoid service reductions.
- Improve fixed route services, including expansion of service hours, expansion of service area, more frequent service, better connections to key destinations.

- Improve paratransit services that would complement fixed route services, including expanded hours and a broader service area.
- Support the provision of non-traditional transportation services that may more effectively address identified barriers, such as vanpools, shuttle services, accessible taxis, etc.
- Replace and/or expand service vehicles for eligible Section 5310 program recipients as needed.
- Provide comprehensive training for provider and contractor staff to include disability and cultural awareness, proper use of equipment such as lifts and wheelchair securements, etc.
- Provide comprehensive travel training for customers/users of the service to encourage use of fixed route service for people who are able to use it. Coordinate training efforts among VRT and social service agencies whose clients would benefit from such training.
- Improve public information on how to use transit services, including the provision of training, brochures and/or other information for non-English speaking populations.
- Address affordability for low-income riders by providing subsidies for their travel or otherwise offsetting the cost for transportation.
- Improve or expand service for entry-level jobs by providing extended hours to job sites, or instituting new services that directly serve employers with entry-level jobs.
- Improve transit infrastructure by providing more bus shelters, benches, better signage. Improve access for pedestrians or wheelchair users to the transit system.
- Develop mobility management strategies to enhance coordination. Mobility management activities are eligible capital expenses to support management activities and projects for improving coordination among public transportation and other transportation service providers.
- Improve transportation and land-use planning policies and processes by working more closely with city planning departments or other local jurisdictions with oversight of sidewalks, development ordinances, etc. to ensure there is better coordination between transportation and land-use.

Organizational Models of Coordination

In addition to identifying *what* activities to coordinate, local stakeholders also considered *how* best to implement them. The RCC considered three potential organizational models of coordination, along with their perceived benefits and drawbacks.

The preferred coordination operational model identified by the RCC is that of Lead Agency. In this model, a lead agency is designated to perform key activities on behalf of other stakeholders. The primary benefit of this model is in procuring dedicated staff to assume responsibility for carrying out tasks and assignments not feasible with existing

limited resources. The Lead Agency's roles and responsibilities are defined in the following Implementation Plan, and will be refined through an annual work plan that would be reviewed and revised by the RCC.

Valley Regional Transit (VRT) is recommended as the Lead Agency, for the following reasons:

- VRT is charged with regional coordination activities through its enabling legislation. This task is consistent with its mission to promote coordination.¹
- VRT has the institutional and financial resources to assume this role.
- VRT has expressed a willingness to serve in this capacity.
- VRT is already the grant recipient for federal dollars available in the Boise Transportation Management Area and some of the funding available in the Nampa Urbanized Area

The RCC, in its oversight role, has confirmed its support of this arrangement. The VRT Board of Directors is asked, through its consideration of this plan, to accept the role as Lead Agency.

Recommendations/Next Steps

These recommendations emerged from the study. They are forwarded to the VRT Board of Directors for its consideration when adopting this plan.

1. The following strategies were identified as most critical to address existing unmet transportation needs specific to older adults, persons with disabilities, and those of low-income status:²
 - Improve fixed route services by expanding service hours, expanding the service area, providing more frequent service, and allowing for better connections to key destinations.
 - Improve paratransit services that would complement fixed route services, including expanded hours and a broader service area.
 - Develop mobility management strategies to enhance coordination. Mobility management activities are eligible capital expenses to support management activities and projects for improving coordination among public transportation and other service providers.

¹ Idaho Code 40-2109(1) vests Valley Regional Transit, as the regional public transportation authority, with 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.

² The prioritization of strategies is intended to guide the solicitation of projects, but is not intended to reflect the comprehensive universe of possible project. Nor are they intended to preclude the funding of other viable projects.

It is intended that this plan guide the project selection process for use of SAFETEA-LU funds.

2. VRT, as Designated Recipient for JARC and New Freedom funds for the Boise Urbanized Area, intends to delegate COMPASS to conduct the prioritization process for projects under this plan.
3. VRT will serve as Lead Agency to promote regional coordination strategies and, in this capacity, work on behalf of other RCC members to implement coordination activities identified in the Implementation Plan.
4. The Implementation Plan included in Chapter 9 of this Plan will guide the RCC's activities, and serve as a "blueprint" for the Lead Agency.
5. The role of the RCC be strengthened and enhanced, and members will be appointed by the VRT Board of Directors and directly advise the Board.
6. VRT, in its capacity as Lead Agency, will continue efforts to enhance coordination within Ada and Canyon Counties, and explore enhancements with neighboring counties.
7. This plan will be updated on a regular basis to ensure it is current, responsive to SAFETEA-LU requirements, and that it accurately reflects local conditions and the interests of the plan's stakeholders.

Chapter 1. Introduction/Background

This Transportation Service Coordination Plan study is sponsored by Valley Regional Transit (VRT) on behalf of local stakeholders within its service area—Ada and Canyon Counties and the greater Boise, Idaho metropolitan area. The purpose of the study is twofold. First, it responds to a federal requirement established by the Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users, commonly referred to as SAFETEA-LU, that mandates the development of a coordinated human services plan in order to access applicable federal funds. Secondly, it examines the potential to improve service efficiencies and to complement, through coordination transportation activities, existing public services provided within VRT’s core service area.

Both elements of this study explore opportunities to coordinate transportation services with the overall goal of improving efficiency and increasing mobility with limited resources. Because of federal requirements, the SAFETEA-LU element focuses on the mobility needs of older adults, persons with disabilities, and those of low-income status. The broader coordination aspect of this plan considers, in addition, the needs of the general population who need to travel within the Treasure Valley Region.

Who are the stakeholders/proponents of this plan?

Coordination helps to make the most efficient use of limited transportation resources. In communities where coordination is a priority, citizens benefit from improved service, lower costs and easier access to transportation. Coordinated transportation involves a major shift in perspective - away from providing rides to managing mobility. Effective coordination can help save money and improve service and accessibility for all citizens, especially clients of human service agencies who need transportation services. This plan is intended to “champion” the cause of coordination by calling out specific opportunities within the Treasure Valley Region.

Ultimately, a number of stakeholders will benefit from the ideas put forth and advanced in this plan, including transportation providers who operate programs on limited budgets, social service agencies whose clients need transportation to vital services, cities, counties and other jurisdictions whose residents need effective transportation solutions, and the taxpayers, who support these programs and have a vested interest in ensuring they are provided in a cost-effective and efficient manner.

Regional Context

The foundation for the Transportation Service Coordination Plan was established in a series of planning studies conducted by Valley Regional Transit and COMPASS, the Metropolitan Planning Organization for Southwest Idaho.

The Five-Year Strategic Plan completed in 2002 established strategic priorities for Valley Regional Transit. The coordination study supports the objectives within two of the five adopted priorities: Maximize Existing Resources and Build Community Partnerships.

In 2004 Valley Regional Transit completed an operations and capital plan, now called Treasure Valley In Transit which establishes a six-year service development plan for the two county region. The first phase of the plan was completed in 2005 through a transit route restructure within both counties urbanized service areas. The route restructure simplified the transit services, increased frequency on some key corridors, and established better regional connections between the two counties. The next phase includes services for rural, suburban and urban communities in the service area. This plan requires a significant financial investment that can only be realized through a dedicated funding source for public transportation. Valley Regional Transit is working with a regional coalition to secure a local option sales tax to fully fund services in the region.

In 2005 COMPASS adopted Communities in Motion, the regional long-range transportation plan for southwest Idaho. The Communities in Motion plan was different from previous long-range plans for the region by:

- Expanding the boundaries of the plan beyond the two counties to four adjacent counties;
- Connecting the land use pattern with the transportation system through a preferred growth plan designed to guide the development within the region;
- Integrating all modes of transportation within the service area with a particular investment in the future public transportation system; and
- Establishing a prioritization process for federally funded and regionally significant projects within the two counties.

This study was conducted to complement and support the vision and policy objectives of the preceding planning efforts. By design it goes beyond the federal requirements as outlined in SAFETEA-LU to establish a blue print for a sustainable coordination framework that will meet the objectives for coordination that has been communicated at all levels of government.

Study Oversight

Oversight and guidance for this planning study was primarily provided by the Regional Coordination Council (RCC). The RCC was established in January 2006 to represent a diverse group of local stakeholders with a vested interest in improving the mobility for residents of the Treasure Valley region, especially those with limited or no access to an automobile due to age, limited income, or a disabling condition. The RCC adopted the following vision statement to articulate its commitment to this planning process, and as a reminder of its desired outcome.

*Our vision is for a coordinated, accessible transportation system that enhances mobility, minimizes duplication, and maximizes cost effectiveness with available resources.*¹

SAFETEA-LU Planning Requirements

Federal transit law, as amended by SAFETEA-LU, requires that projects selected for funding under the Section 5310, Job Access and Reverse Commute (JARC), and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.” The Federal Transit Administration (FTA) issued three program circulars, effective May 1, 2007, to provide guidance on the administration of the three programs subject to this planning requirement.

These circulars can be accessed through the following web sites:

http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html

Elderly Individuals and Individuals with Disabilities

http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html

Job Access and Reverse Commute

http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html

New Freedom Program

This federal guidance specifies four required elements of the plan, as follows:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);

¹ Adopted by the Regional Coordination Council (RCC) on May 8, 2007.

3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

The three sources of funds subject to this plan are intended to improve the mobility status of persons with disabilities, older adults, and low-income individuals, as described below.

Job Access and Reverse Commute (JARC, Section 5316)

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed Ride Home Programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training

New Freedom Program (Section 5317)

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA.

New Freedom funds are available for capital and operating expenses that support new public transportation services beyond those required by the ADA and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements as for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs

- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel Training programs

Elderly and Disabled Program (Section 5310)

Funds for this program are allocated by a population-based formula to each state for capital costs of providing services to elderly persons and persons with disabilities. Typically, vans or small buses are available to support non-profit transportation providers. In Idaho, a local match of 8% is required. ²

The following chart provides an estimate on the levels of funding available for VRT and the rest of the state from 2006-2009. As the designated recipient of JARC and New Freedom funds for the Boise urbanized area, VRT will receive those funds directly, and will select projects for those funds through a competitive selection process. Other than those received directly by VRT, projects will be selected by ITD through a statewide competitive process.

Figure 1-1 Projected Ada and Canyon County Funding Sources/Amounts

| Designated Recipient | Fund Source | 2006 \$ estimate | 2007 \$ estimate | 2008 \$ estimate | 2009 \$ estimate |
|----------------------|---------------------------------------|------------------|------------------|------------------|------------------|
| VRT | JARC – Boise | 97,000 | 102,000 | 111,000 | 117,000 |
| ITD | Small Urbanized Areas JARC Statewide | 295,990 | 316,000 | 341,898 | 367,385 |
| ITD | Rural JARC Statewide | 236,073 | 245,079 | 265,502 | 273,159 |
| VRT | New Freedom – Boise | 56,000 | 58,000 | 63,000 | |
| ITD | Small Urbanized New Freedom Statewide | 152,481 | 194,059 | 208,846 | 223,369 |
| ITD | Rural New Freedom Statewide | 98,861 | 113,098 | 122,614 | 126,631 |
| ITD | District 3 – 5310 | 189,000 | 198,000 | 212,000 | 221,000 |

Local Match Requirements

Each federal program requires a share of total program costs be derived from local sources, and may not be matched with federal Department of Transportation funds. Some examples of local match which may be used for any or all of the local share include: State or local appropriations; other non-DOT federal funds; dedicated tax revenues; private donations; revenue from human service contracts; toll revenue credits; private donations; revenue from advertising and concessions. Non-cash share such as donations, volunteer services, or in-kind contributions is eligible to be counted toward the local match as long as the value

² Appendix C provides a list of applicants to ITD for Sections 5310 and 5311 funding.

of each is documented and supported, represents a cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget.

Other Funding Programs

It is important to note that SAFETEA-LU funds are intended to complement and enhance other sources of funds that support the provision of public transportation services within the VRT service area. Although identifying all those sources of funds is outside the scope of this project, true coordination will only happen when there is an understanding of the dollars being spent on client transportation by all sectors public and private. Below is a list of additional federal funding that is available in the region for public transportation services.

FTA 5307 Formula Grants: These funds can also be used for capital projects, preventative maintenance and planning. Local match requirements for fixed-line operations are 50 percent and for preventative maintenance or planning 20 percent.

FTA 5309 Capital Program: ValleyRide receives approximately \$1.0 million per year from this source. These funds can be used for capital projects and/or preventative maintenance. Local match requirements are 20 percent.

FTA 5307 Small Urban Funds: ValleyRide receives \$1.048 million in funds for the Nampa-Caldwell Urbanized area from this source. The funds are available for operations, preventative maintenance and capital. Local match requirements for fixed line operating dollars are 50/50 and are 80/20 for preventative maintenance, demand response operations and capital projects.

FTA 5311 Rural: This program provides operating funds for rural communities. . This money is available based on a competitive application process that examines project utilization and efficiency. There is opportunity for rural communities in Ada and Canyon Counties to leverage this funding for public transit projects. Local match requirements are 20 percent.

FTA 5311(f) Intercity: This program funds rural intercity services. Once again, there are opportunities for ValleyRide to compete for a portion of this funding based on the development of viable service proposals. Local match requirements are 20 percent.

Local contributions: Several cities in the ValleyRide service area currently make contributions from their General Funds accounts, including: Boise, Nampa and Caldwell.

Surface Transportation Program

Congestion/Mitigation and Air Quality: The CMAQ program, jointly administered by the FHWA and the Federal Transit Administration (FTA), provides funds to State DOTs, MPOs, and transit agencies to invest in projects that reduce criteria air pollutants regulated from transportation-related sources over a period of five years (2005-2009). Funding is available for areas that do not meet the National Ambient Air Quality Standards (non-attainment

areas) as well as former non-attainment areas that are now in compliance (maintenance areas).

Federal and Local Roles to Promote Human Service Transportation Coordination

Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service agencies. The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- *Presidential Executive Order:* In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at www.whitehouse.gov/news/releases/2004/02/20040224-9.html
- *A Framework for Action:* The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: http://www.unitedweride.gov/1_81_ENG_HTML.htm
- *Medicaid Transportation Initiatives:*
 - (1) Transit Passes: Federal regulations require that Medicaid eligible persons who need transportation for non-emergent medical care be provided transportation. For many people, the most cost-effective way to provide this transportation is with public transportation. Medicaid rules now allow the purchase of a monthly bus pass as an allowable Medicaid program expense.
 - (2) Medicaid brokerages: Some states provide transportation services for Medicaid eligible persons through a brokerage arrangement (currently under development in Idaho). Typically, the broker will confirm the passenger's eligibility status, arrange for the trip through an appropriate vendor, and manage the fiscal oversight for the program.
- *Previous research:* Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.³

³ Examples include United States General Accounting Office (GAO) reports to Congress entitled Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist, (June 2003) and Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information, (August 2004).

In addition to federal coordination roles described above, there are numerous examples of coordination that occur now through formal or informal networks in the Boise area. More importantly, stakeholders working on this project have expressed their interest in advancing and improving these efforts or initiating new ones. The report concludes with a recommended organizational structure and implementation plan intended to provide a “blueprint” for VRT and local stakeholders to advance these coordination efforts.

Chapter 2. Project Methodology

The following section of the report highlights the steps undertaken to support the key findings emerging from this plan. Subsequent sections of the report and its appendices document the findings in more detail.

Stakeholder Involvement and Public Outreach

Stakeholder involvement and public outreach was convened primarily in the following ways:

- Consultation with the Regional Coordinating Council (RCC), a broad-based stakeholder group that meets on a regular basis and has been charged with oversight of this planning effort;
- One-on-one stakeholder Interviews;
- Town-Hall forums sponsored by VRT to encourage input from members of the public and transit users; and
- Solicitation of comments on the draft SAFETEA-LU portion of the plan through one-on-one meetings and by electronic distribution.

Appendix A provides documentation on stakeholder involvement and public outreach activities convened for the project.

Demographic Profile

A demographic profile of the service area was prepared using census data and other relevant planning documents. This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to meeting SAFETEA-LU requirements for this plan: persons with disabilities, older adults, and those of low-income status.

Document Existing Transportation Services

This step involves documenting the public transportation services that already exist in the study area. These services include public fixed route and dial-a-ride (paratransit) services, vanpool services, and transportation services provided or sponsored by other social service agencies. Information was collected directly from VRT to document existing public fixed route and paratransit services, through stakeholder interviews, and by conducting an inventory of other human service agencies providing or sponsoring transportation for their clients. Appendix B provides detail on the social service transportation inventory conducted for the project.

Needs Assessment

An important element of this plan is the identification of unmet transit needs. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need.

The needs assessment for this plan was derived through direct consultation with stakeholders, input from previous planning studies and in subsequent discussions with the RCC. The RCC confirmed these needs early in the planning process.

Identifying and Prioritizing Strategies

Coupled with the need to identify service gaps is the need to identify corresponding potential service strategies intended to address service deficiencies. These *strategies* differ from *specific projects* or activities in that they may not be fully defined, e.g. a project sponsor isn't identified, or project expenditures are not fully defined. Strategies included in this plan were developed through stakeholder consultation, and confirmed with the RCC.

As indicated in program guidance issued by FTA, identification of strategies may also consider opportunities to improve efficiencies through coordination of existing programs or projects. As described further in this report, extensive discussion was held with members of the RCC to explore and develop potential coordination activities.

An additional step was taken that resulted in the prioritization of the strategies. Members of the RCC were asked to rank identified strategies as those they considered most important to implement.

Organizational Model and Coordination Implementation Plan

In addition to prioritizing service improvements, significant effort was undertaken to prioritize opportunities to enhance coordination, with a focus on improving current services and programs. The results are documented in a proposed coordination implementation plan, included as Chapter 9 of this report. The implementation plan outlines a recommended organizational structure and activities to establish a framework from which coordination can be sustained and enhanced. In addition, a process for prioritizing federal funding programs is outlined with proposed criteria for prioritizing project applications.

As part of this process, a range of potential coordination projects/activities was identified and explored in more detail. A peer analysis was conducted to identify examples and best practices where similar identified coordination activities have been implemented. The list serves as examples of projects that would support the vision and strategies identified in the study.

Chapter 3. Stakeholder Involvement/Public Outreach

An important goal for this plan is to provide an opportunity for a diverse range of stakeholders with a common interest in human service transportation to convene and collaborate on how best to provide transportation services for these targeted populations. Specifically, the stakeholders are called upon to identify service gaps and/or barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these needs for inclusion in the plan.

Indeed, stakeholder outreach and participation is a key element to the development of this plan, and federal guidance issued by FTA specifically requires this participation, and recommends that it come from a broad base of groups and organizations involved in the coordinated planning process, including (but not limited to): area transportation planning agencies, transit riders and potential riders, public transportation providers, private transportation providers, non-profit transportation providers, human service agencies funding and/or supporting access for human services, and other government agencies that administer programs for targeted population, advocacy organizations, community-based organizations, elected officials, and tribal representatives.¹

Regional Coordination Council (RCC)

The RCC was established by VRT in early 2006 for the purpose of bringing key stakeholders together to represent a variety of interests in the area of transportation service coordination in the Treasure Valley region. Specifically, the RCC is charged with the following tasks:

- Implement and keep current VRT's Transportation Coordination Service Plan
- Provide the VRT Board with technical information to make sound public transportation decisions
- Coordinate Treasure Valley public transportation services
- Provide a regularly scheduled forum for peer discussion, communication, and opportunities to exchange new and different perspectives

As indicated in Figure 3-2, this group represents a broad range of interests. The RCC meets monthly and held its kick-off meeting to launch the planning project on October 9, 2006.

Subsequently, the RCC took the following steps to support the development of this plan:

- Adopted, by consensus, guiding principles intended to assist Committee members with the decision-making process

¹ Federal Register: March 15, 2006 (Volume 71, Number 50, pages 13459-60)

- Adopted, by consensus, planning goals and objectives and a vision statement for the plan
- Confirmed project unmet needs findings
- Identified and prioritized potential program strategies intended to mitigate the unmet needs
- Discussed potential coordination activities and organizational models
- Reached consensus on the “Lead Agency” structure to carry out coordination activities
- Supported an implementation plan intended to guide the future development and implementation of coordination activities

Figure 3-1 Composition of Regional Coordination Council

| Affiliation |
|---|
| Americans with Disabilities Act (ADA) Task Force |
| Valley Regional Transit |
| Idaho Commission for the Blind |
| Community Planning Association of Southwest Idaho (COMPASS) |
| Ada County Highway District (ACHD) |
| Treasure Valley Family YMCA |
| Collister Neighborhood Association |
| ValleyRide-Nampa Caldwell Services |
| National Federation for the Blind |
| Boise State University |
| Treasure Valley Transit |
| Western Idaho Training Company, Inc (WITCO) |
| Vocational Rehabilitation |
| Senior Solutions |
| Idaho Transportation Department |
| Canyon County Office on Aging |
| Retired and Senior Volunteer Program (RSVP) |
| Idaho Department of Health and Welfare (Regions 3 and 4) |
| Living Independence Network Corporation (LINC) |
| Idaho Office for Refugees |
| AARP Idaho |

Stakeholder Interviews

As indicated in Figure 3-2, below, fifteen interviews were conducted with local stakeholder representatives from 12 agencies or organizations to learn more about their transportation programs, funding arrangements, and unmet transportation needs. The instrument used for soliciting stakeholder information is included in Appendix A.

Figure 3-2 Stakeholder Interviews

| Title of Person Interviewed | Organization |
|---|---|
| Marketing & Outreach Coordinator and Vanpool Operations Coordinator | Ada County Highway District (ACHD) |
| Principal Planner and GIS Specialist | COMPASS |
| Bureau Chief, Long Term Care Medicaid | Idaho Department of Health & Welfare, Division of Medicaid |
| Grants/Contracts Officer | Idaho Transportation Department |
| Regional Manager | Idaho Division of Vocational Rehabilitation |
| Assistant Director | Idaho Office for Refugees |
| (Two) Disability Advocates | LINC |
| Coordinator | Meridian Senior Center |
| Facilitator | Interagency Working Group for Public Transportation Systems (IWG) |
| Executive Director | Treasure Valley Transit |
| Program Manager | VRT Paratransit Program |
| Director | Americans with Disabilities Act (ADA) Task Force |

Public Outreach

The draft plan was posted on the Valley Regional Transit website for public view. An email notice was broadly distributed to members of the RCC with a request to distribute the plan to their representative constituency groups. The plan and public open houses were introduced to the media through a press release that included the website where the plan could be accessed.

Members of the public were given an opportunity to comment on the draft plan posted on the VRT and COMPASS websites. VRT staff conducted a series of interviews with key stakeholders in the process to educate them about the content of the plan and encourage them to review the plan and provide comments. Those interviewed through this process agreed to distribute the plan to their key stakeholders as a mechanism to gather key constituents input.

In addition, VRT sponsored two open-house meetings to solicit comments from members of the public, and members of the RCC were invited and encouraged to share the plan with their constituent groups. These open houses were held as follows:

- Tuesday, April 17 in the South Casler Room of Nampa Civic Center
- Thursday, April 19 in the Boise City Council Chambers

A second round of public outreach was conducted during the fall of 2007. VRT staff met with four agencies to present the plan's key findings. Presentations were made to:

- National Federation for the Blind and Visually Impaired Board of Directors
- Living Independence Network Corporation staff
- Idaho State Independent Living Council
- Idaho Division of Vocational Rehabilitation

In addition, VRT set up an information booth at two events: the Canyon County Office on Aging Senior Health Fair, and the Senior Health Fair held at the Boise Senior Activities Center.

Following each presentation, attendees were given copies of the comment form and handouts that provided summary information about the needs and strategies. These two summary sheets were also posted on the website for review.

The Draft Final Plan was also reviewed again with the RCC, and members were asked to distribute the plan to their constituents. A public comment form was available on the VRT website for members of the public to provide comments.

Chapter 4. Demographic Profile

This portion of the study provides a comprehensive description of the service area (Ada and Canyon Counties), with an emphasis on characteristics specific to elderly, low-income, or disabled populations. Information was collected through the U.S. Census.

Figure 4-1 Basic Population Characteristics

| Area | Total population | % of state population | % persons aged 65+ | % persons aged 75+ | % persons w/ disability | % individuals at poverty level |
|---------------|------------------|-----------------------|--------------------|--------------------|-------------------------|--------------------------------|
| Idaho State | 1,466,465 | | 12% | 5% | 15% | 13% |
| Ada County | 359,035 | 24% | 9% | 5% | 12% | 8% |
| Canyon County | 173,302 | 12% | 10% | 5% | 15% | 14% |

Source: US Census Bureau, 2006 American Community Survey

The accompanying map (Figure 4-3) illustrates the two county service area, the proximity of public transportation services, and identifies key points of origin and destinations to which people need to travel.

ADA County

According to the 2005 American Community Survey, 92 percent of Ada County's population is white and about five percent identify themselves as Hispanic. Slightly over nine percent of individuals in the county are living below the poverty level; the median household income is \$51,240. Senior citizens currently make up nine percent of the population, and the senior population is expected to increase significantly in the coming decade as the baby-boomers reach retirement age. Like much of the nation, Ada County has seen an increase in low-wage service sector jobs over the last 10 years.

The majority of Ada County commuters drive alone to work (81%) followed by carpooling/vanpooling (10%) and public transportation, which less than one percent of the population uses for work trips. The average commute time is 19.3 minutes. Residents in the area tend to live and work in the same county. A total of 93 percent of the population work in Ada County and five percent work in Canyon County.

Canyon County

Canyon County, like Ada County, experienced considerable growth from 1990 to 2000. According to the 2000 US Census, the county population was 131,441, an increase of about 46 percent from 1990. The county is home to the cities of Caldwell, Greenleaf, Melba, Middleton, Nampa, Notus, Parma and Wilder. Not surprisingly, the most significant growth was in Nampa, which is located close to the eastern border with Ada County and less than 20 miles from downtown Boise.

Over 20 percent of Canyon County residents are Hispanic and 19 percent speak a language other than English at home. Persons 65 years or older are 10 percent of the total population. As a whole, Canyon County is significantly poorer than Ada County. The median household income is \$41,363, about \$10,000 less than Ada County, and about 17 percent of residents live below the poverty level. The most common occupations are in services, manufacturing and retail. Jobs in the construction, communications and entertainment, accommodation and food industries all increased by over 100 percent from 1990 to 2000.

Nearly one third of the population works in neighboring Ada County and 65 percent work in Canyon County. Most residents depend on personal vehicles to commute to work. About 77 percent of the population drive alone to work, approximately 14 percent use a carpool or vanpool, and just 0.3 percent ride public transportation to their place of employment.

Older Adults

Statewide, 12% of residents of Idaho are aged 65 and older, consistent with the national average of 12.1%. Within the study area, according to the US Census 2006 American Community Survey, both Ada and Canyon Counties report rates of older adults lower than the average. At the time of the 2000 Census, Boise, Garden City, Melba, Nampa, Notus and Parma had senior populations greater than their county averages.

It is also important to recognize the changing demographics with the significant increase of older adults that will occur throughout Idaho and the rest of the country. As Figure 4-2 illustrates, the number of older adults is projected to increase steadily through 2030, when older adults will account for nearly one quarter of the state’s population, compared to 15% today. As people age longer, the number of persons surviving past age 85 is also increasing, and in 2030, about 2.5% of the population will be over age 85.

Figure 4-2 Population Projections: Persons age 62+

| | 2005 | 2010 | 2015 | 2020 | 2025 | 2030 |
|---------------------------|---------|---------|---------|---------|---------|---------|
| Total persons aged 62+ | 215,565 | 253,538 | 304,920 | 363,480 | 420,366 | 464,550 |
| % of statewide population | 15.3% | 16.7% | 18.7% | 20.1% | 22.7% | 23.6% |
| Total persons aged 85+ | 22,207 | 26,239 | 29,282 | 32,234 | 37,337 | 47,021 |
| % of statewide population | 1.6% | 1.7% | 1.8% | 1.9% | 2% | 2.4% |

Source: US Census

Persons with Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the Census 2000. The Census 2000 included two questions with a

total of six subparts with which to identify people with disabilities.¹ It should be noted that this definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual's disability must prevent them from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e. lift or ramp equipped).

Nationwide, about 18 percent of Americans reported a disability, which is higher than the rate of about 15 percent in the State of Idaho. Again, each county's average is below the statewide average. Garden City, Boise, Star, Caldwell, Melba, Middleton, Notus and Parma have higher than their county average of disabled residents.

Income Status

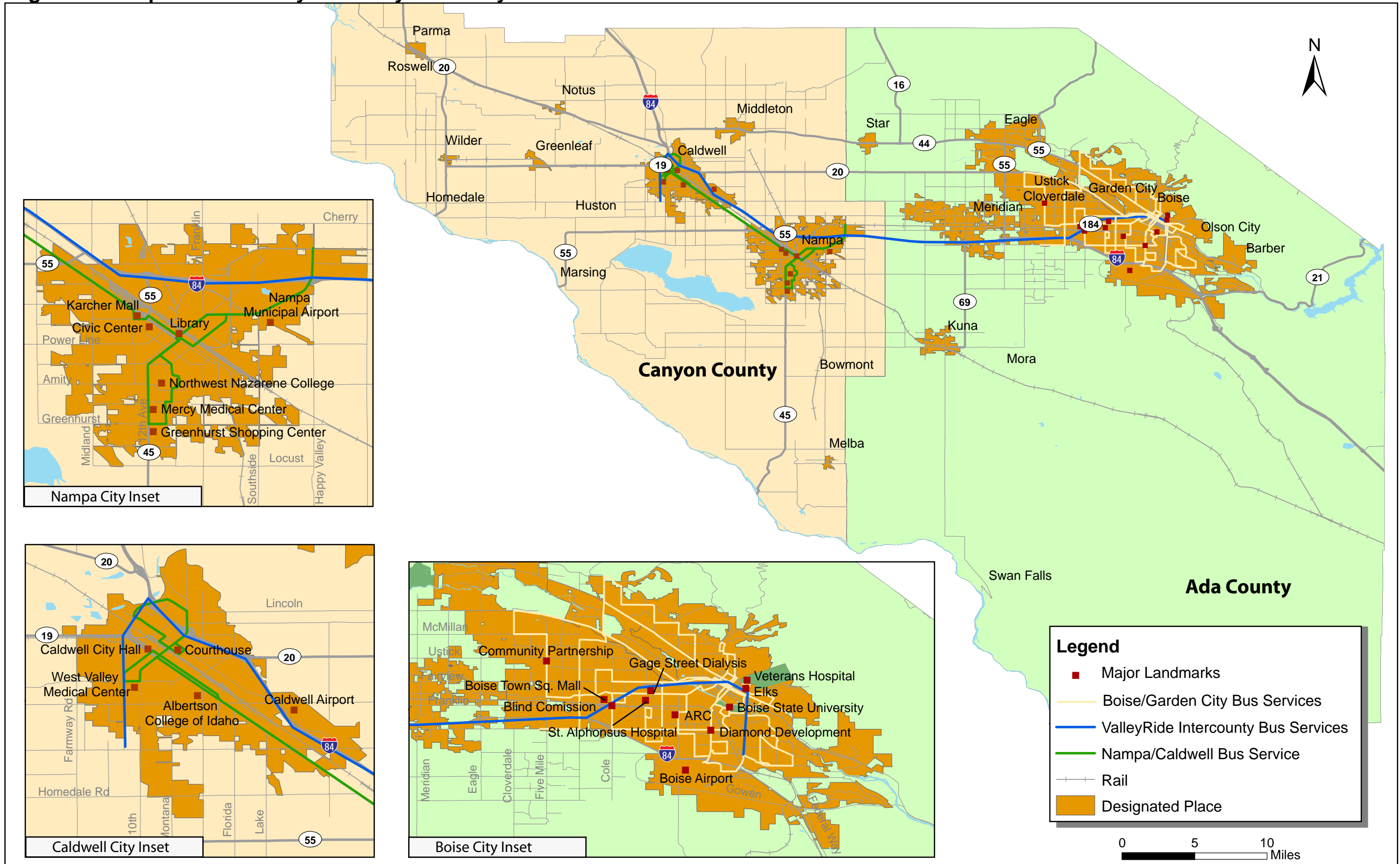
Canyon County's current level of 14% of its residents living at or below the federal poverty level exceeds the statewide average of 13%, while Ada County's level of 8% is below the statewide average.

Specific communities within the two-county region above the county's 2000 poverty level, thereby representing the most impoverished communities, include: Garden City, Kuna, Caldwell, Greenleaf, Melba, Notua, Parma and Wilder.

¹ These questions were: 18. Does this person have a physical, mental, or other health condition that has lasted for 6 or more months and which (a) limits the kind or amount of work this person can do at a job? (b) prevents this person from working at a job? 19. Because of a health condition that has lasted for 6 or more months, does this person have any difficulty—(a) going outside the home alone, for example, to shop or visit a doctor's office? (b) taking care of his or her own personal needs, such as bathing, dressing, or getting around inside the home?

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Figure 4-3 Map of Ada County and Canyon County



Chapter 5. Existing Transportation Services

Valley Regional Transit

Valley Regional Transit (VRT) is the regional public transportation authority for Ada and Canyon counties in southwest Idaho. Its main responsibilities are to coordinate public transportation services in the two-county region and develop a regional public transportation system. VRT owns and operates the public bus system in Boise/Garden City and contracts for transit services for Nampa/Caldwell and between Ada and Canyon counties. These services are operated under the name ValleyRide.

ACCESS is the ADA complementary paratransit service operated by ValleyRide that is available to people who are unable to independently utilize the bus system because of a disability. The service is designed to complement ValleyRide's regular bus system, and operates Monday through Saturday with the same hours as the fixed-line bus system.

Existing Funding Sources

Funding to support VRT transit and paratransit operations are derived from a variety of local and federal sources, including FTA Section 5307, 5309 (capital projects), and 5311 (competitive grant program administered by ITD). In addition, local member jurisdictions contribute funding.

Commuteride

Commuteride is a department of Ada County Highway District (ACHD), and provides a premium commute for people in the workforce. It owns and operates seventy 15-passenger vans. Commuteride works with employers outside of Ada County, but currently all vanpools either start or end in Ada County.

About 25 percent of vanpools serve the Mountain Home Air Force Base from Boise and Meridian. Another primary destination is Gowen Field, an Air Force base in Boise. Vanpools to Gowen Field originate from Emmett and Nampa and from Mountain Home, Caldwell, Kuna, Meridian, and Ontario, OR. In total, approximately half of the vanpools serve military facilities. Other vanpools serve various employment sites in downtown Boise as well as other sites within Boise City and Garden City.

ACHD has also established five official park and ride lots for carpools and vanpools, with bike lockers and other amenities, and 20 informal lots, such as at churches and Fred Meyer grocery stores.

Treasure Valley Transit (TVT)

Treasure Valley Transit is a private-non-profit provider located in Nampa that provides a variety of human service and general public transportation programs. TVT serves private contracts for Western Idaho Training Company (WITCO) and private school contracts. TVT provides Medicaid transportation for medical appointments in Canyon County. TVT also operates McCall Transit in McCall, Idaho and Mountain Home Community Transit in Mountain Home and the Air Force Base, and is the rural provider for the eight Rural Counties in ITD District Three

TVT also plays a valuable role in promoting coordination among various other social service programs, especially senior centers by sharing vehicles and conducting training (CPR, Passenger Assistance, defensive driving) on behalf of other agencies within the region.

Human Service Transportation Inventory

A variety of programs offer transportation services in addition to those provided by the public transit providers. Very few are solely transportation providers, with most offering transportation in conjunction with other social service or volunteer programs. These other providers include for-profit companies, non-profit organization and state government agencies. Some programs directly provide transportation while others contract with or buy passes/tickets for other providers. Those that provide transportation utilize paid drivers, agency staff and/or program volunteers to transport passengers.

An inventory of transportation providers is part of this study and provides a “snapshot” of human service transportation providers available for the Treasure Valley region. Potential providers were identified using the Idaho Department of Transportation web site, various other online resources, and suggestions from stakeholders, Valley Regional Transit and the RCC.

A survey was designed to gather basic information on service characteristics, such as the population served, description of transportation services supported or provided, number of trips provided on an annual basis, sources and amounts of funding to support transportation, etc.

Thirty-three entities were identified as potential human service transportation providers, meaning that they provide or subsidize transportation for the elderly, for persons with disabilities, or for low-income persons. Of the 33 potential respondents, a total of 21, or 64% completed the survey. A number of small, independent transportation companies also provide specialized transportation on behalf of the Medicaid program in the Treasure Valley Region. These companies were not directly included in the survey in order to avoid duplicative information already submitted on these providers’ behalf by the Idaho Department of Health and Welfare.

Of the human service providers identified, the vast majority, 73%, identify themselves as senior programs, or organizations directly serving medical or care facilities. The following chart illustrates the organizational type of provider:

Figure 5-1 Human Service Transportation Inventory

| Organization Type | Total Number | % of Total |
|--------------------------|--------------|------------|
| Senior Programs | 13 | 40% |
| Medical/Care Center | 11 | 33% |
| Serves General Public | 3 | 9% |
| State Agencies | 2 | 6% |
| Disability Organization | 2 | 6% |
| Faith-Based Organization | 2 | 6% |
| Total | 33 | 100% |

Fifteen respondents indicated they own their own vehicles; of these, only six operate a fleet of more than three vehicles. The majority of providers operate only one or two vehicles, usually lift-equipped vans, directly serving their clientele or facility. Those agencies with more vehicles include: ARC with 15 vehicles, Disabled American Veterans with 7 vehicles, Treasure Valley Transit with 16 vehicles, Valley Regional Transit with 57 vehicles, ACHD with 70 vanpools, and WITCO with 20 vehicles.¹

Very few organizations shared information about their operating budgets. Therefore, it is difficult to quantify the amount of funding that currently supports human service transportation. As pointed out previously, most providers are also responsible for other activities above and beyond transportation, and may not keep records specific to their transportation expenses.

Funding sources used to support local transportation programs typically include federal (Department of Transportation and Department of Health and Human Services), State (Medicaid matching funds), city/county local funds, and donations.

Appendix B contains a copy of the survey instrument, a list of participating agencies and a summary of survey results.

¹ A provider survey was not submitted by TVT; number of vehicles was obtained from stakeholder survey.

Chapter 6. Unmet Transportation Needs

An important step in completing the SAFETEA-LU plan is to identify service needs or gaps. The needs assessment provides the basis for recognizing where—and how—service for the three population groups (older adults, persons with disabilities, low-income persons) needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need.

An unmet transportation need can be defined as follows:

- Continuation of current services that would not otherwise operate without grant funds
- New service established to meet an identified need
- Extension or expansion of current services to meet an identified need

The needs assessment for this plan was derived through direct consultation with stakeholders through a series of interviews convened in person or by telephone. A summary of the identified needs was prepared and reviewed by members of the RCC. Consensus was reached on the identification of unmet needs and, further, that no additional research or data collection is needed to accurately summarize these service gaps.

The unmet transportation needs are categorized as follows:

Unserved or Underserved Areas

In both Ada and Canyon Counties, persons who live or work outside the transit agency's core service area can't easily access public transit. Recent economic conditions and changing demographics (i.e. more persons moving to areas outside of Boise) have resulted in individuals or families relocating to outlying areas for more affordable housing. This trend has exacerbated their transportation issues, and for those without access to a car, mobility is severely restricted.

Even within VRT's service area, some key activity centers are not well served, such as hospitals or other medical facilities, senior centers, or employment sites located in industrial areas outside the city center.

There is limited public transportation available at all in the City of Meridian, despite significant growth in the population over the past ten years.

Lack of Availability

The need for more expanded public transit service was the concern voiced most frequently by stakeholders. Specifically, the need was expressed for more extensive service in the

evening, because many entry level positions (for example, those in the hospitality industry) require employees to work during non-traditional hours. In addition, students taking evening classes, or clients of social service programs needing to attend English as a second language, counseling, or other required programs could also use service later in the evening. The need for weekend service was widely expressed.

Coupled with the need for extended hours is that of more frequent service to reduce wait times between buses and the length of time it takes to travel, especially if a transfer is involved.

Accessible Fixed Route or Paratransit Services Don't Always Meet Needs of Persons with Disabilities

The Americans with Disabilities Act (ADA), enacted in 1990, required that fixed route transit services make their systems accessible and usable by persons with disabilities, including persons who use wheelchairs. The use of fixed route serve for those who are able to use it should be encouraged for a number of reasons: first, using fixed route transit meets the intent of the ADA by allowing people with disabilities to use the same system as other members of the public rather than relying on a separate system. Also, for those persons who are able to use fixed route, it is a much more cost-effective solution than providing a paratransit trip.

Some concerns raised, however, about the viability of the fixed route system for persons with disabilities, including the need to better maintain lifts to ensure they are in working order, educate drivers to call out stops for persons who are blind or visually impaired, and provide driver training on the requirements of the ADA as well as disability awareness to improve relationships between transit personal and members of the disability community.

Travel training could provide encouragement for older adults and other persons to use fixed route if they are provided with some education and support in learning how to navigate the system.

For persons whose disability prevents use of fixed route, complementary paratransit is available. Several program staff working with programs for persons with disabilities explained that the local paratransit program is not always a feasible option for their clients. Frail elderly people can not always manage the length of time on the vehicle, or have needs that can not always be scheduled in advance. Some persons with disabilities may also need a level of care, such as an escort or personal care attendant, that is not available through the public paratransit programs.

Lack of awareness of available services

Some stakeholders indicated the need for better information about the transit services and programs, especially those that support or enhance the public transit network.

Affordability

The cost of transportation, whether using a private automobile, public transportation, or a social agency operated vehicle, emerged as an issue, especially for low-income persons who are transit dependent. The escalating cost of fuel has been a contributing factor because the increased cost limits the mobility—and therefore opportunities to access better employment, educational or medical facilities—even for those who do have cars. This is especially true for those individuals or families who have moved to outlying areas for more affordable housing, but which has had a negative impact on their access to transportation. In addition, some social service agencies currently providing transportation are considering discontinuing these services because of the costs involved.

Summary of Unmet Transportation Needs

In summary, the following needs were identified for the two-county area:

- Need for enhanced service between Nampa/Caldwell and Boise and for service to and from Meridian
- Need for extended fixed route service on weekends
- Need for extended fixed route evening service
- Need for increased frequency of fixed route transit
- Need for increased fixed route transit in rural or outlying areas
- Need for more Medicaid transportation providers
- Need to address cost of transportation
- Need to redirect existing routes to better serve activity centers for seniors
- Need to better serve medical facilities
- Need to better service to employment sites with entry-level jobs
- Need for travel training for persons with disabilities
- Need for driver education and disability awareness training
- Need for shelters, benches, improved accessible path of travel and other amenities
- Need for additional paratransit service
- Need for accessible taxis
- Need to better maintain bus lifts

Chapter 7. Identification and Prioritization of Strategies

Strategies to Address Service Deficiencies

Coupled with the need to identify service gaps is the need to identify corresponding potential strategies intended to address service deficiencies. The projects/activities listed below represent potential projects that can address the unmet needs identified in Chapter 6. Many of these activities are eligible for SAFETEA-LU funds subject to this plan, or other federal and local sources of funding.

These “strategies” are not yet fully defined, e.g. a project sponsor isn’t identified, or project expenditures are not fully defined. However, it is intended that these strategies serve as the foundation to guide the selection of projects available with SAFETEA-LU funding.

These strategies were suggested through stakeholder consultation, and were confirmed in subsequent discussions with the RCC. In some cases, revisions to the preliminary list of strategies were made based on public comments received. They include:

- Maintain and protect existing services and fleets to avoid service reductions.
- Improve fixed route services, including expansion of service hours, expansion of service area, more frequent service, better connections to key destinations.
- Improve paratransit services that would complement fixed route services, including expanded hours and a broader service area.
- Support the provision of non-traditional transportation services that may more effectively address identified barriers, such as vanpools, shuttle services, accessible taxis, etc.
- Replace and/or expand service vehicles for eligible Section 5310 program recipients as needed.
- Provide comprehensive training for provider and contractor staff to include disability and cultural awareness, proper use of equipment such as lifts and wheelchair securements, etc.
- Provide comprehensive travel training for customers/users of the service to encourage use of fixed route service for people who are able to use it. Coordinate training efforts among VRT and social service agencies whose clients would benefit from such training.
- Improve public information on how to use transit services, including the provision of training, brochures and/or other information for non-English speaking populations.
- Address affordability for low-income riders by providing subsidies for their travel or otherwise offsetting the cost for transportation.

- Improve or expand service for entry-level jobs by providing extended hours to job sites, or instituting new services that directly serve employers with entry-level jobs.
- Improve transit infrastructure by providing more bus shelters, benches, better signage. Improve access for pedestrians or wheelchair users to the transit system.
- Develop mobility management strategies to enhance coordination. Mobility management activities are eligible capital expenses to support management activities and projects for improving coordination among public transportation and other transportation service providers.
- Improve transportation and land-use planning policies and processes by working more closely with city planning departments or other local jurisdictions with oversight of sidewalks, development ordinances, etc. to ensure there is better coordination between transportation and land-use.

An additional step was taken through this initial planning process that resulted in the prioritization of the strategies. Members of the RCC were asked to rank identified strategies as those they considered most important to implement.

The prioritization of strategies is intended to guide the solicitation of projects, but is not intended to reflect the comprehensive universe of possible project. Nor are they intended to preclude the funding of other viable projects. The results of this exercise were:

- Improve fixed route services, including expansion of service hours, expansion of service area, more frequent service, better connections to key destinations.
- Improve paratransit services that would complement fixed route services, including expanded hours and a broader service area.
- Develop mobility management strategies to enhance coordination. Mobility management activities are eligible capital expenses to support management activities and projects for improving coordination among public transportation and other transportation service providers.

Process for Activities/Project Recommendation, Selection and Approval

Each designated recipient of federal funds is required to select projects funded with SAFETEA-LU dollars through a competitive process, and each recipient is required to certify that projects funded are “derived from” this coordinated plan. Within the Treasure Valley Region, both VRT and the ITD are designated recipients (see Figure 1) for their respective areas, and will be conducting these processes. This planning document serves as the required coordinated document for both. Valley Regional Transit designated the Metropolitan Planning Organization (MPO), called COMPASS to conduct the prioritization process for projects under this plan.

In addition to prioritizing and selecting projects for use of SAFETEA LU funds, COMPASS has instituted a prioritization process for projects under all federal funding categories. VRT will be asked to consider support for and prioritize any federally funded transit projects

within the two county region for both the urbanized and non-urbanized transit program. As COMPASS launches this initiative, it will be important to ensure a consistent approach in prioritizing projects, and to ensure that these processes are mutually supportive and compatible.

The following is proposed for VRT's competitive selection process for the JARC and New Freedom funds it oversees. It is important to note that:

- VRT proposes to delegate the selection process to COMPASS.
- VRT will forward recommendations to ITD for its consideration for the federally funded projects it funds within VRT's service area.

Project/Activity Selection

The coordination plan identifies unmet transit needs and establishes a list of draft criteria to be used in the evaluation of project effectiveness at addressing the needs.¹ This evaluation will be conducted as such:

- COMPASS will have responsibility for the administration of the project prioritization process established in the plan. Staff will maintain applications, answer questions and conduct the process in an open and competitive manner.
- COMPASS will release a call for projects consistent with the service strategies identified in the plan.
- COMPASS will conduct, in cooperation with Valley Regional Transit and ITD, a grant workshop. The purpose of the workshops is to answer questions on the coordination plan and the application process.
- Immediately after the application deadline, COMPASS will distribute to the RCC a summary of the grant applications received.
- COMPASS will participate at a RCC meeting where the project list is reviewed, draft evaluation criteria are reviewed, revised, if needed, and adopted, and the Project Selection Sub-Committee is established. The sub-committee will be structured to include representatives from agencies or groups whose clients will benefit from proposed services and to exclude agencies applying for funds so as to limit possible conflict of interest.
- COMPASS will conduct and participate in the project evaluation and scoring meeting(s) of the RCC Project Selection Sub-Committee. A meeting or meetings will be conducted to evaluate the applications according to the agreed upon criteria, identify areas for increased collaboration and score the submittals.

COMPASS will report on the process to the Valley Regional Transit Board and make a recommendation for a prioritized list of projects to receive funding.

¹ This action assumes that projects selected will be "derived" from the Plan, and that further amendments to the Plan are not required.

Project Approval

The Valley Regional Transit Board will review the recommendation of the RCC and take action on whether or not to approve the recommended list of projects. The approved project list will be submitted to the COMPASS staff as part of the annual development of the Transportation Improvement Program. This will also serve as the basis for the determination by the Idaho Transportation Department that the projects are derived from the regional coordination plan.

Ongoing Maintenance

The Regional Coordinating Council will conduct an annual review of the process and make recommendation for any changes in the criteria and/or procedures for the VRT board's consideration. Recommended revisions to the process will be forwarded to COMPASS for future selection processes. As part of this process, VRT and COMPASS will maintain a database of stakeholders to ensure it is current and inclusive of persons who have indicated an interest in human service transportation.

DRAFT Proposed Prioritization Criteria

1. Meets documented need

The project should directly address transportation gaps or barriers identified through the Coordinated Public Transit-Human Services Transportation Plan. Specific projects should:

- Provide service in geographic area with limited transportation options
- Serve a geographic area where the greatest number of people need a service
- Improve the mobility of clientele subject to state and federal funding sources (i.e. low-income, elderly, persons with disabilities)
- Provide a level of service not currently provided with existing resources
- Preserve and protect existing services

WEIGHT: 60 points

2. Cost effectiveness

The project should allow for the provision of service (trips or other units of service) sufficient to offset the documented need. For capital projects, no other sources of funds should be available for this purpose. Specific projects should:

- Service the maximum number of people for the least money
- Result in efficient use of available resources
- Maximize use of funds for direct service
- Have the potential to be sustained beyond the grant period

WEIGHT: 20 points

3. Project Oversight/Coordination

Project should promote coordination and avoid duplication. Specific projects should provide a well-defined service operations plan and describe implementation steps and timelines for carrying out the plan. Projects should:

- Build on and supports existing services and not duplicate services
- Involve participation of local human service and transportation stakeholders
- Demonstrate institutional and fiscal capacity to carry out the project
- Leverage funding or other resources (vehicles, staff support) from various partnerships (i.e. local match, if required)

WEIGHT: 20 points

Chapter 8. Strategies to Advance Coordination Objectives

The coordination strategies outlined below offer a more comprehensive approach to service delivery with implications beyond the immediate funding of local projects discussed in Chapter 7, which may be short-term in nature. Examination of these coordination strategies is intended to result in consideration of policy revisions, infrastructure improvements, and coordinated education and planning efforts which, in the long run, can have more profound results to address service deficiencies.

A number of coordination activities are already underway within the Treasure Valley Region. These activities can serve as “springboards” to further and develop formalized coordination projects that can prove most fruitful. Some ongoing—or potential—opportunities were identified and discussed by the RCC.

Broadened Networking Forums

The work of the RCC on behalf of seniors, people with disabilities, and low-income individuals is relevant to other organizations which are not members of the RCC but are working on parallel or complementary efforts. The RCC may want to meet with one or more of these organizations on an occasional or ongoing basis, in order that the needs of its target populations are included in others’ plans and actions:

- Interfaith Alliance
- 211 system
- Communities in Motion Plan
- Medical facilities and care centers

Joint Marketing and Customer Services

VRT and Commuteride have participated in joint marketing and customer services projects for many years. This effort should not only continue but could be expanded to include other transportation services in the Treasure Valley. For example, a comprehensive brochure could be developed, outlining human services and medical transportation, senior center van services, and connecting services in adjoining counties. The brochure, or perhaps an online equivalent, could be available to new hires at employment sites, social services counselors, welcome wagon and realtor groups targeting new residents, and like agencies which may not be knowledgeable about the range of transportation options.

Website Links

The Idaho Transportation Department has listed relevant transportation links on its website. However, it is unlikely that human service agencies, medical facilities, and similar non-transportation organizations are familiar with this central point of information.

The RCC members could review the websites of such agencies, including their own agencies, to determine what transportation information is available and suggest links that should be added. Adding links is not only an inexpensive way to disseminate information but also may open doors to increased dialogue and coordination with other sectors. In addition to providing links to others' websites, each agency could develop a dedicated web page to inform the public of its transportation programs or services.

Support Policy Revisions

The RCC members could gain support from their individual Boards of Directors to launch joint efforts in order to change policies that restrict coordination. A single, coordinated voice representing many agencies can have a greater influence in making legislative or regulatory changes than many agencies acting alone. The following are examples of changes that could be pursued:

- Identify regulations or policies that are preventing co-mingling of funds to support public and human service transportation.
- Seek to develop more flexible insurance rules to support coordination strategies.

Vehicle Sharing

A number of organizations own vehicles that are not used full-time and could be available to others who either have no vehicle or need an additional vehicle to supplement their fleet at peak periods. Insurance, maintenance, and fees or in-kind payments are some of the issues that would need to be addressed.

Community-Based ADA Supplemental Service

To economically expand the amount of ADA service it can offer, King County Metro in Seattle loans accessible vans to non-profit agencies if they agree to provide at least 50 one-way trips per month for ADA-registered customers. The non-profit agency gets the use of the vehicle for other needs it has, while the public benefits from increased ADA paratransit. VRT, municipalities, and other government departments could organize such a program by, for example, using serviceable vehicles that they are replacing in their fleets. Their vehicles could be given or loaned to human service agencies who agreed to provide an agreed-upon level of ADA service.

Joint Purchasing

Establish joint purchasing arrangements among transit agencies, or between transit agencies and human service providers. Formal agreements could be drawn up for joint purchasing of fuel, alternative fuel, maintenance, insurance, etc.

Joint Driver Training

Treasure Valley Transit already provides driver training for some of its client agencies. This training could be offered for a fee to all human service agencies, which normally do not require their drivers to obtain Commercial Driver Licenses. This joint training could:

- Provide an interchangeable pool of drivers for agency participants, who may need back-up drivers from time to time;
- Ensure consistent quality assurance of drivers who have been through the training;
- Reduce redundancy in training, now performed by individual agencies, which may gain them time for other tasks more critical to their core mission.

Expanded Vanpool Program

This strategy would expand the current vanpool program beyond commute hours. VRT and Commuteride might apply for JARC funds, for example, to establish a new, off-peak route when vanpool vehicles are now idle. The vehicles could be used in a pilot program to test whether demand would warrant that the new route should be converted in the future to a VRT fixed route.

Chapter 9. Organizational Model and Coordination Implementation Plan

Organizational Models of Coordination

In addition to identifying *what* activities to coordinate, local stakeholders also considered *how* best to implement them. It is important to identify an organizational framework flexible enough to respond to a range of activities, and one that can provide structure and institutional support on behalf of the local community.

The RCC considered three potential organizational models of coordination, along with their perceived benefits and drawbacks.

Model #1: Status Quo

This model represents one end of the “spectrum” in that it would not result in significant changes from the way services are currently being delivered. As previously discussed, coordination activities are already underway within the Treasure Valley Region, and these could continue without changing the organizational structure of existing programs. This model could seek to build upon the strengths of current programs, and could promote ongoing enhancements as defined by stakeholders (RCC).

Model #2: Lead Agency

In this model, a lead agency would be designated to perform key activities on behalf of other stakeholders. Such activities could include designing services, overseeing or performing tasks such as training, vehicle purchase and maintenance, public outreach, marketing, and implementation of other key coordination activities.

Model #3: Brokerage

This model represents the opposite end of the spectrum from “Status Quo.” If implemented, this model would result in a centralized system of service delivery for customers and agencies serving those customers. Two features help distinguish a brokerage from other “lead agency” models of coordination. One is that the broker is the sole point of contact that passengers (or agencies receiving transportation services) have with the coordinated transportation system. Another distinguishing feature is that the broker generally does not own or operate any vehicles directly. Instead, the broker relies on a pool of transportation providers—primarily private taxi and bus operators, although many brokerages also include private non-profit agencies or public transit authorities—and allocates each provider individual trips or blocks of trips based on that provider’s availability to provide the particular trip(s).

The preferred coordination operational model identified by the RCC is that of Lead Agency. In this model, a lead agency is designated to perform key activities on behalf of other stakeholders. The primary benefit of this model is in procuring dedicated staff to assume responsibility for carrying out tasks and assignments not feasible with existing limited resources. The Lead Agency's roles and responsibilities are defined in the following Implementation Plan, and will be refined through an annual work plan that would be reviewed and revised by the RCC.

Recommended Lead Agency

A first step is to identify an entity to serve as Lead Agency on behalf of the Regional Coordinating Council members and other stakeholders involved in coordinating transportation programs in the Treasure Valley Region. A Lead Agency should be:

- committed to advancing coordination goals,
- willing to provide legal, policy and administrative support as needed, and
- able to provide technical resources and infrastructure to serve in this capacity.

Examples of a possible Lead Agency designation include, but are not limited to: a local transit operator, the regional planning organization (COMPASS), a senior center, a private non-profit agency, or a social service agency. Or, a new private non-profit organization could be established for this purpose. Ideally, an appropriate agency would be identified, and staff hired (or assignments shifted to someone already on staff) by that agency, with costs to be reimbursed for the portion of time spent on coordination activities.

Valley Regional Transit (VRT) is recommended as the Lead Agency, for the following reasons:

- VRT is charged with regional coordination activities through its enabling legislation. This task is consistent with its mission to promote coordination.¹
- VRT has the institutional and financial resources to assume this role.
- VRT has expressed a willingness to serve in this capacity.
- VRT is already the grant recipient for federal dollars available in the Boise Transportation Management Area and some of the funding available in the Nampa Urbanized Area

The RCC, in its oversight role, has confirmed its support of this arrangement. The VRT Board of Directors is asked, through its consideration of this plan, to accept the role as Lead Agency.

Once the Lead Agency is officially designated, a key task will be to assign staff to carry out coordination activities as described further in this report. Two primary options for staffing

¹ Idaho Code 40-2109(1) vests Valley Regional Transit, as the regional public transportation authority, with 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.

for VRT would be to hire a new staff person to assume the Lead Agency staffing responsibilities, or assign these tasks on a part time basis to existing staff. Or, VRT could contract out for staffing assistance through an independent contractor. Ultimately, this is an administrative decision best made by VRT, if designated as Lead Agency.

Lead Agency Roles and Responsibilities

The primary roles and responsibilities of the Lead Agency are proposed as:

- Dedicate or hire staff for RCC coordination activities
- Provide contractual or staffing oversight for Lead Agency personnel
- Facilitate the selection and approval of RCC members
- Facilitate meetings of the RCC, including preparing meeting materials
- Work with COMPASS and ITD staff, as needed, to facilitate SAFETEA-LU funding processes
- Prepare an annual work plan to identify work tasks and implementation activities
- Serve as the legal sponsor (i.e. grant recipient) for the RCC when needed
- Prepare an annual evaluation/summary report of coordination activities
- Assume program oversight for implementation of coordination activities
- Represent RCC to the VRT Board of Directors and other partner policy boards
- Work with and recruit participation from community partners
- Increase awareness and support of transportation options throughout the region

RCC Roles and Responsibilities.

It is recommended that the RCC transition from an ad hoc group to a standing committee that meets monthly to advise VRT on its transportation programs, and to provide a forum for transportation and human service staff to share information and collaborate on mutual issues of concern. The RCC has been tasked with oversight of this coordination project, and members will be involved with future implementation efforts, as well as taking a lead role in funding decisions for use of SAFETEA-LU funding for which VRT is designated recipient.

As indicated above, a primary task of the Lead Agency is to facilitate and staff the RCC. With this in mind, it also makes sense to examine opportunities to strengthen and formalize the RCC's role. Membership categories should build upon the strengths and experience of current membership, and include additional representation where lacking. Proposed membership (one member per category) includes:

1. Educational Programs (i.e. public schools, universities, student associations)
2. Blind and/or visually impaired community
3. Representative serving persons with other disabilities
4. Neighborhood Associations

5. Non Emergency Medical Transportation (service provider or other program staff)
6. Local Governments (city, county, regional)
7. State Department of Transportation
8. State Department of Health and Welfare
9. State Department of Labor
10. Transportation Service Providers
11. Elderly
12. Limited-English speaking populations
13. Advocates of Low-income individuals/families
14. Employers (i.e. employer associations, Chamber of Commerce, etc.)
15. Transit rider or consumer

The primary roles and responsibilities of the RCC and its members are proposed as follows:

- The RCC will represent a diverse range of stakeholder interests within the Treasure Valley region.
- Members will seek appointment for one of the identified membership categories through an application process administered by the Lead Agency, and confirmed by the VRT Board of Directors.
- Members will serve as representatives of a specific constituency group as appointed (i.e. seniors, low-income, etc.)
- Members will attend meetings, review meeting materials, and participate in decision-making as required.
- As applicable, members may be asked to participate in related program activities outside regular meeting structure, i.e. SAFETEA-LU project selection, etc.
- Members will execute a Memorandum of Understanding (MOU) with Lead Agency to document respective roles and responsibilities.
- The RCC will select a chairperson to chair meetings, represent the full RCC as needed, to provide regular updates to the VRT Board of Directors, and coordinate efforts with Lead Agency staff.

Lead Agency/ RCC Coordination Activities

As established in the outset of this planning process, one goal of this effort has been to examine the potential to complement, through coordination transportation activities, existing public services provided within the core service area of Ada and Canyon Counties. As a result of these discussions, the RCC has determined that an organizational structure provided by a Lead Agency would be most applicable for the Treasure Valley region. The

activities identified by the RCC as most immediately feasible for a Lead Agency to pursue include the following:

- Seek funding to support the Lead Agency model
- Networking
- Vehicle sharing
- Joint driver Training
- Travel training

The RCC also wants to investigate what resources might be available in the future for a Pooled Volunteer Driver Program and Community-Based ADA Supplemental Service.

Implementing these activities will require immediate, short-term and long-term strategies, as described below. Immediate activities would be those that could be implemented within 3-6 months of adoption of the plan. Short-term activities are those that could be implemented (or significant progress documented) within one year of the plan’s adoption, and long-term strategies are those that are anticipated to take longer than one year to implement.

Summary of Recommended Immediate, Short-Term and Long-Term Coordination Activities

| |
|---|
| Immediate Strategies |
| <ul style="list-style-type: none"> • Designate a Lead Agency • Convene RCC workshop to further define Lead Agency’s and the RCC’s roles and responsibilities • Develop budget and funding strategy to support Lead Agency activities • Develop Year One Implementation Plan |
| Short-Term Strategies |
| <ul style="list-style-type: none"> • Seek Funding to support Lead Agency • Hire Lead Agency Staff • Broaden Networking opportunities • Replace or expand capital rolling stock to maintain existing services levels and better serve populations and consumers in targeted populations • Establish Guidelines for Joint Driver Training • Develop Travel Training Program • Develop Goals and Objectives for evaluating program activities • Investigate Resources for a Pooled Volunteer Driver Program and Community- |

Based ADA Supplemental Service

- Evaluate local regulatory and administrative barriers to coordination and develop a work plan for addressing those issues.
- Conduct a local funding analysis of dollars expended in the region to support human services and public transportation functions
- Complete a comprehensive inventory of local service providers including equipment and resources that are available for possible service enhancements.

Long-Term Strategies

- Establish strategies to enhance the availability of human service transportation, including identification of additional funding
- Work to develop a common message, fact sheets, and other educational materials to inform local policy boards and local elected officials of program goals
- Identify long-term funding to support the Lead Agency and other coordination projects
- Establish Guidelines for Vehicle Sharing
- Implement a pilot project to demonstrate the viability of a vehicle sharing arrangement
- Implement travel training program
- Conduct evaluation of program activities on an annual basis

Immediate Strategies

Designate Lead Agency: As a first step, the RCC discussed and concurs with the proposal to designate VRT to serve as Lead Agency. The VRT Board of Directors is also asked to accept this role through the adoption of this Coordination Plan.

Convene Workshop to further define Lead Agency’s and RCC’s roles and responsibilities: This report suggests key roles and responsibilities for the Lead Agency which can serve as a springboard for developing a more comprehensive work plan. One suggestion is to dedicate a full RCC meeting as a special workshop to more fully explore the potential a Lead Agency can provide to the RCC. Technical assistance may be available through the Community Transportation Association of America (CTAA), which offers expertise through its ambassador program. Preliminary contacts with CTAA have indicated they are willing to provide this assistance to the RCC to help define the role of the Lead Agency.

This workshop can also be a good opportunity for the RCC to develop recommendations as to how to formalize its role by documenting recommended membership, and future goals and objectives.

Develop Budget to Support Lead Agency Activities: The RCC, with assistance from the designated Lead Agency, should develop a budget of estimated revenues needed to provide the Lead Agency support. The budget would consist of staffing costs, as well as any other supporting budget items to carry out the work plan. At this time, the RCC could also begin “brainstorming” ideas for revenue sources, including funds to support mobility management available through SAFETEA-LU.

Develop One Year Work Plan: Following discussion of Lead Agency roles and responsibilities, the RCC should establish a one-year implementation plan to identify steps that can be carried out in the short-term.

Short-Term Strategies

Seek Funding to Support Lead Agency: As a first step, the Lead Agency should seek funding to support the implementation plan’s activities, which are currently not able to be carried out with existing resources. Additional resources will be needed to hire or assign dedicated staffing to serve in this capacity. A good opportunity exists with the availability of SAFETEA-LU funds that can be used to support mobility management activities. Mobility management is considered as a “capital” expense, thereby requiring a 20% local match, rather than the 50% required for other projects. This means that 80% of the project cost could potentially be covered with SAFETEA-LU funds. The remaining 20% of the project cost will need to be identified.

Hire Lead Agency Staff: Once funds are identified and dedicated for Lead Agency activities, staffing should be hired either through a contractual arrangement or by hiring needed personnel.

Broaden Networking Opportunities: The work of the RCC on behalf of seniors, people with disabilities, and low-income individuals is relevant to other organizations which are not members of the RCC but are working on parallel or complementary efforts. The RCC may want to meet with one or more of these organizations on an occasional or ongoing basis, in order that the needs of its target populations are included in others’ plans and actions:

- Interfaith Alliance
- 211 and 511 systems
- Medical facilities and Care Centers

Broadening the networking opportunities can also help advance some of the other short-term strategies discussed below.

Establish Guidelines for Joint Driver Training: Several agencies in the Treasure Valley own their own vehicles. Some, like Commuteride or Treasure Valley Transit, provide training to the drivers. Members of the RCC envision that combining resources to offer joint training could have several advantages:

- An interchangeable pool of drivers for agency participants, who may need back-up drivers from time to time;
- Consistent quality assurance of drivers who have been through the training; and
- Less redundancy in training, now performed by individual agencies, which may gain them time for other tasks more critical to their core mission.

Again, the Lead Agency could take the initial step of drafting guidelines for a joint driver training program, or could assign this task to another RCC member willing to take it on.

Develop Guidelines for a Regional Travel Training Program: A local coordinated travel training program can serve both new customers of public transit, as well as human service agency clientele needing specialized mobility training. It could also include a Transit Ambassador/Pathfinder Program to assist new riders of public transit. The Lead Agency should develop guidelines for a travel training program that proactively recruits trainees in senior centers and in high schools that target students with disabilities. Resources are available in the community to provide this training – the Department of Vocational Rehabilitation has been cited as one potential source of trainers. Project ACTION also has an extensive travel training program and curriculum that could be used as a training model.

Develop Goals and Objectives to Evaluate Program Activities: It will be important to establish program expectations at the outset, so that program results can be monitored. Some objectives will be short-term or ongoing in nature, such as “facilitation of 12 RCC meetings per year,” and other objectives will take longer to accomplish, such as “provision of travel training to “x” number of trainees.”

Investigate Resources for a Pooled Volunteer Driver Program and Community-Based ADA Supplemental Service: Staff for the Lead Agency can explore which organizations have volunteer drivers or vehicles they are retiring and whether the organizations are interested and willing to discuss sharing these resources. From this investigation, the RCC will learn whether the Pooled Volunteer Driver Program and the Community-Based ADA Supplemental Service are programs worth pursuing in a future work plan.

Long-Term Strategies

Identify opportunities to increase funding for human service transportation: The Lead Agency can guide discussions among RCC members to develop a common message regarding the need to enhance human service transportation in the Treasure Valley region, and to identify specific methods to communicate these needs to decision makers. For example, it may prove helpful to develop fact sheets and other educational materials to inform local policy boards and elected officials of regional human service coordination

goals, including the need for additional funding. It could also be beneficial to coordinate visits to elected officials to present the materials in person. A long-term strategy could also consist of identifying and seeking future funding opportunities which have the potential for a dedicated set-aside of funding to support human service transportation services and programs.

Some grant opportunities may also be available to assist in implementing pilot projects to support the region's coordination goals. The Lead Agency should seek out such opportunities and prepare grant applications, which could be sponsored by the Lead Agency or prepared on behalf of another RCC sponsor.

Identify long-term funding to support the Lead Agency and other coordination projects:

Coupled with the need to identify additional sources of funds to expand transportation programs is the need for long-term support for Lead Agency activities. While mobility management funds through SAFETEA-LU are a possibility for initiating a Lead Agency program, they will only provide 80% of the total cost, and are subject to a competitive process. Should the region determine that the Lead Agency model is a viable approach long term, a permanent source of funding should be secured.

Establish Guidelines for Vehicle Sharing: The Lead Agency can develop guidelines to implement vehicle sharing among community-based organizations. Because vehicle sharing is a complex project that will most likely involve written agreements among various entities, it is recommended that guidelines be developed as a first step.

A number of organizations own vehicles that are not used full-time and could be available to others who either have no vehicle or need an additional vehicle to supplement their fleet at peak periods. Insurance, maintenance, and fees or in-kind payments will be some of the issues that would need to be addressed. Members of the RCC could create a network of providers, either through meetings or virtually through a website, where members could learn which agencies had vehicles available during what time frames. For example, some agencies may have vehicles available during evenings and weekends that could be used by human service agencies for their clients' activities.

Implement activities based on agreed upon program guidelines, including a travel training program, vehicle sharing program, and joint driver training program: For each of these activities, developing program guidelines and needed resources for implementation has been recommended as a short-term strategy. A long-term strategy would be to implement these key coordination programs, one at a time. As part of the annual work plan, the RCC and Lead Agency should determine the activities most ready to implement and requiring the least start-up time, and begin there.

Conduct an evaluation of program activities on an annual basis; report findings to RCC, VRT Policy Board and others: The Lead Agency will be responsible to collect data and monitor the coordination activities. The resulting information should be compared to the expectations developed as a short-term strategy. It will also be important to document a more qualitative assessment of coordination activities to assess barriers that may have

prevented successful program implementation, lessons learned, or strategies that have proved especially effective. The results of this evaluation should be shared with relevant stakeholder groups and future work plans should be modified to meet revised expectations, if needed.

Lead Agency Financial Plan and Performance Objectives

Financial Plan

The following section outlines a three-year financial plan for funding the Lead Agency. The financial plan documents revenue assumptions and anticipated expenses. This model assumes a base rate of \$60,000 for one-half FTE, with costs to increase (inflation, cost-of-living) by 5% per year. An additional \$10,000 is assumed for other related expenses associated with the Lead Agency’s role (i.e. telephone, printing, outreach expenses, etc.)

| Expenses | FY 07-08 | FY 08-09 | FY 09-10 |
|---|----------|----------|----------|
| Lead Agency Staffing and other related expenses | \$70,000 | \$73,500 | \$77,175 |
| Revenues | | | |
| SAFETEA-LU Mobility Management | \$56,000 | \$58,800 | \$61,740 |
| Local Match | \$12,000 | \$14,700 | \$15,435 |
| Total | \$70,000 | \$73,500 | \$77,175 |

As indicated in Figure 1-1, Chapter 1, VRT has direct oversight of JARC and New Freedom funds for which it is designated recipient; these funds are estimated at between \$150,000-\$160,000 annually over the next three years. As required by SAFETEA-LU, VRT will need to apply for these funds through a competitive process administered by COMPASS as outlined in Chapter 7. VRT will also need to dedicate 20% of the project costs as match to the federal funds, and intends to do so with contributions received from local jurisdictions receiving services from VRT.

Performance Objectives

As indicated above, an immediate strategy for the RCC and the Lead Agency will be to develop a one-year implementation plan, and identify those activities which can be carried out in the short-term. As these activities are considered, it will be important that the Lead Agency establish goals and objectives for each, which can be evaluated at the end of each year.

In some cases, performance objectives may be clearly measured (i.e. number of new trips provided, number of referrals to other agencies, development of guidelines, implementation of program activities, etc.) while other activities are more long-term in nature, or may be implemented incrementally. Appropriate methods to evaluate the progress of each project activity should be considered as part of development of each year’s work plan.

Chapter 10. Key Findings and Conclusion

This Transportation Service Coordination Plan was completed under the auspices of Valley Regional Transit, with guidance provided by the Regional Coordination Council, a broad-based citizen advisory group that actively participated throughout the project.

As described further in the document, it was prepared in response to federal requirements established through SAFETEA-LU that require projects funded through three sources of federal transportation funds (JARC, New Freedom, Elderly & Disabled) be derived from this plan. In addition, VRT and members of the RCC wished to examine the feasibility of enhancing coordination activities within the Treasure Valley Region in order to more efficiently deliver transportation services. The Plan resulted in the following key findings and/or recommendations:

1. The following strategies were identified as most critical to address existing unmet transportation needs specific to older adults, persons with disabilities, and those of low-income status:¹
 - Improve fixed route services by expanding service hours, expanding the service area, providing more frequent service, and allowing for better connections to key destinations.
 - Improve paratransit services that would complement fixed route services, including expanded hours and a broader service area.
 - Develop mobility management strategies to enhance coordination. Mobility management activities are eligible capital expenses to support management activities and projects for improving coordination among public transportation and other transportation service providers.

It is intended that this plan guide the project selection process for use of SAFETEA-LU funds.

2. VRT, as Designated Recipient for JARC and New Freedom funds for the Boise Urbanized Area, intends to delegate COMPASS to conduct the prioritization process for projects under this plan.
3. VRT will serve as Lead Agency to promote regional coordination strategies and, in this capacity, work on behalf of other RCC members to implement coordination activities identified in the Implementation Plan.
4. The Implementation Plan included in Chapter 9 of this Plan will guide the RCC's activities, and serve as a "blueprint" for the Lead Agency.

¹ The prioritization of strategies is intended to guide the solicitation of projects, but is not intended to reflect the comprehensive universe of possible projects. Nor are they intended to preclude the funding of other viable projects.

5. The role of the RCC be strengthened and enhanced, and members will be appointed by the VRT Board of Directors and directly advise the Board.
6. VRT, in its capacity as Lead Agency, will continue efforts to enhance coordination within Ada and Canyon Counties, and explore enhancements with neighboring counties.
7. This plan will be updated on a regular basis to ensure it is current, responsive to SAFETEA-LU requirements, and that it accurately reflects local conditions and the interests of the plan's stakeholders.

APPENDIX A

DOCUMENTATION OF STAKEHOLDER INVOLVEMENT AND PUBLIC OUTREACH

Stakeholder Interviews

| Title of Person Interviewed | Organization |
|---|---|
| Marketing & Outreach Coordinator and Vanpool Operations Coordinator | Ada County Highway District (ACHD) |
| Principal Planner and GIS Specialist | COMPASS |
| Bureau Chief, Long Term Care Medicaid | Idaho Department of Health & Welfare, Division of Medicaid |
| Grants/Contracts Officer | Idaho Transportation Department |
| Regional Manager | Idaho Division of Vocational Rehabilitation |
| Assistant Director | Idaho Office for Refugees |
| (Two) Disability Advocates | LINC |
| Coordinator | Meridian Senior Center |
| Facilitator | Interagency Working Group for Public Transportation Systems (IWG) |
| Executive Director | Treasure Valley Transit |
| Program Manager | VRT Paratransit Program |
| Director | ADA Task Force |

MEMORANDUM

To: Valley Regional Transit Coordination Project Stakeholder

From: Connie Soper, Nelson\Nygaard Consulting Associates

Date: October 10, 2006

Subject: **Stakeholder Interview**

Thank you for your interest in the upcoming project to improve the coordination of transportation services intended to result in an increase in the efficiency of public resources in the delivery of transportation services in the Treasure Valley region. This project has two goals: The first goal is to respond to federal legislation requiring the development of a coordinated public transit-human services transportation plan in order to receive applicable federal funding to support the delivery of services for persons with disabilities, the elderly, and persons of low-income status. Secondly, Valley Regional Transit (VRT) is interested in identifying potential strategies to enhance the delivery of services with neighboring counties that include Gem, Elmore, Boise and Payette Counties.

This project will be initiated October 18, when my colleague Gail Murray and I attend a meeting of the Regional Coordinating Council at VRT offices in Meridian. While we are in the area, Gail and I would like to take the opportunity to interview and meet with stakeholders with an interest in this project. This will help inform us about the transportation needs and services within the region, and will provide us with a broad perspective to help guide us throughout the planning process.

We would like to hear from you about your role in providing, sponsoring, or receiving public transportation, paratransit or other social service transportation services. If applicable, we would appreciate any operating or funding data you may have available, such as the number of trips provided or sponsored, and funds associated with providing that service. We are also interested to learn more about where there are gaps in service—that is, service that is needed but not currently available. In addition, we'd like to know of key destinations where people need to go, or do go on a regular basis.

If you are familiar with the coordination goals of interest to VRT in enhancing its core service area, we would like to hear your thoughts on how best to approach developing coordination strategies, as well as potential sites or locations to test new solutions.

Finally, if you have or are aware of any documentation, needs assessment reports, relevant planning studies or other materials that the consultant team should consider while conducting this plan, we would appreciate receiving a copy of these materials. Again, thanks for your interest, and we look forward to meeting you in person next week.

Stakeholder Interview

Name: _____

Title: _____

Organization: _____

Telephone: _____

E-Mail: _____

Please take the time necessary to supply accurate and/or detailed data and information where requested.

1. Briefly describe the types of specialized transportation services that your organization either directly provides, operates, or sponsors.

2. Who receives the transportation services your organization provides? Check all that apply:

_____ Only our agency's clients
(describe) _____

_____ Any elderly person (over age _____)

_____ Any person with disabilities regardless of age

_____ ADA eligible persons with disabilities only

_____ Medicaid eligible persons

_____ Medically uninsured persons

_____ General public

_____ Low-Income persons (TANF recipients)

_____ Other (Please specify) _____

3. Please describe the transportation services your agency/organization provides.

4. Are trips taken random in nature (going to different locations on different days) or subscription in nature (going to the same place at the same time on the same days every week) or both? Briefly describe. If both, please estimate the split by percentage. Please indicate the 3 most common points of origin and destination for your clients' trips, if you know.

5. Do you operate the service directly, contract for, or purchase service delivery? Describe:

6. In 2005 (or the most recent year for which you have data), how many one-way passenger trips did you provide or sponsor?

7. What was the total (non-capital) operating cost of these trips? (This should include administration, reservations, scheduling, dispatching, operations, and maintenance.)

8. What funding sources were used for these transportation services? Please provide amounts for each funding source, and specify whether these are federal, state, local or private funding sources.

9. Does the lack of transportation keep people from participating in your agency's or organization's programs, activities or services?

_____ yes _____Somewhat _____No _____Don't Know

10. What are the major challenges your community/organization is facing with regard to transportation?

11. What are the primary transportation-related concerns that you hear from your constituents/clients?

12. Do you see a need for service to other neighboring counties? If so, which community or county, and what kind of service?

13. Is there a need for transportation partnerships between your organization and the local transportation program? If so what partnerships are needed and what issues should they address?

14. How do you see the region growing and changing geographically or demographically in the next 10 years? What changes should public transit be making to deal with these issues?

Record of Regional Coordination Council (RCC) Meetings October 2006–April 2007

Regional Coordination Council
Meeting Agenda
Wednesday, October 18, 2006
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way - Suite 100 - Meridian, Idaho

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|---|--|-----------------------|
| John Cunningham, COMPASS | Mike Priest, VR-Boise Services | Mary Barker, VRT |
| Kelli Fairless, VRT | Mike Blackaller, ID Comm for the Blind | Linda Ihli, VRT |
| Leslie Felton-Jue, Collister Nbrhd | Elaine Clegg, ISG/Boise City Council | Jennifer Smith, VRT |
| Patty Haller, Idaho Office for Refugees | Sharon Duncan, Medicaid | |
| Brian Jain, ID Comm for the Blind | David Duro, TV Family YMCA | |
| Terri Lindberg, TVT | Mark Goodale, VR-Nampa/Caldwell | |
| Bobby Ball, ADA Task Force-phone in | Noel Newhouse, Nat'l Federation for Blind | |
| Darrell Quist, Vocational Rehab | Sarah Stobaugh, Boise School District | |
| Cindy Hill, Meridian Senior Center | Sandy Streeter, Nat'l Federation for Blind | |
| Butch Ragsdale, ITD | Judi Watkins, RSVP | |
| Rich Stelling, CCOA | Cecelia Hockett, ACHD Commuteride | |
| Lisa Thompson, CCOA | George Knight, BSU | |
| Todd Wilder, LINC | M.C. Niland, WITCO | |
| Ron Kerr, ITD | Jan Raeder, Senior Solutions | |
| Heather Wheeler, IDHW, Region IV | | |
| Randy Woods, IDHW, Region 3 | | |

The meeting began at 9:05 a.m. with introduction of the Regional Coordination Council members.

Introduction of Consultant Team

The consultant team from Nelson Nygaard, which was selected to do the Transportation Service Coordination Plan, includes Connie Soper with the Portland office and Gail Murray from the San Francisco office.

The Regional Coordination Council members each spoke briefly about their organization needs:

- *Patty Haller, Idaho Office for Refugees* – works with 500-700 new refugees – seniors, low income- very little English, no ability to drive – rely on bus service first 6 months to a year they are here – filling gaps – need route more convenient to get to human service-medical appointments– concentrated in apartments and low income housing in Boise – employment is big issue – transportation big barrier to employment
- *Bobby Ball, ADA Task Force* – fix black hole of people with disabilities – non profit provides technical assistance for ADA – work closely with VRT to get people off paratransit and on fixed routes
- *Rich Stelling, Canyon County Office on Aging* – senior transportation in Canyon County - part urban part rural – under SAFETEA-LU utilize 5310 dollars – fixed route transportation does not serve seniors – many require curb to curb or door to door transportation as not able to access the fixed route – improve transportation for seniors – not necessary paratransit – to medical appointments/congregate meals/grocery shopping – don't have car-don't drive – can't walk to pick up point to fixed route
- *Brian Jain, Idaho Commission for the Blind* – blindness cuts across whole population – some disabled with secondary disabilities – no transportation in Meridian – a lot of people stuck here – in Boise there is SCRIPT taxi program – orientation and mobility specialist –train to use bus as much as can – impossible to negotiate parking lots safely – needs to have options
- *Cindy Hill, Meridian Senior Center* – non profit – senior program low income in Meridian – several with disabilities – provide congregate meal site - can pick up home bound seniors to get to meals – grocery run after congregate meals so small window of time – medical run on Monday – need curb to curb – have van & bus – center owns and provides the service – paid staff to drive
- *Terri Lindenberg, Treasure Valley Transit* – rural transportation provider outside Ada/ Canyon county which includes Elmore, Valley, and Adams County - working on project with Tamarack – Malheur County coordinates with Payette & Washington County – working with elderly opportunities in other agencies – a lot of coordination projects – senior centers have own vehicles – have 16 throughout the 8 counties – funding from cities that receive service – Mtn. Home Air Force Base – McCall – large Medicaid provider – Ontario to Mtn Home

- *Butch Ragsdale, Idaho Transportation Department* – represents Idaho’s interest under SAFETEA-LU – all rural areas – concern planning done for 5310 applicants for this year and last year – meet criteria for senior centers and others that need paratransit vehicles – Elmore County/Mtn Home Ontario/Payette area – integration with Ada/Canyon counties – is state doing planning for other areas not under this plan – limited resources 8 people in office – 3 major rural areas have become small urbanized areas – in rebuilding process – now don’t have rural program – working to get partners involved like Tamarack & Mountain Home Air Force Base – as soon as get a project someone is interested in will work with them
- *Randy Woods, Idaho Department of Health & Welfare Region III* -10 counties in SW Idaho – have diverse clientele – young families/single parents/disabilities/aged/housing & transportation at forefront of clients needs
- *Heather Wheeler represents Idaho Department of Health & Welfare for Region IV*
- *Darrell Quist, Idaho Vocational Rehabilitation* – issues both urban & rural across state – people with disabilities to access employment – less flexible – employer needs you to be able to access transportation to get to and from work
- *Todd Wilder, Living Independence Network Corp.* – center for independent living – people with disabilities – don’t provide transportation - as an advocate get calls from people looking for transportation that don’t have it
- *Leslie Felton-Jue, Collister Neighborhood Association* – 3500-4000 households in neighborhood – registered neighborhood association - senior housing/low income/disabilities – get people where they want to go for whatever reason they need to be there – working on bus pull outs - bus shelters- can apply for grant money for sidewalks bus shelters from City of Boise and ACHD – change in bus service lack continuous side walks stop 2 blocks before bus stops – have public meetings in neighborhood but after bus service ends for day – brings broad spectrum of neighborhood issues to the table
- *Ron Kerr, Idaho Transportation Department* – representing Patty Raino – responsible for coordination statewide planning project – developing ITD long range transportation plan 30 years – coordination–mobility-productivity-oversee metro planning process for six urbanized areas – went from three urbanized areas to six after 2000 census – made changes in how public transportation is organized in those areas – shift Boise metro area became a TMA – see how process would help carry out recommendation of long range plan

Kelli Fairless pointed out that lack of funding is a big issue and a funding proposal is being taken to the legislature in January for a local option sales tax. Legislators need to hear from their constituents.

Transportation to employment is another big issue. Bobby Ball reported that starting in January, Medicaid buy-in so can go back to work and not lose insurance, so hoping people with disabilities can go back to work, but they can't if they don't have transportation. Paratransit is too bogged down to get people to work on time.

Connie and Gail will be holding separate stakeholder one-on-one meetings over the next two days and will get more details in those interviews.

An overview of the Transportation Service Coordination Plan Project was provided through a PowerPoint presentation, which is available on the Valley Regional Transit .

Preliminary Identification of Service Gaps (SAFETEA-LU)

Discussion was held regarding preliminary identification of potential un-met needs in the federal transportation regulations. Discussion items included:

- 1 – Transit doesn't always go when/where needed
- 2 – Seniors require better access to transit
- 3 – No transit in Meridian
- 4 – Need to educate people with disabilities to use fixed route
- 5 – Destinations inaccessibility
- 6 – Train drivers- sensibility training, call stops, using lifts
- 7 – Transit to entry level jobs – affordable housing not near transit and service not available at hours when needed (evening – i.e. Micron, call centers, shifts)
- 8 – Shelters, sidewalks needed
- 9 – Paratransit: inflexible hours, over capacity, potential of latent demand to overwhelm
- 10 – Need to centralize
- 11 – No accessible taxis (15)
- 12 – Fixed routes do not serve all key destinations, forcing paratransit rides
- 13 – Public buildings not all located to be served by transit – land use decision need to be informed
- 14 – Local match funding a problem – need to unbundle transportation funding human services budgets

Preliminary Listing of Potential Coordination Activities

The project area includes Ada and Canyon counties. Discussion was held regarding which smaller county to look at, acknowledging there is travel between Gem County and Ada/Canyon counties and between Elmore and Ada/Canyon.

Discussion regarding criteria to select two supplemental counties included:

- 1 – Local support
- 2 – Destinations in Ada & Canyon counties, VA Hospital/medical, employment, education
- 3 – Opportunities to coordinate with proposed projects by others
- 4 – Expand on other existing services (i.e., VA bus)
- 5 – Number of people served
- 6 – Cost effectiveness, efficiencies, lack of duplication
- 7 – Ability to replicate elsewhere

The question was asked if two counties were needed to be included. It was pointed out that Gem County is similar to Elmore County. The counties were narrowed down to Payette, Owyhee, and Elmore County. Using the above noted criteria, members were asked to come back to next meeting and make a selection.

The next meeting date is to be determined. Linda will send out a survey to poll what week, day, and time will work best for the committee members.

The meeting adjourned at 11:00 a.m.

**Regional Coordination Council
Meeting Notes
Tuesday, November 14, 2006
9:00 a.m. to 11:00 a.m.
Meridian Police Department Conference Room
1401 E. Watertower - Meridian, Idaho**

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|---|--|-----------------------|
| Kelli Fairless, VRT | John Cunningham, COMPASS | Linda Ihli, VRT |
| Brian Jain, ID Comm for the Blind | Mike Blackaller, ID Comm for the Blind | Rebecca Hales |
| Don Kostelec, ACHD | Mike Priest, VR-Boise Services | |
| Chris Danley, ACHD | Elaine Clegg, ISG/Boise City Council | |
| Kirk Montgomery, ACHD | Sharon Duncan, Medicaid | |
| Terri Lindenberg, TVT | David Duro, TV Family YMCA | |
| George Knight, BSU | Mark Goodale, VR-Nampa/Caldwell | |
| Jan Raeder, Senior Solutions | Cindy Hill, Meridian Senior Center | |
| Butch Ragsdale, ITD | Sandy Streeter, Nat'l Federation for Blind | |
| Rich Stelling, CCOA | Cecelia Hockett, ACHD Commuteride | |
| Evie Tenorio, CCOA | M.C. Niland, WITCO | |
| Sarah Stobaugh, Boise School District | Patty Haller, Idaho Office for Refugees | |
| Judi Watkins, RSVP | Darrell Quist, Vocational Rehab | |
| Heather Wheeler, IDHW, Region IV | Ron Kerr, ITD | |
| Randy Woods, IDHW, Region 3 | | |
| Todd Wilder, LINC | | |
| Mary Barker, VRT | | |
| Leslie Felton-Jue, Collister Nbrhd | | |
| Noel Newhouse, Nat'l Federation for Blind | | |
| Tygh Hales, Nat'l Federation for Blind | | |
| Bobby Ball, ADA Task Force | | |

Members were welcomed and introductions were made.

Review Meeting Notes

Linda Ihli made note of a correction to the spelling of Terri Lindenberg's last name in the October 18, 2006 meeting notes listed under those present.

Kelli Fairless briefly reviewed the progress the Regional Coordination Council has made thus far beginning with a consultant selection which was made this summer. Connie Soper and Gail Murray from Nelson Nygaard attended the October RCC meeting where they kicked off the process to introduce the members to the transportation coordination planning process. A supplemental area is yet to be identified. It has been agreed that Ada and Canyon counties will serve as the core service area with the concept of having one or two supplemental counties that could represent other counties that might be traveling in to Ada and Canyon counties. The members have agreed that Gem County would be one of the supplemental counties. The plan will look at a strategy to coordinate transportation, with the plan divided into two parts:

- 1 *SAFETLU requirements which tie into ITD in terms of the application process*
and
- 2 *the actual coordination process in using existing resources more efficiently.*

Study Name

Members discussed a memo from Connie Soper, the consultant project manager for the coordination plan, and considered names for the coordination plan to help identify the project and help people understand the goal of the plan.

Name ideas consisted of:

- Connecting Communities – suggestion offered by consultants
- Need element of coordination plan in it
- TVTCP - Treasure Valley Transportation Coordination Plan
- Use Connecting Communities as tag line
- Human services transportation plan – does human services need to be part of the name?
- COMPASS already has Communities in Motion
- Have more descriptive name
- Convenient reference – TSCP
- Transportation Coordination Plan
- United We Ride
- Guidance document for stakeholders like ITD has Connecting Idaho

Following discussion of the plan name, the members agreed to stay with the Transportation Service Coordination Plan and once marketing has begun, come up with a more public name.

Supplemental County

Discussion was held regarding the supplemental county selection. Three options were offered by the consultant.

1. *Focus on one additional county*
2. *Include Gem & Payette counties*

3. *Include Gem & Elmore counties*

Terri Lindenberg asked for a statement clarification on page 6 of the RCC packet. In the Nelson Nygaard memo from Connie Soper under the Payette County section, the fourth bullet point should read:

- Coordination efforts are underway between Treasure Valley Transit and the Malheur County Council on Aging in Oregon to *provide public transportation to include medical transportation* from Malheur to Payette and Weiser.

It was pointed out that it is important that all stakeholders are involved in the coordination process. The scope of work was drafted through this group and driven by the stakeholders involved. Before the RCC members knew what the SAFETLU requirements were, the members wanted better coordination for transportation through this group. Members need to go beyond what is required, as true coordination needs to look at the entire system, not just three projects.

The comment was made that until the service gaps and unmet needs are met, which are listed on page 4 of the RCC packet, why go outside of Ada and Canyon counties.

Rich Stelling read an email statement from Cindy Hill who was unable to attend... "Why don't we concentrate on the current services and trying to help them become better before we take on additional counties?"

Kelli Fairless explained that the issue of the supplemental county is not to provide service, but to look at travel patterns moving in different directions and to help identify strategies for coordination with the primary focus on Ada and Canyon counties. A supplemental county would be a side project intended to inform the project and help understand how travel patterns work in and out of Ada and Canyon counties.

Following general discussion, the members agreed to look at the first recommended option of having one additional county, Gem County, with the primary focus being on Ada and Canyon counties.

Plan Alternatives and Stakeholder Outreach

Connie Soper will be invited to attend the meeting in December to facilitate discussion or provide discussion points to explore coordination alternatives. There will not be a meeting in January, but rather expanded stakeholder outreach will be done in January.

Kelli asked for feedback from the members as to what is the best way to reach the clientele that they represent so as to make sure they are part of the process. Who should we be accessing to start developing different coordination? What are the

needs and gaps assessment? What is best way to access your group – meetings or questionnaires? Then alternatives will be developed that we'll go back to them with. How do we get people around better and manage mobility better?

- Judi Watkins – questionnaire – sends out newsletter to 800 seniors quarterly – send out questionnaire used for distribution list that already have
- Leslie Felton-Jue – email distribution list to neighborhood association members – have monthly meetings except in summer – distribution list goes to larger number of people than come to meetings – flyer neighborhoods – **in the past BSU did a survey in the neighborhood and asked about accessibility and got feedback from that**
- Mary Barker – looking at two audiences – clients and providers – 2 different markets – gather info from both – clearly define the objective of the outreach – what projects stakeholders have that need to be in the coordination plan and how to more efficiently coordinate actual service – be clear about which component information is being gathered about.
- Kirk Montgomery – Commuteride has transportation coordinators that can access businesses – sending out direct questions as to what is not being met for your employee transportation – blanket email – are there people in your organization that are struggling with transportation needs that aren't being met if had a better network
- Randy Woods – Care Line 211 – have extensive distribution mailing list – email or direct - may do brief survey when people call in – Medicare Part D going on – volunteers working with elderly and disabled population now
- Sarah Stobaugh – representing employees and students – employees accessing transportation – may be gaps for students – working with VRT to work out those gaps
- Terri Lindenberg – Treasure Valley Medicaid Coalition – exploring alternative to brokerage model and mobility management in working with different providers throughout Treasure Valley – questionnaire – address concerns from individual providers
- Judy Watkins – questionnaire to seniors – we already know where the gaps and problems are – convey everyday when they call and ask for transportation – not sure would bring more info than already have -client calls and says bus can't take them where they need to go – senior bus only operates at certain time – asks them if they have a church family or friends – sometimes she has to pick them up herself – is there possibility of looking at restructuring the routes for seniors that need to get to grocery store and don't want to spend two hours
- Rich Stelling/Evie Tenorio – **in the last 18 months a needs assessment survey has been done which covers 10 counties – can get results from those** – also have a newsletter that goes to 1400 people in Canyon County and surrounding counties

- Brian Jain – we can already speak for the group – go to constituency – don't want to do a massive general questionnaire mailing, but if have a specific questionnaire – been through this before 10 years ago – nothing was ever done
- Tygh Hales – we've done the research – we know our needs – the need is transportation
- Jan Raeder – agree redundant to do questionnaire – ridership down – finding alternative transportation that seniors are using – most complaints for outlying areas – cities need to step up to the plate – have part time drivers - seniors choosing alternative transportation – use ACCESS – have subsidized taxi program with City of Boise – do transport to medical appointments and do go to St. Luke's Meridian – people aren't willing to pay – they look at it as an entitlement
- Todd Wilder - redundant to survey clients again
- Bobby Ball – tired of plans and surveys – we already know – need to get info that we have - need outreach to local jurisdictions – poll and survey them – how much money – if not why not – how many people - let's help cities/counties survey their residents and figure out what they need

Kelli responded that this has been done for 12 years and each entity has a cap of how much their budget can grow. Twenty million dollars a year is needed. The City of Boise puts in three million. What are they going to take away from? Are we going to have less police, cut back on fire, library?

Kelli Fairless remarked that the solution is a dedicated funding source for transportation. The citizens are going to have to step up to the plate and pay for services that they want and need. In the short term, there are things that could be done better with the resources already available and be more efficient. When a funding source is in place, the overall system can be enhanced. Kelli explained that extensive outreach both statewide and locally is being done to educate legislators, elected officials, and business leaders regarding a local sales tax option. The Coalition for Public Transportation has a list of supporters who support a funding recommendation, which will be taken to the legislature in the upcoming session. Local option could be used in other parts of the state.

The question was asked if any funding is available for marketing. Kelli Fairless responded that there is money for public outreach such as newspaper ads.

The December meeting will be devoted to looking at what has been done in the last couple of years as far as needs assessment surveys so we not re-inventing the wheel, as many groups have already done surveys in the past.

The discussion was summed up as follows:

1 – This has been studied to death.

- 2 - *Commit to bring to the December meeting what you have today and consultants will include that information in the gap analysis.*
- 3 - *Outreach to providers explaining what the availability capacity is today and how is that matched up in terms of alternatives.*

Bobby Ball requested a copy of the Coalition for Public Transportation funding recommendation draft legislation. Linda Ihli will email the draft legislation to her.

The December 12th RCC meeting agenda will include:

- 1 - *What are projects that qualify under these JARC, New Freedom and 5310 programs*
- 2 - *Input from surveying that has already been done in the past – needs and gaps*
- 3 - *List qualifying projects for federal dollars and develop alternatives*
- 4- *List existing projects already provided – bring to meeting in December*

The consultants will come up with two or three alternatives. Members were asked to keep the Scope of Work in mind, as well as, the two legs of the plan:

- 1 - *SAFETELU requirements*
- 2 - *broader piece – using resources more efficiently*

The Meeting Schedule for 2007 was reviewed. The meeting ended at 10:25 a.m.

Next Meeting

Tuesday, December 12, 2006

9:00 a.m.

Meridian Police Department

1401 E. Watertower

Meridian, Idaho

Regional Coordination Council Meeting Notes
Tuesday, December 12, 2006 at 9:00 a.m.
Meridian Police Department Conference Room -1401 E. Watertower –
Meridian, Idaho

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|---|---|------------------------------|
| Kevin Bittner, VRT | Bobby Ball, ADA Task Force | Linda Ihli, VRT |
| Mary Barker, VRT | Mike Blackaller, ID Comm for Blind | Rebecca Hales |
| Chris Danley, ACHD Comp. Planning | Elaine Clegg, ISG/Boise City Council | Connie Soper, Nelson/Nygaard |
| Kelli Fairless, VRT | John Cunningham, COMPASS | |
| Leslie Felton-Jue, Collister Nbrhd | Sharon Duncan, Medicaid | |
| Tygh Hales, Nat'l Federation for Blind | David Duro, TV Family YMCA | |
| Patty Haller, Idaho Office for Refugees | Mark Goodale, VR-Nampa/Caldwell | |
| Brian Jain, ID Comm for the Blind | Cindy Hill, Meridian Senior Center | |
| George Knight, BSU | Cecelia Hockett, ACHD Commuteride | |
| Terri Lindenberg, TVT | Ron Kerr, ITD | |
| Kirk Montgomery, ACHD Commuteride | Don Kostelec, ACHD | |
| Jan Raeder, Senior Solutions | Noel Newhouse, Nat'l Federation for Blind | |
| Butch Ragsdale, ITD | M.C. Niland, WITCO | |
| Rich Stelling, CCOA | Mike Priest, VR-Boise Services | |
| Evie Tenorio, CCOA | Darrell Quist, Vocational Rehab | |
| Judi Watkins, RSVP | Sarah Stobaugh, Boise School District | |
| Heather Wheeler, IDHW, Region IV | Randy Woods, IDHW, Region 3 | |
| Todd Wilder, LINC | | |

The meeting began at 9:05 a.m. with introductions.

Review Meeting Notes

The November 14, 2006 meeting notes were accepted by general consensus.

Consultant Briefing and Guiding Principles

Connie Soper, consultant project manager for the transportation service coordination plan, reviewed the progress to date on the plan and explained the two separate elements:

- 1- SAFETEA-LU plan where projects have to be derived from a human services transportation plan
- 2- Opportunities to improve coordination within the VRT core area

Members reviewed the guiding principles found on page 10 of the RCC packet.

- Item #8 – Linda Ihli will send a current RCC membership list to the members. If members have any information to share, they are asked to send it to everyone.
- Concern was voiced to ensure that a particular agency be notified if the content directly affects the agency so they are sure to have an opportunity to review the final document.

Members agreed to adhere to the guiding principles with the addition that if something directly affects an agency, that agency would be notified. Connie's goal is to have a draft SAFETEA-LU plan ready in February which will be considered at the March meeting. A description of existing services and recommendations in respect to coordinating human services in this region will be included in the plan.

SAFETEA-LU Plan

Connie Soper explained there are three fund sources subject to the SAFETEA-LU plan – JARC, New Freedom, and Section 5310. Nothing can be funded with these funds unless they are derived from the Transportation Service Coordination Plan. Stakeholder involvement and public outreach is required.

Discussion items included:

- Page 11 – 4th bullet point under “What are the project goals?” – add the word *projects*
to read - *Prioritize potential **projects** and/or strategies to address service deficiencies*
- Page 11 – last bullet point under “What will the plan consist of?” – add the word *projects*
to read - *Potential **projects** and strategies to mitigate gaps*
- 5310 projects – ITD issues applications in January and close in the middle of March - refer phone calls to Linda at VRT who will work with Kelli on who to route the calls to
- Need to be specific with description as funding estimates are based on a population formula when ITD makes decisions about funding
- Butch will forward to Connie a breakdown on dollar amounts for JARC and New Freedom
- Statewide open competitive process for JARC and New Freedom
- VRT is the designated recipient for JARC and New Freedom

- 5310 only program state gets involved in
- The plan is more broad – funding is up to the committee that determines the funding

Broader solutions/strategies might read:

- Job access to a certain place that is not currently served by public transportation that hires entry level jobs
- Provide service in outlying areas
- More evening service within Boise in order to get people to jobs
- Look at 5310 within the service area

Draft Plan Document

Discussion items regarding the draft plan document included:

Funding Sources reviewed:

- Job Access and Reverse Commute (JARC)
- New Freedom Program
- Elderly and Disabled Program (Section 5310)
- Page 15 - be more specific in the funding area
- Add hyper link to FTA regulations

Ada and Canyon County Demographic Profile

- Population comparisons – COMPASS updates population each year – last one adopted April 2006 - projections based on building permits approved
- Sense of continued growth of counties
- Series of maps will be included in the plan to illustrate particular concentrations of poverty, where public transportation is available, key activity centers, senior centers, medical facilities, and schools

Transportation Unmet Needs Assessment

- Add under public transit that the limited inter-county service is at or above capacity
- Consensus that after today won't talk about what needs assessments are, as those are already known
- Base preliminary findings on one on one interviews and documents and survey results that already exist
- Members are to forward other reports and survey findings that they are aware of to Connie Soper
- Rich Stelling will send on to Connie a CCOA senior needs assessments survey done 18 months ago that covered 10 counties
- Leslie Felton-Jue will provide a survey done by BSU
- VRT has a 2002 survey that was done during the planning process
- Mary Barker has the VRT marketing survey which was recently completed

Add to interview list:

- ADHD - ITD - COMPASS
- Blueprint for Good Growth – planners
- Chris Danley – ACHD Comprehensive Planning – ask how do we maintain a technical standard that makes the transit system work for everyone and at same time provide access to everyone
- Darrel Quist – Vocational Rehabilitation

Lack of availability

- When needed not there
- Need to understand what the physical barriers are that limit access
- Lack of awareness of available services – accessible information for the blind or in different languages - Mark Carnopis has provided large print maps for the Idaho Commission for the Blind- ICB looking at putting into Braille
- Never seen comprehensive survey for people with disabilities as difficult to get assessment of people with disabilities – 70% are unemployed
- Need travel training – have ability to get to bus stop but negotiating the parking lot is not possible - maybe someone with grant dollars could do travel training - several organizations doing the same thing – could there be an organization that would specialize in travel training
- Need common standards and training developed that would achieve goal of driver education
- Lack of ability to get to public meetings – People subject to the decisions can't always make it to the meetings where decisions are made
- Add - Ongoing survey assessment developed/reviewed on frequent basis
- Add - centralized info data base/coordination - resource guide
 - Mercy Medical Center - Free transportation for people in Nampa going to doctor appointments
 - ITD- website – email Butch and he'll add it on
- Need to administer and manage the plan – staff organization input – what managing and how many needed to manage and administer

Affordability

- Cost of insurance and fuel

Summary of Unmet Transportation Needs turn around into solutions:

Connie pointed out that if there is a need then the strategy is to provide that service.

- Remove environmental barriers – one time only cost unless a local match required
- Include sidewalks from bus stops to necessary destinations
- How do these needs fit into city's comprehensive plans
- Look at Blueprint for Good Growth
- Feasibility - what would it take to amend the local city plan
- Eventually have dedicated funding for transit

- Set foundation and prioritize the criteria
- Add- A need for better integration of public transportation into city and local jurisdiction planning process
- Find links – we don't build sidewalks, but ACHD does
- Look at feasibility of public transit vehicles going into public parking lots and talk to owners of store
- Try to get corporate entities to put sidewalks across parking lot
- Maybe have bus stops within parking lot
- Bus pull outs
- Technical standards – so have a fixed route that works
- Cooperation in organizations in purchasing vehicle together – cooperate with each other to coordinate services
- Foundation has been put in place today – projects that seem impossible today may be possible some day when a funding source is available

Connie will flip the needs into strategies and do some consolidation and describe in more detail.

Inter-county Coordination

Connie reviewed the coordination information provided in the packet and pointed out examples of case studies that involved:

- Information sharing – links to websites - common training
- Cooperation – resource sharing purchase service from another – share dispatch and scheduling of trips – share maintenance
- Consolidation

The following suggestions were made for the next meeting:

- Ask - If could accomplish one thing, what would it be?
- Ask - If could define coordination, what would it look like?
- Develop a questionnaire that staff could take to people that work for the various agencies and get a more targeted perspective from human service people.
- Have a wish list and prioritize the wish list
- Project that is doable – define a reasonable goal and then grow and expand on it
- Find achievable ways for people to work together and develop relationships
- Work together to maximize resources

Connie will create a template for a questionnaire.

Members reviewed the revised 2007 meeting calendar.

The January 9, 2007 agenda will include:

- List of strategies and criteria
- Social service transportation inventory

- Coordination strategies
- Public outreach

The meeting ended at 11 a.m.

Next Meeting

Tuesday, January 9, 2007

9:00 a.m.

COMPASS

800 S. Industry Way

Meridian, Idaho

**Regional Coordination Council
Meeting Notes
Tuesday, January 9, 2006
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100 – Meridian, Idaho**

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|--|--|---------------------------------|
| Bobby Ball, ADA Task Force | Kelli Fairless, VRT | Connie Soper, Nelson/Nygaard |
| Kevin Bittner, VRT | Mike Blackaller, ID Comm for the Blind | Gail Murray, Nelson/Nygaard |
| John Cunningham, COMPASS | Mike Priest, VR-Boise Services | Linda Ihli, VRT |
| Sharon Duncan, Medicaid | Elaine Clegg, ISG/Boise City Council | |
| Mark Goodale, VR- Nampa/Caldwell | David Duro, TV Family YMCA | |
| Patty Haller, Idaho Office for Refugees | Kirk Montgomery, ACHD | |
| Brian Jain, ID Comm for the Blind | Cindy Hill, Meridian Senior Center | |
| Terri Lindenberg, TVT | Don Kostelec, ACHD | |
| M.C. Niland, WITCO | Cecelia Hockett, ACHD Commuteride | |
| Jan Raeder, Senior Solutions | Tygh Hales, Nat'l Federation for Blind | |
| Butch Ragsdale, ITD | Sarah Stobaugh, Boise School District | |
| Rich Stelling, CCOA | Darrell Quist, Vocational Rehab | |
| Evie Tenorio, CCOA | Ron Kerr, ITD | |
| Judi Watkins, RSVP | Randy Woods, IDHW, Region 3 | |
| Heather Wheeler, IDHW, Region IV | Noel Newhouse, Nat'l Federation for Blind | |
| Todd Wilder, LINC | Leslie Felton-Jue, Collister Nbrhd | |
| | Mary Barker, VRT | |
| | George Knight, BSU | |
| | Chris Danley, ACHD Comprehensive Planning | |

The meeting began at 9:00 a.m. Kevin Bittner welcomed those present and introductions were made.

Review Meeting Notes

The notes from the December 12, 2006 meeting were reviewed. M.C. Niland noted that she was present at the December meeting, but was listed as not present. The notes will be corrected.

Potential Solutions and Strategies

Connie Soper reviewed the guiding principles from the last meeting and noted #7 was added –“Entities affected by proposed project recommendations will be directly informed and given an opportunity to comment”. The sequence of the principles was also re-ordered.

Discussion was held regarding the potential solutions and strategies, and the members voted as to how they would prioritize the strategies.

- Improve/Expand Fixed Route Services – 11 votes
 - Judi Watkins – page 8 - Does “Improve/Expand Fixed Route Service” include route restructure? Connie will include.
 - Terri Lindenberg understood the “Establish one stop call center or clearinghouse or scheduling paratransit trips” was already set up. Kevin Bittner responded that the infrastructure is set up at VRT connected with Commuteride and with First Transit, and working toward Boise connection.
 - Connie Soper clarified that purpose of the discussion is to make sure what the strategy might look like to improve the needs
 - Butch Ragsdale asked if there is a long range plan if the money was available to expand a fixed route to Meridian. Kevin Bittner answered that VRT has a six year long range plan with high growth and low growth scenarios, and Meridian has its own transportation plan. Meridian Planning can be contacted to get their plan.
- Improved Paratransit Services – 10 votes
 - Call Center – Judi Watkins suggested coordinating with statewide 211 number
 - Following discussion on a single call center referral or evolving into a brokerage, the members advocated a referral center that actually makes the appointment.
- Comprehensive training program for transit provider staff – 4 votes
- Comprehensive travel training program for new users of the fixed route system – 4 votes
 - Patty Haller – add factors of working with language barriers and cultural barriers-disability awareness
 - Brian Jain – he can do some group training on how to get on and off the bus and how to use the fare box, but barriers in getting to particular areas can’t be done in group training – need individual training
- Strategies to address affordability of transit – 2 votes
- Improve or expand transportation to access entry level job sites – 1 vote
- Improve transit infrastructure – 4 votes

- Bobby Ball - add to improve public involvement strategies so when transit providers want to move forward with a specific service or grant to broaden who they send that to
- Mobility Management – provide staffing to implement coordination activities – capital project – lower match requirement – out of 100 % 80 could be covered by grant funds and 20% local match – 8 votes
- Existing funds could be used to set up infrastructure – ongoing would depend on local option tax
- Add better integrating land use/transportation policies, funding, and planning – 4 votes

Evaluation Criteria

Connie Soper explained that these strategies will be included in the SAFETEA-LU Plan. Members were each given three dots to prioritize the nine strategies to select the most important to pursue. (See vote numbers listed above.) When solicitation for projects are made requesting the funds, the expectation is that they would match up with these priorities.

The top vote getters were:

- 1 - Improve fixed route services
- 2 - Improve paratransit services
- 3 - Mobility management to enhance coordination

It was noted that if the fixed route is improved, paratransit will also improve. Kevin Bittner suggested that if members were to prioritize using existing funding, the vote would have turned out differently. The suggestion was made to have a strategy to set up once transit funding is obtained and also a separate strategy to use the current funding available to the best of our ability right now. JARC funding is approximately \$100,000 for Boise and Nampa urbanized area. New Freedom is approximately \$60,000 for each urbanized area. Butch Ragsdale provided the exact breakdown of funds to the members.

Prioritization Exercise

A prioritization exercise was conducted to apply the evaluation criteria to the identified strategies. Connie explained prioritization criteria:

- 1 – Project meets documented need – weight 60% - suggestion was made to be consistent with plan name of Transportation Services Coordination Plan
- 2 – Project is cost effective – weight 20% - take word “sufficient” out
- 3 – Project Oversight/Coordination – weight 20%

Human Service Transportation Inventory

A preliminary inventory of human service transportation providers which includes older adults, low income, and people with disabilities was discussed. Connie will get information directly from Sharon Duncan at Medicaid and from the City of Boise for the Scrip program. Members were asked to send an email to Connie or

Linda if they know of any other groups. Connie asked if the members thought their people would be more responsive to getting an email with an online link to complete or a paper copy. Connie will send out a letter under COMPASS letterhead notifying the providers that we will be asking for their participation. A copy of the information and weblink will be included in the notification letter. The inventory will help to get a sense of the level of funding that is available for human service transportation. It will also educate other agencies of what money is available to fund transportation. Jan Raeder noted that Script is not an acronym. Judi Watkins asked that RSVP be taken off the social service providers list as RSVP does not provide transportation.

Continuum of Coordination Strategies

Gail Murray reviewed the continuum of coordination strategies included in the packet which gave specific examples of ways other agencies used their resources to make them go further. The following strategies were highlighted:

- 1 – Networking
- 2 – Cooperation
- 3 – Resource sharing
- 4 – Collaboration
- 5 – Consolidation

Members were asked what can be done right now to coordinate more and make current resources go further and stretch them by coordinating with one another. Members listed what is being done now under each category and what could be done in the future:

| Current Efforts-Networking | Future Effort - Networking |
|--|---|
| RCC – meetings regularly | Plan should advise ie: ongoing issues |
| IWG – statewide | Prioritize projects |
| Interfaith Alliance | Integrate land-use/transportation |
| Care centers | Better links to websites-customer service |
| VRT-COMPASS – Committees | Make Coalition for RPT aware of these efforts |
| TVT offers training thru rural areas Pass training CPR/First aid Defensive driving Emergency preparedness | |
| Customer Services | |
| Chambers of Commerce | |
| Coalition for RPT | |
| Current Efforts-Cooperation & Resource Sharing | Future Effort-Cooperation & Resource Sharing |
| Open mindedness | Sources of drivers |
| Creativity | Many care centers have minivans for clients |
| Finding out resources that not aware of | Roadblocks not always \$\$ |
| Idaho Commission for Blind has a van that is underutilized | Strategies to find drivers, operating expenses |
| Care center vans Senior center vans Insurance coverage | Rotaries, other service clubs-volunteer drivers |
| Inventory of hours of operations of all systems VR/Boise does not operate on Sunday VR-Nampa/Caldwell does not operate on Sat/Sun | Mobility Manager-to pull it all together |
| Volunteer driver programs CCOA-Rich Stelling RSVP-Judy Watkins- umbrella insurance policy - pay for insurance so all volunteers are covered from home to volunteer site and home | 211-invite Pat Williams to meeting |
| Senior Medicaid program CCOA-use own vehicle–assume liability | |
| Encourage volunteers to provide transportation | |
| TVT – works with senior centers if van goes down share vehicle | |
| ITD website | |
| Other website – BBG - CIM | |

Members were given a homework assignment of a task that could be accomplished immediately. The assignment is to list website links that could be considered to put on other websites. Butch Ragsdale will add them to the ITD website, which is: www.itd/Idaho.gov Click on public transportation and pull up a map of the state.

Butch explained that the site identifies taxi, vanpools, and rural transit systems in an attempt to include anything and everybody that provides transportation.

Gail suggested the group choose one thing and work on it. Gail and Connie will be at the March meeting.

The meeting ended at 11:00 a.m.

Next Meeting

Tuesday, February 13, 2007

9:00 a.m.

COMPASS

800 S. Industry Way

Meridian, Idaho

**Regional Coordination Council
Meeting Notes
Tuesday, February 13, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100 - Meridian, Idaho**

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|---|---|---------------------------------------|
| Mary Barker, VRT | Bobby Ball, ADA Task Force | Connie Soper, Nelson/Nygaard-by phone |
| John Cunningham, COMPASS | David Duro, TV Family YMCA | Gail Murray, Nelson/Nygaard-by phone |
| Kelli Fairless, VRT | Patty Haller, Idaho Office for Refugees | Kevin Bittner, VRT |
| Leslie Felton-Jue, Collister Nbrhd | Brian Jain, ID Comm for the Blind | Linda Ihli, VRT |
| Tygh Hales, Nat'l Federation for Blind | Terri Lindenberg, TVT | Rosemary Curtin, RBC Inc. |
| Cindy Hill, Meridian Senior Center | M.C. Niland, WITCO | Rebecca Hales |
| George Knight, BSU | Darrell Quist, Vocational Rehab | |
| Kirk Montgomery, ACHD | Butch Ragsdale, ITD | |
| Noel Newhouse, Nat'l Federation for Blind | Rich Stelling, CCOA | |
| Jan Raeder, Senior Solutions | Evie Tenorio, CCOA | |
| Sarah Stobaugh, Boise School District | Heather Wheeler, IDHW, Region IV | |
| Judi Watkins, RSVP | Randy Woods, IDHW, Region 3 | |
| Todd Wilder, LINC | Mike Blackaller, ID Comm for the Blind | |
| Marcie Young for Sharon Duncan, Medicaid | Mark Goodale, VR-Nampa/Caldwell | |
| | Mike Priest, VR-Boise Services | |
| | Chris Danley, ACHD Comprehensive Planning | |
| | Cecelia Hockett, ACHD Commuteride | |
| | Don Kostelec, ACHD | |
| | Elaine Clegg, ISG/Boise City Council | |
| | Ron Kerr, ITD | |

The meeting began at 9:05 a.m. with introductions. Kelli reminded those that received a transportation inventory survey to please complete the survey online at www.surveymonkey.com/vrtsurvey

Review Meeting Notes

The members reviewed the notes from the January 9, 2007 meeting. Butch Ragsdale requested (by email) that the last sentence under Evaluation Criteria read as follows:

Butch Ragsdale provided an estimate of program funding if project awards are allocated based on area populations. FTA must first approve the state's method for fairly and equitably distributed funds through the state when ITD submits its state management plan and selection criteria process to FTA.

Transportation Service Coordination Plan Update

Rosemary Curtin, meeting facilitator, pointed out the two fact sheets included in the packet which outline the components of the Transportation Service Coordination Plan, SAFETEA-LU and Improving Intercounty Connections. Kelli Fairless remarked that the last two meetings had been specifically regarding the SAFETEA-LU plan.

Improving Intercounty Connections Goals

The Project Goals from page 8 of the packet were reviewed. The suggested additions or comments are in ***bold italics***.

- Identify and document coordination strategies for the core service area.
- Identify and articulate benefits of coordination with communities outside ***and within*** VRT's core services area of Ada and Canyon counties.
- Develop a range of alternatives intended to enhance coordination - ***with communities outside and within the service area.***
- Establish evaluation criteria and identify data that can assess feasibility of alternatives.
- Reach consensus on up to three plan alternatives for more detailed analysis and prioritization by stakeholders. (***DELETE more detailed analysis***)
- Identify peer model programs with similar characteristics
- Recommend relevant coordination activities (***Implementation- identify easiest for immediate success***)
- What kind of organization structure used to implement (***Implementation***)
- ***Coordinate marketing and share services.***

Discussion was held regarding combining bullet 1 & 3 or did bullet 3 arise out of the first two. After discussion, the members agreed it was important to look beyond the core service area to look at opportunities as to where to begin to collaborate and coordinate. It was pointed out that the goals should not be so ambiguous that they can't be accomplished.

General discussion was held regarding the sequence on page 9. Following discussion, the consensus was to move the 5th bullet point to the 2nd bullet point under March-April 2007 which would then read as follows:

- Identify possible coordination models
- Identify peer programs with similar projects
- Develop evaluation criteria
- Apply criteria to coordination models
- Identify up to three strategies most feasible to pursue

Challenges

Rosemary explained that she took the responses from the January 2006 meeting in answer to the question of how a coordination plan can help member clients and what the challenges are. The 21 total comments broke down to the following: (The items in ***bold italics*** were added following discussion of the challenges.)

- 1 – Funding – need more, explore different funding sources ***revenue and costs – how to share costs/share current funding – reduce cost***
- 2 – Competing and conflicting interests – ***regulatory conflicts***
- 3 – Diversity of needs & services provided and the understanding of each others systems

- 4 - Coordination with clients, agencies, and cities/counties
- 5 - Communication - ensuring all are on the same page
- 6 – Education
- 7 – Look at transportation in a broader perspective in land use, sidewalks, and streets - ***pattern of land use will create a challenge***
- 8 - ***Managing expectations – not overnight solutions***
- 9 – ***Lack of systematic efforts to address barriers***

Rosemary pointed out that when the three priorities have been identified, the priorities will address the challenges/barriers as part of the implementation.

Prioritization Criteria

The question was asked if the same criteria can be used for both the SAFETELU projects and coordination. Connie Soper responded that each project should include oversight and coordination and have an operations plan, implementation steps, and timelines for carrying out the plan. Discussion was held regarding project versus strategy and if the goal is to better coordination service, the word coordination should be included. The suggestion was made that wherever there is the word *project* to insert the words *coordination strategy*. Ask does that strategy support the planning that has already gone on? Are we able to address the barriers? Be more specific with a strategy versus a project. The idea is to take the project being considered and make sure it meets the criteria.

1. Project/ ***coordination strategy*** meets documented need – weight 60%
2. Project/ ***coordination strategy*** is cost effective – weight 20% - ***take word “sufficient” out of first sentence***
3. Project/ ***coordination strategy*** – Oversight/coordination – weight 20%
 - ***(Add bullet) Support current planning – strategies complement broader regional planning efforts that already have***

Areas of Coordination

The members brainstormed possible opportunities for coordination using the continuum of networking, cooperation, resource sharing, collaboration, and consolidation.

Networking

- Outreach to constituents/consumers - mail distribution list and monthly meetings
- Develop list of available services – information sharing
- 2 way communication – constituent to provider & provider to constituent
- Resource list for service providers of available services
- 211 System
- Communicate projects – internal/external website/newsletter

Cooperation – *informal*

- Outgrowth of networking
- Regular contact such as regular RCC meetings
- Look beyond represented group to other needs in community
- Know limits & barriers – add to criteria
- Commitment to sharing information - establish procedures for communication - clearinghouse

Resource Sharing

- Data base of resources
- After hours van pool/school buses-summer/city buses–mid-day – barriers w/federal regulations
- Pool marketing services from all participants

Collaboration – *formal agreement between or among agencies without actually going the step of consolidation into one agency*

- Joint grant writing
- Using available equipment off hours
- Centralized referrals
- Public/private collaboration – private providers supplement
- Storage maintenance-driver pools
- Standards & training – procurement – insurance – fuel – backup vehicles - dispatch
- Managing regional assets – look at assets as a pool of assets – sharing assets – human resources – dispatch
- Formalize planning efforts

Consolidation - *collaboration will evolve into consolidation*

- Marketing/outreach programs – speak with unified message to the public
- Clear communication of what assets are available
- Identify models of consolidation where each agency maintains identity
- Brokerage service
- Planning to consolidate services

Rosemary noted that the meeting discussion would be summarized in the notes. She recommended that the next meeting focus on using the criteria to help select what three strategies the members want the plan to focus on. Kelli summarized that Connie Soper and Gail Murray will take this information and work to identify possible projects.

The meeting ended at 10:50 a.m.

Next meeting

Tuesday, March 13, 2007

9:00 a.m.

COMPASS

800 S. Industry Way

Meridian, Idaho

**Regional Coordination Council
Meeting Notes
Tuesday, March 13, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100 - Meridian, Idaho**

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|--|---|---------------------------------|
| Mary Barker, VRT | Bobby Ball, ADA Task Force | Connie Soper, Nelson/Nygaard |
| John Cunningham, COMPASS | Mike Blackaller, ID Comm for the Blind | Gail Murray, Nelson/Nygaard |
| Sharon Duncan, Medicaid | Elaine Clegg, ISG/Boise City Council | Kevin Bittner, VRT |
| Kelli Fairless, VRT | David Duro, TV Family YMCA | Linda Ihli, VRT |
| Leslie Felton-Jue, Collister Nbrhd | Mark Goodale, VR- Nampa/Caldwell | Rebecca Hales |
| Tygh Hales, Nat'l Federation for Blind | Brian Jain, ID Comm for the Blind | |
| Patty Haller, Idaho Office for Refugees | M.C. Niland, WITCO | |
| Cecelia Hockett, ACHD | Mike Priest, VR-Boise Services | |
| George Knight, BSU | Darrell Quist, Vocational Rehab | |
| Terri Lindenberg, TVT | Jan Raeder, Senior Solutions | |
| Noel Newhouse, Nat'l Federation for Blind | Sarah Stobaugh, Boise School District | |
| Bob Quinn, for Cindy Hill, Meridian Senior Center | Judi Watkins, RSVP | |
| Butch Ragsdale, ITD | | |
| Rich Stelling, CCOA | | |
| Evie Tenorio, CCOA | | |
| Heather Wheeler, IDHW Region IV | | |
| Todd Wilder, LINC | | |

Kelli Fairless welcomed those present and introductions were made.

Review Meeting Notes

The members reviewed and accepted the notes from the February 13, 2007 meeting.

Review Status of SAFETEA-LU Draft Plan

Kelli Fairless reviewed the two phases of the Transportation Service Coordination Plan

1 - SAFETEA-LU – required coordination plan in order to use federal funds using strategies that fit those funding sources

2 – Broader coordination strategies – look at service area of Ada and Canyon counties with Gem County as a supplemental county

Key Elements of the Plan

Connie Soper reported that after today's meeting the draft of the SAFTEA-LU plan will be completed with graphics and maps and sent out to the members for comments to be returned by March 30th, with the final draft out by April 3rd. The RCC will meet April 10th to endorse the plan for public comment and for approval by the VRT Board on May 16th. Connie reviewed the chapters in the plan as outlined in the meeting packet.

- *Chapter 1* – Three funding sources - JA/RC, New Freedom, and Section 5310
- *Chapter 2* – Results of human service providers needs assessment.
- *Chapter 3* – Stakeholder involvement and public participation which provides baseline information for the rest of the plan.
- *Chapter 4* – Identifies 33 entities of which 21 provider surveys were received back out of the 33 sent out for a 64% response rate. This chapter summarizes the key findings. The agencies are listed on page 14 of the packet. The majority of the agencies are senior programs or medical care facilities.
- *Chapter 5* – Summarizes the process to meet unmet needs and come up with prioritization strategies.

A proposed process to identify projects that will be funded was distributed to the members. The process includes:

- Selection Committee - project selection by COMPASS staff
 - Selection Committee will present to VRT Board. VRT has direct responsibility to select the projects and has authority over some of the funds. Projects that VRT has direct authority over will be submitted to COMPASS TIP to apply for federal funds.
 - ITD has to certify part of the plan, which will be forwarded to ITD.
 - COMPASS will take the lead to solicit projects, conduct the process, and direct the selection process.
 - VRT will look to RCC members in selection to avoid conflict of interest.
- *Chapter 6* – segue between SAFETEA-LU into the next element of the plan.

Discussion was held regarding grant applicants being informed that adopting this plan is part of the process. John Cunningham will ask John Witmer to forward the

FTA language to him. Once a grant is awarded, the grantee reports to VRT where VRT is the designated recipient and to ITD where ITD is the designated recipient.

Discussion was also held regarding the enabling statute which charges VRT to coordinate transportation in this region which involves managing the assets as to who is out there and what they do. It was pointed out that Commuteride has an outstanding employer outreach. COMPASS has a process in place for project prioritization. VRT has infrastructure in place to manage budget. The purpose of the coordination plan is to maximize the resources already available and to stay away from duplication. The planning process will include a pre-application meeting where applications could be put together to make a stronger application to maximize what is available and try to create opportunities to coordinate. It was pointed out that periodically the question could be asked if the right kinds of applications are coming in and if not, call for particular projects.

Public Outreach/Participation on Draft Plan

Public outreach will include:

- Plan placed on VRT, COMPASS, ITD, Collister Neighborhood Association websites and other RCC websites and invite comments
- Open houses in Ada & Canyon counties
- RCC members to distribute the plan to the constituents they represent
- Kelli Fairless will meet with some stakeholders to get individual input and walk through the plan
- John Cunningham will ask Toni Tisdale to distribute to the TIP list

Transportation Service Coordination Plan: Next Steps

The findings and meeting summary from the February 13 meeting were reviewed. The inter-county coordination goals and challenges in implementing the inter-county coordination goals were pointed out. The members reviewed and confirmed the Revised Goals and Objectives.

Gail Murray reviewed the preliminary coordination strategies which could be projects to submit or what the RCC could do as an ongoing strategy. The goal in April is to narrow the list down to no more than three strategies to work on in the future.

NETWORKING

Broadening Networking Forums

It was suggested to perhaps expand the RCC and invite in other groups as this is a Transportation Human Service Plan. By including other groups, the human service needs could be better understood. Discussion included:

- Interfaith alliance
- 211 system is referral for human services

- **Add the 511 System** – transportation information clearing house – in spirit of eliminating duplication may be regional mirror of the 211 program
- Communities in Motion – networking & outreach completed – networking in sharing information through contact list – John Cunningham can provide contact list – implementation of Communities in Motion offers opportunities to influence decision policy makers – suggested to **move Communities in Motion to Advocacy**
- Medical facilities and care centers
- Sources of information for clients – resource of information for providers – website should be accessible by provider as well as client

Joint Marketing & Customer Service

VRT and Commuteride – broaden marketing to other groups

Example – comprehensive brochure to new residents to include care facilities, senior centers, and taxis so know all the options available

Website links

ITD – include human service and other agencies link

COOPERATION

Advocacy – issue as a group advocate with backing and approval of own boards –

- **Add - Communities in Motion – offers opportunities to influence decision policy makers**
- **Add - Neighborhood Associations apply for grants**

Inter-jurisdictional Service Connections – make connections easier between agencies/vanpool

RESOURCE SHARING

Vehicle sharing – lending out vehicles not used all the time – charge a fee for insurance and maintenance

- Financial resource – agency has vehicle
- Vehicle resource – agency doesn't have vehicle

Community-based ADA Supplemental Service

Seattle example – give vehicles that are no longer in use to a non-profit agency, but stipulate they have to provide a certain number of paratransit trips. It costs \$19 to \$20 to provide a trip on ADA paratransit. A non-profit can do it for less than that and the agency has use of the vehicle.

COLLABORATION

Joint purchasing – fuel – maintenance – insurance – purchase at volume – help non-profit with budget

Joint driver training – charge a fee – non-profits better trained drivers - include ADA sensitivity training

Expanded Vanpool Program –VRT might join with Commuteride and try a vanpool route to see if there is demand for that pilot route and to see if new routes are viable.

CONSOLIDATION

Mobility Management

- Take resources and manage in a way to decrease costs for everyone
- Referral – direct to appropriate place to meet needs
- Coordination travel training program – one agency takes all resources – reduce duplicity – manage resources better
- Technology
- Develop transit ambassador program – mentor

Discussion was held regarding combining some of the items as Resource Sharing could evolve from Cooperation. The question was asked if there are different ways of phrasing the individual headings. Peer review examples will be brought back in April such as Ride Connection in Portland where the agency identity is kept.

A “first cut” at identifying coordination strategies most fruitful to pursue was conducted in a round robin format:

- Cecelia Hockett– vehicle sharing and driver training are important – everyone benefits
- Patty Haller – mobility management
- Leslie Felton-Jue – include ADA sensitivity training in driver training/vehicle sharing
- Butch Ragsdale – local stakeholders – opportunity for existing services after hours and weekends
- Bob Quinn – vehicle sharing – sees a roadblock as far as insurance and maintenance goes – makes sense to share
- Sharon Duncan – mobility management – grant money to expand 211
- Connie Soper responded that it is noted in the SAFETEA-LU circular that 80/20 match can be used for capital expense.
- George Knight – under Mobility Management “Develop Transit Ambassador Programs” – ***change the word “Ambassador” to “Pathfinder”***

- Heather Wheeler – mobility management –how did they come about – how did they get started – how are they funded – other characteristics of the program
- Kelli Fairless – evolve mobility management – what are the steps to get there
- Butch Ragsdale – development of mobility management

Connie and Gail will evaluate the discussion and look at how each strategy fits in with the following criteria which the RCC members have agreed upon by consensus:

- Supports & complements project goals
- Feasibility of implementation
- Cost effectiveness and long term sustainability

Connie and Gail will make recommendations and report on how they came to those conclusions. Members were asked to send ideas on to Gail and Connie. Butch Ragsdale pointed out in District III St. Marks is applying for 5310 money which is a local example.

The April meeting will seek conclusion on the SAFETEA-LU Plan.

Mary Barker suggested that after the three ideas are selected to keep the other ideas so they aren't lost. Connie responded that they will be put in the report as an appendix to the plan. Kelli Fairless suggested looking at the broader categories.

Looking ahead: April RCC meeting

- Identify Peer Programs
- Apply criteria to remaining coordination strategies
- Prioritize up to three strategies most feasible to pursue

Next meeting

Tuesday, April 10, 2007

9:00 a.m.

COMPASS

800 S. Industry Way

Meridian, Idaho

Town Hall Meetings

**Regional Coordination Council
Meeting Agenda
Tuesday, April 10, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100 - Meridian, Idaho**

I. Welcome

II. Review Meeting Notes Pages 2-6
Members will review and finalize the notes from the March 13, 2007 meeting.

III. SAFETEA-LU Draft Plan Pages 7-28
(a) Request endorsement from RCC to release draft SAFETEA-Lu Plan for public comment and to submit it to the VRT Board
(b) Public Outreach – Public Open House dates
Tuesday, April 17th at Nampa Civic Center from 4:00 p.m. to 7:00 p.m.
Thursday, April 19th at Boise City Hall from 4:00 p.m. to 7:00 p.m.

IV. Transportation Service Coordination Plan Pages 29-55
(a) Review findings from the evaluation of coordination strategies
(b) Seek consensus position on three preferred alternatives

V. Looking ahead: May 8, 2007 RCC meeting
(a) Review peer review findings for three alternatives
(b) Review findings from Gem County interviews
(c) Reach consensus on one preferred alternative to develop further for the final plan

VI. Other Business

VII. Next meeting
Tuesday, May 8, 2007
9:00 a.m.
COMPASS
800 S. Industry Way
Meridian, Idaho

**Valley Regional Transit
Regional Coordination Council
Tuesday, April 10, 2007
COMPASS - 800 S. Industry Way, Suite 100 - Meridian, Idaho**

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|---|--------------------------------------|---------------------------------------|
| Mary Barker, VRT | Kevin Bittner, VRT | Connie Soper, Nelson/Nygaard |
| Bobby Ball, ADA Task Force | Elaine Clegg, ISG/Boise City Council | Gail Murray, Nelson/Nygaard –by phone |
| John Cunningham, COMPASS | Sharon Duncan, Medicaid | Linda Ihli, VRT |
| Leslie Felton-Jue, Collister Nbrhd | David Duro, TV Family YMCA | Rebecca Hales |
| Tygh Hales, Nat'l Federation for Blind | Kelli Fairless, VRT | |
| Patty Haller, Idaho Office for Refugees | Mark Goodale, VR-Nampa/Caldwell | |
| Kirk Montgomery for Cecelia Hockett, ACHD | Cindy Hill, Meridian Senior Center | |
| George Knight, BSU | Brian Jain, ID Comm for the Blind | |
| Noel Newhouse, Nat'l Federation for Blind | Terri Lindenberg, TVT | |
| Jan Raeder, Senior Solutions | M.C. Niland, WITCO | |
| Sarah Stobaugh, Boise School District | Mike Priest, VR-Boise Services | |
| Judi Watkins, RSVP | Darrell Quist, Vocational Rehab | |
| Todd Wilder, LINC | Butch Ragsdale, ITD | |
| Randy Woods, IDHW, Region 3 | Rich Stelling, CCOA | |
| | Evie Tenorio, CCOA | |
| | Heather Wheeler, IDHW Region IV | |

The meeting began at 9:10 a.m. with a welcome by Mary Barker. Member introductions were made.

SAFETEA-LU Draft Plan

Connie Soper reviewed the comments received from the RCC members regarding the SAFETEA-LU Draft Executive Summary of the plan and explained how the version in the today's packet differed from the plan presented last month. The comments and responses from pages 8 and 9 of the meeting packet were reviewed. Connie explained that the members will have another opportunity to see the entire plan with the appendices added, as well as an expanded discussion on needs assessment and the criteria to support discussion of the selection process. The plan will be sent to the RCC members for distribution to their clients and posted on the VRT website as well as other member websites including COMPASS, ITD, Collister Neighborhood Association, and the ADA Task Force and will be available for the public open houses which will be held on Tuesday, April 17th at the Nampa Civic Center and Thursday, April 19th at Boise City Hall. Both open houses will be from 4:00 p.m. to 7:00 p.m.

The cut off date for receiving public comments will be May 4th. The Regional Coordination Council meets again on May 8th and will see the plan before it goes to the VRT Board on May 16th. The opportunity for public comment will also be available at the May 16th VRT Board meeting.

By general consensus, the members agreed to put the plan out for public comment.

Transportation Service Coordination Plan

Connie reminded the members of the criteria for selecting coordination strategies:

- Supports and complements project goals
- Feasibility of implementation
- Cost effectiveness and long term sustainability

Connie Soper and Gail Murray previously met and reviewed the pros and cons of the various strategies and ranked them low, medium, and high as listed below. Following discussion of each of the strategies, the members voted on the potential coordination strategies giving their top three choices from the high and medium-high categories to seek a consensus position on three preferred alternatives. The top vote getters are highlighted in **bold**.

| Strategy | Rank | Votes | Discussion Notes |
|---|--|----------|--|
| Networking | Medium | NA | Direct benefit to customers |
| Vehicle Sharing | High | 2 votes | Would directly provide benefit to customers if could work through challenges such as insurance and driver training |
| Community Based ADA Supplemental Service | Medium High - Potential for direct benefits for both public agency and other agency | 7 votes | Public transit operator responsible for delivering ADA services or other local municipality could give vehicles to community based agencies on condition that agencies provide a certain number of ADA trips. Limited candidates to take lead. <ul style="list-style-type: none"> • What if no vehicles because of limited fleet • Other options might be government agency that might have vehicles they would want to retire • Preferable for vehicles to be lift-equipped, but large portion of population is ambulatory • Maybe look into vehicle sharing at the same time |
| Joint Purchasing | Medium Low | NA | Purchase fuel with larger agencies - sometimes agencies have very strict procurement policies |
| Driver Training | Medium as provide immediate benefit both to customers and transit agency | | TVT does already provide drivers training for own drivers and other agencies – also provide sensitively training, awareness, how to operate equipment, defensive driving – could build upon program already set up rather than duplicating efforts |
| Travel Training | High | 10 votes | Rated high because several RCC members indicated an interest in pursuing a coordinated travel training program that would teach people how to use fixed route transit. Strong stakeholder support would directly benefit customers. Note: A suggestion was made to also include training for fixed route drivers to this strategy. |
| Expanded Vanpool | Originally Medium – consensus to change to Medium High as infrastructure already there | 1 vote | Service to job sites and entry level positions during off peak hours, in particular to serve low income persons who are transit dependant – meet needs that can't be met through fixed route ACHD has infrastructure in place-willing to provide technical expertise |
| Enhanced pedestrian access (Improving Access to Transit) | Originally Medium – changed to Medium High following discussion | 8 votes | Coordinate use of New Freedom funds with existing city or other local funds Identify areas in city where want to install curb cuts or audible signals or pedestrian improvements – focus on installing sidewalks Boise City Neighborhood Reinvestment and ACHD Neighborhood Reinvestment has funding for sidewalks Can train people to use fixed route if can get to it <ul style="list-style-type: none"> • Enhance sidewalk and other access to fixed routes • Land use • Be sure not to duplicate a planning effort that ACHD is already working on • Build on what exists and apply to the region |
| Volunteer Driver Program | Medium High | 1 vote | |

Mobility Management was discussed at length noting it is a concept encouraged through SAFETEA-LU and defined by FTA as a capital expense requiring a 20 % match. The idea is

to identify a lead agency to implement coordination efforts. It could start small by hiring one person or an agency is designated as the mobility manager with one organization in charge of coordinating functions and resources. A lot of programs could be bundled under mobility management. One person could coordinate to make sure websites are linked together, do outreach to low income or Spanish speaking community, to write grants to get more funding, or link ESL people to transportation organizations. Mobility Management is intended to build coordination among existing transportation providers and other providers.

The difference between a brokerage and a centralized place to get information about transportation was discussed in the context of Mobility Management. The consensus was to use the definition *to fund the position of a coordinator* for the coordination plan purposes. Discussion was held regarding putting Mobility Management as the umbrella that serves all underlying agencies.

It was pointed out that if “brokerage” and “a single contact for information for transportation” had been listed as separate strategies, some members may have voted for these strategies. A number of the members agreed.

Connie will review the information discussed at today’s meeting with Kelli Fairless and Gail Murray.

The meeting ended at 11:10 a.m.

Next Meeting

Tuesday, May 8, 2007

9:00 a.m.

COMPASS

800 S. Industry Way

Meridian, Idaho

**Regional Coordination Council
Meeting Agenda
Tuesday, May 8, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100 - Meridian, Idaho**

- I. **Welcome**

- II. **Review Meeting Notes** Pages 2-4
Members will review and finalize the notes from the April 10, 2007 meeting.

- III. **SAFETEA-LU Draft Plan**
Report on Open House meetings and review and comment on final draft SAFETEA-LU Plan. Members should provide to VRT by the May 4th deadline, any comments they have collected from their constituents. The plan will be presented to the VRT Board for consideration and approval at the May 16th VRT Board meeting.

- IV. **Mobility Management** Pages 5-11
Review the attached documents and discuss the concept of Mobility Management and how it pertains to coordinating efforts in the Treasure Valley region.

- V. **Transportation Service Coordination Plan** Pages 12-28
 - a. *Review project scope and evaluate progress to date*
 - b. *Discuss and determine project vision/goals/objectives to inform the development of strategies and the organizational structure for coordination*
 - c. *Discuss coordination strategies to narrow down options for consultant team*

- VI. **Looking ahead: June 12, 2007 RCC meeting**
 - a. *Review findings from Gem County interviews*
 - b. *Reach consensus on one preferred coordination alternative to develop further for the final plan*

- VII. **Other Business**

- VIII. **Next meeting – (Please note location)**
*Tuesday, June 12, 2007
9:00 a.m.
Meridian Police Department*

**Valley Regional Transit
Regional Coordination Council
Tuesday, May 8, 2007
COMPASS - 800 S. Industry Way, Suite 100 - Meridian, Idaho**

| PRESENT | INVITED NOT PRESENT | OTHERS PRESENT |
|---|---|-----------------|
| Mary Barker, VRT | Elaine Clegg, ISG/Boise City Council | Linda Ihli, VRT |
| Kevin Bittner, VRT | David Duro, TV Family YMCA | Rebecca Hales |
| Bobby Ball, ADA Task Force | Leslie Felton-Jue, Collister Nbrhd | |
| John Cunningham, COMPASS | Mark Goodale, VR/Nampa Services | |
| Sharon Duncan, Medicaid | Patty Haller, Idaho Office for Refugees | |
| Kelli Fairless, VRT | Cindy Hill, Meridian Senior Center | |
| Jim Farrel, AARP Idaho | Cecelia Hockett, ACHD | |
| Tygh Hales, Nat'l Federation for Blind | Terri Lindenberg, TVT | |
| Brian Jain, ID Comm for the Blind | M.C. Niland, WITCO | |
| George Knight, BSU | Mike Priest, VR-Boise Services | |
| Noel Newhouse, Nat'l Federation for Blind | Darrell Quist, Vocational Rehab | |
| Butch Ragsdale, ITD | Jan Raeder, Senior Solutions | |
| Rich Stelling, CCOA | Judi Watkins, RSVP | |
| Sarah Stobaugh, Boise School District | Heather Wheeler, IDHW Region IV | |
| Evie Tenorio, CCOA | Randy Woods, IDHW, Region 3 | |
| Todd Wilder, LINC | | |

The meeting began at 9:00 a.m. with introductions.

Review Meeting Notes

The meeting notes from the April 10, 2007 meeting were accepted.

SAFETEA-LU Draft Plan

Kelli Fairless reported on the recent open house meetings held to educate the public regarding Phase I of the Transportation Service Coordination Plan. There was not a lot of participation at the open houses. Kelli suggested future meetings be done in a transportation fair format, similar to what COMPASS did for Communities in Motion, holding one transportation fair in Ada County and one in Canyon County. The fairs would provide information so the public could learn about all available transportation services and be educated on the Transportation Service Coordination Plan. The transportation fairs would be held this summer, as the earliest the second component of the plan would go to the VRT Board would be in September. Mark Carnopis will come to the next RCC meeting and explain how transportation fairs work.

The RCC members had been asked to send the TSCP out to their constituents. In addition, Kelli met with some members of the RCC and others from some of the RCC member state agencies to get feedback and explain the plan.

Kelli asked if there were any further comments regarding the TSCP. Sharon Duncan had an update for the Medicaid piece, which she will provide in writing to Kelli. Butch Ragsdale had emailed his comments to Mark Carnopis.

Jim Farrel moved to forward the Transportation Service Coordination Plan to the VRT Board for consideration at the May 16th meeting with the recommendation to adopt the plan; seconded by Todd Wilder. Following discussion, the motion was approved. Butch Ragsdale abstained from voting.

Discussion was held regarding the plan supporting the project or the project supporting the plan. John Cunningham will set up another conference call with FTA to discuss this issue further.

Kevin Bittner reported that he is receiving calls from Region III Mental Health regarding transportation to the court and back to the facility. Sharon Duncan remarked that Region IV has the same issue. Kelli responded that COMPASS will be implementing the process to call for projects as outlined in the TSCP.

Mobility Management

Kelli explained that after the last RCC meeting discussion regarding the list of coordination strategies, some members were confused and more information about mobility management was requested. The information from Page 6 of the RCC packet was taken from *TCRP Report 21 – Strategies to Assist Local Transportation Agencies in Becoming Mobility Managers*. Linda will email the full report to the members.

Page 7 of the RCC packet lists the roles different groups could have in the process. This information will also be provided to the VRT Board as they look at the VRT Strategic Plan for the next five years.

Discussion was held regarding “*What kind of organizational structure do we want to have in this plan going forward?*” The suggestions was made that there could be multiple mobility managers for different types of projects or a centralized place that pulls all this together. One way to look at it could be the RCC as the mobility manager as a group of stakeholders that could act in the role of identifying projects.

TSCP

The original Scope of Work was reviewed as outlined in the RFP in order to assess where we are today. The main focus was to get the SAFETEA-LU part of the plan drafted. The rest of the plan will answer, *What are we going to be in terms of a coordination effort into the future?* Kelli explained that the strategies that were voted on last month might not work as a framework for coordination. The project goals have been talked about, but not what the vision is and how the goals would be incorporated into the planning process.

A definition sheet listing vision, goal, objective, strategy, and activity was distributed and discussed.

Themes that might become a vision for a plan were listed:

- Access to services
- Maximize financial and equipment resources
- Improve mobility
- Build on regional capacity – human resources – technical – vehicle resources
- Higher and more uniform standards – more uniform way of training developing policies
- Seamlessness of the system

The suggestion was made to develop one statement that communicates those themes.

After discussion, the following Vision Statement, Goal, and Objectives were agreed upon:

Vision

A coordinated, accessible transportation system that enhances mobility, minimizes duplication, and maximizes available resources.

Goals

- Improve fixed route
- Improve paratransit
- Establish mobility management to enhance coordination

Objectives - The suggestion was made to add the word *objectives* to the heading *Identification of Objectives and Strategies* on page 16 of the plan as the objective is listed with strategies included. Kelli will talk to Connie Soper about incorporating the suggestion into the plan.

The Vision Statement will be provided to the consultant to incorporate into the plan.

Discussion was held regarding, “*What is the framework for coordination into the future?*” It was pointed out that the members are all generally on same page in that the RCC is now networking and moving ahead in cooperation. The members agreed to provide the consultants with the three plan alternatives of cooperation, resource sharing, and collaboration. The consultants will then bring three coordination organizational models to the June meeting.

Looking ahead – June 12th Meeting

- Connie Soper & Gail Murray will be making contacts with client services in the Gem County area and local officials to see what level of participation the neighboring county may have to the core service area of Ada and County counties. That information will be brought to the June 12th meeting.
- The consultants will also bring three organizational paths and provide peer information to achieve the vision and support the different alternatives of cooperation, resource sharing, and collaboration.
- Mark Carnopis will attend the June meeting to discuss transportation fairs in order to provide more outreach and education on the project and to bring the public out to the meetings.

The comments from the Phase I SAFETEA-LU part of the plan, will be sent out to the VRT Board.

The meeting ended at 10:45 a.m.

NEXT MEETING

Tuesday, June 12, 2007

COMPASS

800 S. Industry Way, Suite 100

Meridian, Idaho

**Regional Coordination Council
Meeting Agenda
Tuesday, June 12, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100 - Meridian, Idaho**

- I. Welcome

- II. **Review Meeting Notes** Pages 2-4
Members will review and finalize the notes from the May 8, 2007 meeting.

- III. **Transportation Service Coordination Plan** Pages 5-28
Gail Murray will review the attached memo and discuss organizational models to guide future coordination efforts. Potential Coordination Activities (see pages 14-28) will be discussed in conjunction with the organizational models.

- IV. **Review findings from Gem County interviews** Pages 29-31
Gail Murray will review the findings from recent interviews with stakeholders in Gem County. Members will discuss the next steps for the supplemental county portion of the project.

- V. **Transportation Fair** Pages 32-33
Mark Carnopis will present a plan for a transportation fair involving the RCC members, which will be held to showcase transportation services and coordination strategies for improving transportation in the region.

- VI. Next meeting
*Tuesday, July 10, 2007
9:00 a.m.
COMPASS
800 S. Industry Way- Suite 100
Meridian, Idaho*

**Regional Coordination Council
Meeting Notes**

Tuesday, June 12, 2007

9:00 a.m.

**COMPASS Conference Room - 800 S. Industry Way Suite 100 - Meridian,
Idaho**

| PRESENT | NOT PRESENT | OTHERS PRESENT |
|---|--|--------------------------------|
| Bobby Ball, ADA Task Force | Kevin Bittner, VRT | Linda Ihli, VRT |
| Mary Barker, VRT | John Cunningham, COMPASS | Mark Carnopis, VRT |
| Jim Farrel, AARP Idaho | Sharon Duncan, Medicaid | Gail Murray, Nelson Nygaard |
| Rebecca Hales for Tygh Hales, Nat'l Federation for Blind | Kelli Fairless, VRT | |
| Cecelia Hockett, ACHD | Leslie Felton-Jue, Collister Nbrhd | |
| Brian Jain, ID Comm for the Blind | Cindy Hill, Meridian Senior Center | |
| George Knight, BSU | Patty Haller, Idaho Office for Refugees | |
| Noel Newhouse, Nat'l Federation for Blind | Terri Lindenberg, TVT | |
| Jan Raeder, Senior Solutions | Darrell Quist, Vocational Rehab | |
| Butch Ragsdale, ITD | Rich Stelling, CCOA | |
| Evie Tenorio, CCOA | Sarah Stobaugh, Boise School District | |
| Bill Walker, IDHW Region IV | Judi Watkins, RSVP | |
| Todd Wilder, LINC | Randy Woods, IDHW, Region 3 | |

The Regional Coordination Council meeting began at 9:10 a.m. Mary Barker welcomed the members and pointed out that Bill Walker was now attending for the Department of Health & Welfare, Region IV.

Review Meeting Notes

The meeting notes from the May 8, 2007 RCC meeting were reviewed and accepted.

Transportation Service Coordination Plan

Gail Murray reviewed the RCC Vision Statement and Goals with the members:

Vision Statement

A coordinated, accessible transportation system that enhances mobility, minimizes duplication, and maximizes available resources.

Goals

- 1. Improve fixed route*
- 2. Improve paratransit*
- 3. Establish mobility management to enhance coordination*

Gail mentioned that Connie Soper has been speaking with people from United We Ride Region 10 regarding their giving technical assistant to the Regional Coordination Council and coming to a meeting to talk about mobility management as it is used in other communities. Bobby Ball remarked that she appreciated the information sent out on mobility management in the packet.

Gail pointed out that today’s meeting would focus on operational models asking the question, “Who is going to do this?” She referred the members to page 12 – figure 1 in the RCC packet and reviewed the models of Status Quo, Lead Agency, and Broker.

Page 13 in packet – figure 2 - listed the Coordination Activities. Members discussed the feasibility of implementation under each operational model and ranked them as high, medium, and low in regards to the question, “How likely is coordination to happen in the following areas?” The results of the discussion showed the following rankings.

| Coordination Activity | Organization Structure | | | Feasibility | |
|---|------------------------|-------------|--------|--------------------|--------------|
| | Status Quo | Lead Agency | Broker | FY 07-08 | Next 5 Years |
| 1. Networking | H | H | H | X | |
| 2. Vehicle Sharing | L | M | L/M | X | |
| 3. Community Based ADA Supplemental Service | M* | H | L | Investigative work | |
| 4. Joint Purchasing | M | H | M | | |
| 5. Joint Driver Training | M | H | H | X | |
| 6. Expanded Vanpool Program | L | M | M | | |
| 7. Travel Training | L | H | H | X Project Action | |
| 8. Improving Access to Transit | M-H | H | H | | |
| 9. “Pooled” Volunteer Driver Program | L | H | H | Investigative work | |
| 10. Central Call & Info Center | L | M | H | | |
| 11. Search for funding (added) | | | | X | |

**Rated medium because probably enough vehicles right now to meet the complementary paratransit requirement; not high because no central place to field calls for those who might have vehicles to donate.*

It was pointed out that when you look at the low, medium, high indication there is some consensus that the status quo is not going to get us to the vision of the vision statement. Gail responded that one staff person could coordinate some of these items through a lead agency, which would get ongoing direction from the RCC.. If the members think they are not ready to go beyond the status quo, the plan would say that the RCC would continue to meet and work on coordination. Brian Jain pointed out he couldn’t see continuing to come to meetings under the status quo. Bobby Ball suggested that Kelli Fairless and her staff be the lead agency. Gail confirmed that there was consensus that someone needs to be in a leadership role, but that members did not appear ready to decide on a lead agency today.

Following further discussion, Gail asked the members if coordination could further itself by continuing with status quo, a lead agency taking on the coordination role, or by a brokerage model. By general consensus, the members selected the Organization Model of **Lead Agency** with a Coordinator. After discussion, the members felt it would be feasible for a Lead Agency/Coordinator to work in FY07-08 on the primary goals of:

- Search for funding (added to activity list)
- Networking
- Vehicle sharing
- Joint driver training
- Travel Training - bring in Easter Seals Project Action as a model, as the first step toward developing a program
- Liaison to other agencies, such as to the VRT Board, to voice the RCC position about how to better achieve the three goals of :
 1. Improve fixed route
 2. Improve paratransit
 3. Establish mobility management to enhance coordination

Secondary Goals would include:

- Community Based ADA Supplemental Service - do investigative work about availability of retired vehicles and agencies willing to participate
- "Pooled" Volunteer Driver Program - do investigative work about agencies with current programs and willingness to participate

Review findings from Gem County interviews

Gail Murray reviewed the findings from recent interviews with stakeholders in Gem County and pointed out there is no public transportation in Gem County. Gem County does have three vanpools that service Emmett commuters with 43 commuters. A business park is being built in Emmett, which will employ 200 employees. Elderly Opportunities is a non-profit based in Emmett which might be a resource for coordination. Gail asked the members if they wanted to bring the supplemental county into the project right now and help establish coordination with them now or wait and figure out how and what to do later. The general consensus of the members was to get the RCC house in order first and bring in Gem County later.

Transportation Fair

Mark Carnopis presented a plan for a fall transportation fair involving the RCC members, which will be held to showcase transportation services and coordination strategies for improving transportation in the region. Mark pointed out that the open houses held for Phase I (SAFETEA-LU program) of the TSCP were not well attended. A transportation fair would help to involve the public more in the process where they could look at Phase II (the coordination plan) of the TSCP and also visit individual booths about the various transportation services offered in the

valley. Mark pointed out that the meeting location would have to be on the bus line and be ACCESS available so as to be accessible to the target audience of seniors and the disabled. He requested the members email him with ideas for the transportation fair for further discussion at the next RCC meeting.

Next meeting:

- Consultants will set up an implementation plan for the tasks selected
- Members will decide on a lead agency
- Further discussion on planning for a fall transportation fair
- Possible presentation on mobility management by United We Ride Region 10 representative

The meeting ended at 11:05 a.m.

Next meeting (PLEASE NOTICE MEETING DATE AND TIME)

Due to the IWG meeting on July 10th, the RCC meeting has been changed to

Monday, July 9, 2007 at 2:00 p.m.

COMPASS

800 S. Industry Way-Suite 100 - Meridian, Idaho

Regional Coordination Council Meeting Agenda
Tuesday, August 14, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room - 800 S. Industry Way Suite 100 - Meridian,
Idaho

- I. **Welcome**

- II. **Review Meeting Notes** Pages 2-4
Members will review and finalize the notes from the June 12, 2007 meeting. No meeting was held in July.

- III. **SAFETEA-LU Plan Update** Pages 5-9
At the May 16th VRT Board meeting, the SAFETEA-LU plan was presented for consideration and was approved as presented. The VRT Board asked that an addendum of potential projects be included with the plan. Staff was directed to write a letter to ITD addressing ITD's concerns with the plan. The letter is attached as well as the response from ITD. Members will discuss the ITD issues and get direction on what should be done to address the areas where clarification is needed.

- IV. **COMPASS Selection Process for Projects**
John Cunningham will review the project selection process that COMPASS is using to identify service strategies in the plan.

- V. **Review of Proposed Implementation Plan for Lead Agency & Next Steps**
Connie Soper will discuss the attached memo reviewing a proposed implementation plan for the lead agency and the next steps in the Transportation Service Coordination Plan.

- VI. **Transportation Fair**
Further discussion will be held regarding a transportation fair involving the RCC members. The Transportation Fair will be held to showcase transportation services and coordination strategies for improving transportation in the region.

Next meeting

Tuesday, September 11, 2007

9:00 a.m.

COMPASS

**Regional Coordination Council Meeting Notes
 Tuesday, August 14, 2007
 9:00 a.m. to 11:00 a.m.
 COMPASS Conference Room - 800 S. Industry Way Suite 100 - Meridian,
 Idaho**

| PRESENT | NOT PRESENT | OTHERS PRESENT |
|--|------------------------------------|------------------------------|
| Bobby Ball, ADA Task Force | Sharon Duncan, Medicaid | Linda Ihli, VRT |
| Mary Barker, VRT | Jim Farrel, AARP Idaho | Mark Carnopis, VRT |
| John Cunningham, COMPASS | Cindy Hill, Meridian Senior Center | Gloria Parkvold, VRT |
| Kelli Fairless, VRT | Cecelia Hockett, ACHD | Connie Soper, Nelson Nygaard |
| Leslie Felton-Jue, Collister Nbrhd | George Knight, BSU | |
| Rebecca Hales for Tygh Hales, Nat'l Federation for Blind | Terri Lindenberg, TVT | |
| Patty Haller, Idaho Office for Refugees | Darrell Quist, Vocational Rehab | |
| Brian Jain, ID Comm for the Blind | Jan Raeder, Senior Solutions | |
| Noel Newhouse, Nat'l Federation for Blind | Butch Ragsdale, ITD | |
| Rich Stelling, CCOA | Judi Watkins, RSVP | |
| Sarah Stobaugh, Boise School District | TBD - IDHW, Region 3 | |
| Evie Tenorio, CCOA | TBD - IDHW Region 4 | |
| Todd Wilder, LINC | | |

The meeting began at 9:05 a.m.

Review Meeting Notes

The members reviewed and finalized the notes from the June 12, 2007 meeting. No meeting was held in July.

SAFETEA-LU Plan Update

Kelli Fairless reported that the VRT Board approved the SAFETEA-LU plan at the May 16th meeting. The VRT Board did ask that an addendum of potential projects be included with the plan. The VRT Board also asked staff to write a letter to ITD addressing ITD's concerns. The letter to ITD and a response from ITD were included in the packet.

Discussion was held regarding the ITD outstanding issues which are in italics below:

- *Potential applicants of funds to adopt the plan*
 It is not relevant to the plan to have every single group adopt the plan. The groups that need to adopt the plan are the VRT who has jurisdiction over the funds, and COMPASS as the regional planning agency. If each group has to

adopt the plan and if particular projects are put in the plan, then every year the plan would have to change and every year each group would have to re-adopt the plan. If projects are included as an addendum, the addendum can just be added each year.

- *Entire list of projects need to be included in the plan*

The SAFETEA-LU plan will be put in final form with the addendum of Section 5310 projects added per the request of the VRT Board on 07/18/07. The final plan will be emailed to ITD.

- *Suggested meeting with ITD to talk about the issues*

The ITD regional administrator has retired. An interim regional administrator has just been named, so a meeting will be set up with that person.

It was pointed out that there are two processes for selecting projects.

1 - VRT through COMPASS selecting projects for which VRT is the designated grantee

2 - ITD for the whole state for Section 5310 projects, and non-urbanized areas for JARC and New Freedom funds

Kelli pointed out she is confident the issues will get resolved and remarked that this is a new process for everyone. The RCC goal is to make sure people can receive the available funds. VRT had checked with FTA, and FTA does not require the projects to be listed, but FTA gives ITD the discretion to establish its own administrative rules. It was pointed out that FTA has encouraged making the plan as streamlined as possible and not burdensome.

Action

- VRT will provide the plan to ITD
- VRT will provide the list of projects to ITD
- A meeting will be set up with the ITD interim regional administrator to review outstanding issues

COMPASS Selection Process for Projects

John Cunningham explained that the selection process to identify service strategies in the plan has already been adopted in phase 1 of the plan (SAFETEA-LU). The selection process is being inserted into the COMPASS project development calendar.

- COMPASS will put out a call for projects in mid-September with a one month deadline to get the projects in by mid-October
- Grant workshop will be conducted by VRT and COMPASS to answer questions and provide guidance
- RCC will review the projects
- Upon review, a sub-committee will be selected comprised of members who have no conflict of interest. If an RCC member submitted a project, they will not be able to sit on the sub-committee.
- Sub-committee will review the projects.

- Sub-committee will meet in November for a workshop and discuss projects, look for overlaps, and recommend projects.
- COMPASS staff will take the recommended projects to the VRT Board in November.

ITD gives approval for funding for the 5310 funds, but as an opportunity to see how the projects could coordinate with existing services, the RCC could provide ITD with a list of prioritized projects that do comply with the TSCP plan. RCC could provide input as a region with the RCC recommendations.

Two years of funding is available, but a call for projects for '09 could also be done dependant up Congress approving the funds. The '09 projects could not be put in the TIP, but with preliminary development and prioritization if funding was received, or if other projects fell through, the '09 projects could move forward. The question was asked if there would be a form to complete. John responded that a description of what is needed will be supplied, but not a formal application. It was suggested to look at how COMPASS does other calls for projects and adapt that to the TSCP.

Review of Proposed Implementation Plan for Lead Agency & Next Steps

Connie Soper pointed out that the TSCP was prepared in two phases:

- Phase 1 to meet the requirements of SAFETEA-LU
- Phase 2 to look at the boarder coordination issues to do a better job with existing resources, to coordinate services in the service areas, and connectivity with adjoining counties

When this project was begun, there were no formal guidelines available from FTA, rather interim guidelines. In the meantime, FTA has issued a circular that provides final guidance regarding elements that are to be included in the plan, including: :

- 1 – Assessment of available services that identify current transportation provided
- 2 – Conduct assessment of transportation needs
- 3 - Identify strategies, activities, and projects to address the identified gaps
- 4 – Develop priorities for implementation

The next step is to integrate the two elements into one unified Transportation Services Coordination Plan that will complement and support each other. Connie pointed out that the proposed implementation action plan for coordination is intended as a blueprint for implementation of the coordination activities.

Action

- **Connie will put the two plans together for comment for the September 11 RCC meeting**
- **Public outreach in October**
- **Goal to bring the plan to the VRT Board in November**

Discussion was held on the recommendations regarding the role of a lead agency, and the activities and responsibilities of the lead agency. Valley Regional Transit was recommended as the lead agency with the rationale of:

- VRT is charged with regional coordination activities through its enabling legislation. This task is consistent with its mission to promote coordination.
- VRT has the institutional and financial resources to assume this role.
- VRT has expressed a willingness to serve in this capacity.
- VRT is already the grant recipient for federal dollars available in the Boise Transportation Management Area and some of the funding available in the Nampa Urbanized Area.

Potential staffing models were reviewed as well as how similar programs are operating.

Discussion was held on the roles and responsibilities of the RCC and the recommendation was made to enhance or add some representation to the RCC group that may not currently be represented, in particular, low income and additional state agencies. Consensus was reached to add a representative from the blind and visually impaired community, an organization representing cross-disabilities, and a consumer

The RCC could formalize its role through an establishment of a Memo of Understanding that each RCC member would sign off on with the lead agency. The members of this group would be appointed by the VRT Board to formalize the group's role. The RCC would be a standing committee of the VRT Board and provide a foundation for public involvement. The members of the RCC would agree to attend the RCC meetings and to represent the broader citizens, not just that person's organization.

Short term and long term coordination strategies were reviewed (see page 18 & 19 of the packet) and discussed.

The question was asked if there was current funding available for the short term or long term goals. Kelli responded that VRT does have an FTE to fund a part-time staff person in the short term which would be dedicated to coordination. Also under JARC and New Freedom, 10% of the dollars can be applied to the designated recipient to support planning activities.

Transportation Fair

Discussion was held regarding a transportation fair or ways to get information out to the public to showcase transportation services and coordination strategies for improving transportation in the region. The information would need to get out in late October or early November to be timed with the RCC reviewing the final draft of the plan

- Member Websites
- Mail out info packets with response forms to people directly affected
- There will be a booth at the Western Idaho Fair regarding transit in general – one of the boards could be about the TSCP
- CPA – Community Partnerships of Idaho meeting in October
- Speaker's Bureau in September, October and early November to do targeted outreach that might be more effective than open houses
- Transportation Fair similar to Saturday market downtown - bring children to participate in activities while educating adults about transportation system
- CCOA sponsors Senior Health Fair for seniors and families in October on a Thursday, which generates about 600-700 participants. It is held at O'Connor Field House. RCC could hold a transportation fair in conjunction with that. Mark will contact Rich Stelling.
- National Federation of the Blind holds a meeting every 4th Tuesday of the month with 20-30 people attending
- SILK mailing list of anyone who has received a disabled plate or placard - could pull out specific zip codes
- Survey Monkey
- Attend staff meetings of RCC members
- Canned presentation RCC members could present to their groups with fact sheets and display boards

Mark will do a survey of the RCC members to get a sense of the different conferences or any community events coming up or fun ways to incorporate engaging people who might not be a typical audience and to take advantage of venues that already exist.

Wrap up

- Connie will provide plan in next couple weeks for review at the September RCC meeting
- Mark will work on the outreach piece

Kelli introduced Gloria Parkvold who is working part-time for VRT on some of the projects Kevin Bittner was working on. She is educating herself on coordination issues and will be helping with this project.

Next Meeting

Tuesday, September 11, 2007

9:00 a.m.

COMPASS

800 S. Industry Way- Suite 100

Meridian, Idaho

Regional Coordination Council Meeting Agenda
Tuesday, September 11, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100
Meridian, Idaho

- I. Welcome

- II. Review Meeting Notes**
Members will review and finalize the notes from the August 14, 2007 meeting.

- III. Report on meeting with ITD**
Kelli Fairless will report on the meeting held September 6th with Marty Montgomery of ITD.

- IV. Transportation Service Coordination Plan
The members will review the final Transportation Service Coordination Plan (attached) which will be presented to the VRT Board for review on September 19th and released to the public for review and comment during the month of October. Final approval will be given at the VRT Board meeting on November 28th.

- V. Public Outreach
Mark Carnopis will provide details on the public outreach planned for October.

Next meeting

Tuesday, October 9, 2007
9:00 a.m.
COMPASS
800 S. Industry Way- Suite 100
Meridian, Idaho

Arrangements for auxiliary aids and services necessary for effective communication for qualified persons with disabilities need to be made as soon as possible, but no later than three working days before the scheduled meeting. Please contact Mark Carnopis, Community Relations Manager at 846-8547 extension 4215 if an auxiliary aid is needed.

**Regional Coordination Council Meeting Notes
 Tuesday, September 11, 2007
 9:00 a.m. to 11:00 a.m.
 COMPASS Conference Room
 800 S. Industry Way Suite 100
 Meridian, Idaho**

| PRESENT | NOT PRESENT | OTHERS PRESENT |
|--|---------------------------------------|--------------------|
| Bobby Ball, ADA Task Force | Mary Barker, VRT | Linda Ihli, VRT |
| Kelli Fairless, VRT | John Cunningham, COMPASS | Mark Carnopis, VRT |
| Jim Farrel, AARP Idaho | Cindy Hill, Meridian Senior Center | Joe Gallegos, AARP |
| Leslie Felton-Jue, Collister Nbrhd | Cecelia Hockett, ACHD | |
| Rebecca Hales for Tygh Hales, Nat'l Federation for Blind | Brian Jain, ID Comm for the Blind | |
| Patty Haller, Idaho Office for Refugees | Darrell Quist, Vocational Rehab | |
| George Knight, BSU | Jan Raeder, Senior Solutions | |
| Terri Lindenberg, TVT | Sarah Stobaugh, Boise School District | |
| Noel Newhouse, Nat'l Federation for Blind | TBD - IDHW, Region 3 | |
| Gloria Parkvold, VRT | TBD - IDHW, Region 3 | |
| Butch Ragsdale, ITD | | |
| Rich Stelling, CCOA | | |
| Evie Tenorio, CCOA | | |
| Todd Wilder, LINC | | |

The meeting began at 9:05 a.m. Introductions were made.

Review Meeting Notes

The meeting notes from the August 14, 2007 meeting were reviewed by the members.

Report on Meeting with ITD

Kelli Fairless reported that she and Gloria Parkvold met with Marty Montgomery & Butch Ragsdale from ITD on September 6th and reviewed the TSCP issues. Gloria and Butch will work directly with the applicants to make sure the applicants are aware of the plan and that their projects coincide with the plan since it was being developed during the application process. Gloria & Kelli will be meeting with John Cunningham from COMPASS on September 6th regarding the application development process and the role of RCC, which is to find opportunities for coordination. The call for projects for FY09 will be out by end of September.

Later in the meeting it was pointed out that COMPASS has been working on the development of the TIP where all these federal projects have to be presented

and is putting together a timeline for how this will work. FY06, FY07, and FY08 New Freedom/JARC dollars for this region have not yet been spent.

Linda Ihli will email Phase 1 of the plan to Butch Ragsdale with the new cover sheet (taking off the word “draft”) and include the appendices, so ITD can directly reference the page number in the plan as they work with the applicants.

Transportation Service Coordination Plan

The members reviewed the final draft Transportation Service Coordination Plan. Kelli pointed out that some editing is still being done, but the substance of the plan is everything the RCC members have seen throughout the process. Connie Soper has tied everything together into a single document.

Kelli reviewed each chapter of the draft with the members. Points of discussion included:

Sections 5307, 5309, and 5311 will be added on Page 6 as background to the plan to show other federal dollars available in the region, not just the ones required for coordination.

Information about other plans in the region like Communities in Motion and the VRT Six-Year Service Development Plan regarding increasing services will also be included to help understand how all the pieces fit together.

Other stakeholder interview information will be added to Pages 12 and 13 and any other suggestions the Regional Coordination Council members may have regarding who should be talked to for outreach.

- Public outreach done for the plan will be added.
- Priorities criteria will be drafted, then evaluated each year prior to the prioritization process to make sure the criteria meets the needs of the prioritization and that the goals are being met.
- Recommended changes from the RCC members were made on the Roles and Responsibilities of the RCC including adding a representative from the blind/visually impaired community. The main goal is to make sure this group is a standing committee. Members will apply to be a part of the RCC and commit to participate in the process to provide a solid membership and commitment to the group.
- The short term and long term activities are the foundation of the work plan that this group would approve to pursue.
- More detail will be provided in the appendices.
- A data base of potential applicants and constituents for projects will be created to make sure all stakeholders are part of the plan.

Next Steps

- Members are to distribute the draft to their constituents for review and comment.

- Members are to reply to Mark Carnopis by November 1st with their comments.
- The plan will be put out officially for public comments through October.
- The RCC members will review the plan again at the November 13th meeting.
- The VRT Board will review for final approval at the November 28th VRT Board meeting.

Public Outreach

Mark Carnopis reviewed the public outreach opportunities listed in the August 14th meeting minutes. Mark reported that nearly 600 people signed up at the Western Idaho Fair booth with their email address, so a data base will be developed of people interested in public transportation. The Community Partnership of Idaho meeting is scheduled for October 17-20 at the Boise Centre on the Grove. CCOA Senior Health Fair will be in October. Kelli has a list of different organizations that haven't participated in this process, but would be good to go meet with. The ARC was also suggested.

Mark will send an email to members asking them to send him a date they have a standing meeting scheduled in September or October that VRT staff could attend and make a presentation. Mark will set up a survey on the VRT website for the public to complete. The public outreach needs to be completed by November 1st. Mark will then summarize the comments received and send them out to the RCC members, while Connie revises the draft. Any changes to the draft will be specifically pointed out.

Agenda Items for October 9th RCC Meeting

- Outline coordination process
- Outline selection process for the FY09 round of applications
- Discuss call for projects for FY09
- Review public outreach comments on draft plan
- Report on status of public outreach plan

Next meeting

Tuesday, October 9, 2007

9:00 a.m.

COMPASS

800 S. Industry Way- Suite 100

Meridian, Idaho

**Regional Coordination Council Meeting
Amended Agenda
Tuesday, October 9, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100
Meridian, Idaho**

- I. Welcome

- II. Review Meeting Notes**
Members will review and finalize the notes from the September 11, 2007 meeting.

- III. Update on Public Outreach for Transportation Service Coordination Plan**
Mark Carnopis will update the members on public outreach for the TSCP.

- V. Transportation Service Coordination Plan
Gloria Parkvold will present the Transportation Service Coordination Plan.

- V. Project Initiation and Selection for FY09
John Cunningham will review the grant announcement process and procedures.

Next meeting

Tuesday, November 13, 2007
9:00 a.m.
COMPASS
800 S. Industry Way- Suite 100
Meridian, Idaho

Arrangements for auxiliary aids and services necessary for effective communication for qualified persons with disabilities need to be made as soon as possible, but no later than three working days before the scheduled meeting. Please contact Mark Carnopis, Community Relations Manager at 846-8547 extension 4215 if an auxiliary aid is needed.

**Regional Coordination Council Meeting
Corrected Notes
Tuesday, October 9, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100
Meridian, Idaho**

| PRESENT | NOT PRESENT | OTHERS PRESENT |
|---|------------------------------------|--------------------|
| Bobby Ball, ADA Task Force | Cindy Hill, Meridian Senior Center | Linda Ihli, VRT |
| John Cunningham, COMPASS | Cecelia Hockett, ACHD | Mark Carnopis, VRT |
| Kelli Fairless, VRT | Terri Lindenberg, TVT | Rebecca Hales |
| Jim Farrel, AARP Idaho | Jan Raeder, Senior Solutions | |
| Leslie Felton-Jue, Collister Nbrhd | Rich Stelling, CCOA | |
| Tygh Hales, Nat'l Federation for Blind | Evie Tenorio, CCOA | |
| Patty Haller, Idaho Office for Refugees | TBD - IDHW, Region 3 | |
| Brian Jain, ID Comm for the Blind | TBD - IDHW, Region 4 | |
| George Knight, BSU | | |
| Noel Newhouse, Nat'l Federation for Blind | | |
| Gloria Parkvold, VRT | | |
| Darrell Quist, Vocational Rehab | | |
| Butch Ragsdale, ITD | | |
| Sarah Stobaugh, Boise School District | | |
| Todd Wilder, LINC | | |

The meeting began at 9:05 a.m. and introductions were made.

Review Meeting Notes

The notes from the September 11, 2007 meeting were reviewed.

Update on Public Outreach for Transportation Service Coordination Plan

Mark Carnopis updated the members on public outreach being done and planned for the Transportation Service Coordination Plan.

- National Federation of the Blind Board – 09/25/07
- LINC Staff – 10/11/07
- SILC quarterly meeting – 10/19/07
- Canyon County Senior Fair in October
- Gem State Development Center
- Website includes interactive form for interested persons to complete
- Fact sheets on the website and available as handouts at presentations

Bobby Ball has sent the weblink to 37 organizations and will let Mark know who those organizations are. Mark asked members to put the weblink on their website and if they do any public outreach to email him with that information.

Transportation Service Coordination Plan

Gloria Parkvold gave a PowerPoint presentation on the Transportation Service Coordination Plan to show the members the presentation tool which will be used to communicate the plan. Gloria distributed a fact sheet showing recommendations of immediate activities, short-term activities, and long-term activities. The fact sheet can be used as a handout at presentations.

Discussion was held regarding the role of COMPASS in the process. The following suggestions were made regarding the PowerPoint presentation:

- Mention COMPASS in the slide of organizational structure of the plan and include ITD in its role of small urban areas.
- Add COMPASS to the implementation slide.
- Add a graphic to explain the concept of subset of RCC and anyone applying for funds is not actually part of the selection group. The formal RCC will be a standing committee of VRT as VRT is the funding body that these funds have to flow through. RCC will prioritize the projects.
- Change the wording “special needs” to “target population” and “the disabled” to “persons with disabilities”.
- Change “elderly and disabled” under Section 5310 to “elderly persons and persons with disabilities”.
- Add interactive website link and why it is important to comment on the draft and be involved. Talk about efforts to seek a funding source.
- Mention amount of money available in this plan for coordination only and suggested ways to make that money work.
- Describe mobility management.

The point was made that the only thing that is going to help improve the fixed route and ACCESS is dedicated funding.

Project Initiation and Selection for FY09

John Cunningham distributed the grant announcement process and procedures draft document. Comments on the draft document will be accepted until October 19th. During discussion the following suggestions were made:

- Cover page – explain what the programs are
- Section 1 – 3rd paragraph Long Range Plan – refer to Communities in Motion and the statutory responsibility that COMPASS has as Metropolitan Planning Organization (MPO) to develop a long range plan
- Section 2 – add footnote regarding competitively awarded
- Available Funding (Estimated) 2009 column under New Freedom – amount dropped off

- Section 3 - add section on RCC summary of activities that came out of the planning process
- Section 4 - include graphic of interactive RCC/VRT/ITD
- Section 6 – John will work with Butch to refine calendar and under February 2008 - indicate MPO is COMPASS and RPTA is VRT
- Suggested graphic showing timelines for required approvals funding – to help explain TIP/STIP and how all fits together - every federal dollar has to be programmed into the TIP/STIP which is a list of projects – show example of a grant and how it goes through the whole process
- Section 7 – Project Scoring Criteria - scoring scheme pulled out of TSCP was converted from percentage to points – did add item 4 – *Is project consistent with federal program purpose?*
 - Under 3-Project Oversight/Coordination – show that have fiscal capacity to do it
 - It was pointed out that each year the RCC will determine what the scoring criteria is and refine it as part of the annual work program to make sure it is still consistent with the goals of the group.

As the RCC is finalized, a workshop will be held. Applications forms for funds administered by VRT are still being developed. Applicants for funds administered by ITD will be referred to ITD.

The actual document plan will be brought back to the RCC members when all the public comments are in and will be reviewed at the November 13th RCC meeting. The VRT Board will review for approval on November 28th.

The meeting ended at 10:25 a.m.

Next meeting
Tuesday, November 13, 2007
9:00 a.m.
COMPASS
800 S. Industry Way- Suite 100
Meridian, Idaho

Regional Coordination Council Meeting Agenda
Tuesday, November 13, 2007
9:00 a.m. to 11:00 a.m.
COMPASS Conference Room
800 S. Industry Way Suite 100
Meridian, Idaho

I. Welcome

II. Review Meeting Notes

Members will review and finalize the notes from the October 9, 2007 meeting.

III. Final Review of Updated Transportation Service Coordination Plan

Connie Soper, of Nelson Nygaard, will join us via telephone to review final changes and additions to the Coordination Plan.

VI. Update on COMPASS Call for Projects

John Cunningham of COMPASS will review the updated grant announcement process and procedures.

V. Update on Formalizing the RCC

Gloria Parkvold will provide information regarding formalizing the RCC and regarding the one-year Implementation Plan.

Next meeting

Tuesday, December 11, 2007
9:00 a.m.
COMPASS
800 S. Industry Way- Suite 100
Meridian, Idaho

Arrangements for auxiliary aids and services necessary for effective communication for qualified persons with disabilities need to be made as soon as possible, but no later than three working days before the scheduled meeting. Please contact Mark Carnopis, Community Relations Manager at 846-8547 extension 4215 if an auxiliary aid is needed.

APPENDIX B

HUMAN SERVICE TRANSPORTATION PROVIDER INVENTORY

Ada and Canyon County Human Service Transportation Provider Inventory

I. Tell us about your agency or organization.

1. Name of Agency or Organization:

2. Briefly describe the organization type (e.g., Nursing care facility, etc).

3. Contact Information:

Staff Contact Name:

Phone Number:

Email Address:

Street Address:

Apt/Suite#:

City:

State:

Zip:

4. Does your agency/organization directly provide transportation services?

Yes No

If you responded "yes", go directly to question #19.

5. If your agency does not directly provide transportation, do you otherwise fund or sponsor transportation for your clients?

Yes No

If you responded "yes", please complete questions 6-17.

II. Transportation Sponsor Questions (Q: 6-18)

6. What type of transportation services does your agency/organization sponsor/fund?

Contract transportation services with another agency/organization or private provider

Provide transit tickets or passes to clientele

Provide taxi scrip/vouchers to clientele

Arrange transportation services by volunteers with privately owned vehicle

Other (please specify)

7. If contracting with another agency/organization, which one(s) provides your services?

8. Who is eligible to receive transportation services through your agency?

Check All That Apply:

Seniors Not Disabled

Senior and Disabled

- Developmentally Disabled
- Other Disabled
- Life Sustaining Patients (e.g. kidney dialysis)
- Low-Income
- Low-Income and Senior
- Low-Income and Disabled
- Other

9. What types of trips do you sponsor or pay for? Check all that apply.

- Medical
- Life Sustaining Medical (e.g. kidney dialysis)
- Work
- School
- Shopping Groceries Only
- Shopping Other
- Recreation
- Nutrition Programs
- Senior Center
- Religious
- Volunteer Activities
- Connect to Fixed Route Transit

10. What are the top 5 destinations where your clients need to go?

- Destination #1:
- Destination #2:
- Destination #3:
- Destination #4:
- Destination #5:

11. Do you have eligibility requirements for riders using any of your services?

Yes No

12. If yes, what is the eligibility certification process?

13. How do riders find out about your services?

Please tell us about your annual budget by providing the following:

14. Annual Estimated Expenses to sponsor or purchase transportation: (Please provide information for the most recent year for which you have information)

15. What funding sources pay for transportation?

- Funding Source #1
- Percent of total budget
- Funding Source #2
- Percent of total budget
- Funding Source #3
- Percent of total budget
- Funding Source #4

- Percent of total budget

16. Do you coordinate with other service providers? If yes, which ones, and how?

17. What would you improve to provide better transportation services?

18. Do you have any other comments?

III. Overview of Services Provided Questions for Direct Transportation Providers (Q: 19-41)

19. Please describe your service area. Use city boundaries and/or street names as borders where possible.

20. When do you provide transportation? (Start - End Times (Ex. 8:00 am – 4:00 pm))

Start Time End Time

Sunday:

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

21. What are your busiest (peak hours) times of day for providing transportation?

22. What types of services do you provide? Check all that apply.

Fixed Route

Deviated Fixed Route

Community-Based shuttles

Curb-to-curb Paratransit

Door-to-door Paratransit

Door-through-door Paratransit

Medicaid Medical Transportation

Excursion Trips

23. How many vehicles do you operate?

24 How many drivers do you have?

Paid Volunteer

25. Do you refer any trips to other agencies if you can't provide them in-house?

Yes No

If you responded "yes," to what other agencies/organizations do you refer riders to?

On average, how many trip requests per month do you renegotiate, refer to other agencies, or deny?

Do you assist with a customer's travel planning when referring? yes no

26. Do other agencies/organizations refer riders to your agency/organization?

Trip Reservations

27. If you provide paratransit service, what percentage of your trips are shared rides?

28. Is your reservation system automated where you use computer-generated manifests?

Yes

No

29. If yes, what application(s) do you use?

Ridership Information

30. How many rides do you provide? (Annual ridership by service)

Fixed Route

Deviated Fixed Route

Community-Based shuttles

Curb to Curb Paratransit

Door to Door Paratransit

Door through Door Paratransit

Medicaid Medical Transportation

Excursion Trips

31. Please estimate the approximate % of each type of rider:

Seniors Not Disabled

Senior and Disabled

Developmentally Disabled

Other Disabled

Life Sustaining Patients (e.g. kidney dialysis)

Low-Income

Low-Income and Senior

Low-Income and Disabled

Other

Trips Made With Service

32. Please estimate the approximate % of each type of trip you provide:

Medical

Life Sustaining Medical (e.g. kidney dialysis)

Work

School

Shopping Groceries Only

Shopping Other

Recreation

Nutrition Programs

Senior Center
Religious
Volunteer Activities
Connect to Fixed Route Transit

33. What are your top 5 destinations served?
Destination #1
Destination #2
Destination #3
Destination #4
Destination #5

New Riders

34. Do you have eligibility requirements for riders using any of your services?
Yes
No

35. If yes, what is the eligibility certification process?

36. How do riders find out about your services?

Budget

Please tell us about your annual budget by providing the following:

37. Expenses:

- Total Fixed-Route Operating Expenses
- Total Paratransit Operating Expenses
- Total Fixed-Route Capital Expenses
- Total Paratransit Capital Expenses

38. Revenues:

- Fixed-Route Funding Source #1
Percent of total budget
- Fixed-Route Funding Source #2
Percent of total budget
- Fixed-Route Funding Source #3
Percent of total budget
- Fixed-Route Funding Source #4
Percent of total budget
- Paratransit Funding Source #1
Percent of total budget
- Paratransit Funding Source #2
Percent of total budget
- Paratransit Funding Source #3
Percent of total budget
- Paratransit Funding Source #4
Percent of total budget

Other Questions

39. Do you coordinate with other service providers? If yes, which ones, and how?

40. What would you improve to provide more/better transportation services?

41. Do you have any other comments?

Coordination Plan Inventory Participants

| Organization Name | Organization Type | Contact Name | Provide Transportation | Sent Survey | Responded to Survey |
|--|---------------------------------------|------------------|------------------------|-------------|---------------------|
| ACHD Commuteride | Public-government | Kirk Montgomery | Yes | Yes | Yes |
| Adams County Health Clinic | Council Community Rural Health Clinic | Gene Shoup | Yes | Yes | Yes |
| Boise Association for Retarded Children (ARC) | Social services | Lisa Cahill | Yes | Yes | Yes |
| Caldwell Care Center | Skilled nursing facility | Pam Dennis | Yes | Yes | No |
| Canyon County Office on Aging | Senior programs | Evie Tenorio | Yes | Yes | Yes |
| Canyon West Health and Rehabilitation | Skilled nursing facility | Glen Kelley | Yes | Yes | Yes |
| Capitol Care Center | Nursing home | Melissa Heath | Yes | Yes | No |
| Disabled American Veterans Foundation, V.A. Medical Center Volunteer Program | Medical center | Laverne Gilliam | Yes | Yes | Yes |
| Eagle Christian Church | Faith-based organization | George Walker | Yes | Yes | No |
| Eagle Senior Center | Senior programs | Pam Stafford | Yes | Yes | Yes |
| Garden City Senior Citizens Center | Senior programs | | Yes | Yes | No |
| Hearts to Go | Non-emergency medical transportation | Terry Stephens | Yes | Yes | No |
| Idaho Dept. of Health & Welfare, Division of Medicaid | Public-govt. | Sharon Duncan | No | Yes | Yes |
| Idaho Division of Vocational Rehabilitation | | Darrell Quist | Yes | Yes | No |
| Kuna Senior Center | Senior programs | | Yes | Yes | No |
| Life Care Center of Boise | Adult care | Joe Kearney | Yes | Yes | No |
| Life Care Center of Treasure Valley | Hospital/medical center | Meagan Hess | Yes | Yes | Yes |
| Marsing Senior Center | Senior programs | | Yes | Yes | No |
| Melba Senior Citizens Center | Senior Programs | Marty Nelson | Yes | Yes | Yes |
| Mercy Express | Volunteers – Hospital Patients | Sheri Ainsworth | Yes | Yes | Yes |
| Meridian Senior Center | Senior programs | Cindy Hill | Yes | Yes | Yes |
| Nampa Care Center | Skilled nursing facility | Wendy Pelch | Yes | Yes | No |
| Nampa Senior Center | Senior programs | Brendi de Boer | Yes | Yes | Yes |
| Parma Senior Citizens Center | Senior programs | Kristin Jacobson | | Yes | No |
| Retired Senior Volunteer Program | Senior programs | Judi Watkins | No | Yes | Yes |
| Sage Resources/ SW Idaho Area Agency on Aging | | Lori Brelia | Yes | Yes | No |
| Senior Solutions Inc. | Social services | Jan Raeder | Yes | Yes | Yes |
| St. Luke's Regional Medical Center | Hospital/medical center | Michelle Bivens | Yes | Yes | Yes |
| St. Marks Church | Faith-based organization | Diana Tetreault | Yes | Yes | Yes |
| Star Senior Citizens Center | Senior programs | | Yes | Yes | No |
| Treasure Valley Transit | Public – Nonprofit | Terri Lindenberg | Yes | Yes | No |
| VRT ACCESS Paratransit | Public - government | Randy Kyrias | Yes | Yes | Yes |
| WITCO | Nonprofit -Clients only | MC Niland | Yes | Yes | Yes |

APPENDIX C

LIST OF FTA SECTION 5310 PROGRAM APPLICANTS

**Regional Coordination Council
FY08 5310 Project Requests**

| Agency/Company | Project Description | Use of Vehicles | Total Cost |
|-------------------------------|---|---|-------------------|
| St. Mark's Catholic Community | Purchase a wheelchair equipped vehicle. | Used to transport people to religious services and social functions at the church. | \$48,913 |
| Treasure Valley Transit | Three vehicles: 1 Medium Duty Vehicle, 20 + 2 seats 1 light Duty Vehicle, 14 + 2 seats for replacement, 1 Light Duty 14 + 2 seats expansion | Two replacement vehicles that provide door to door service in District III. One vehicle will be used for door to door service in Payette & Washington /counties to support the Coordination Plan. | \$186,000 |
| Meridian Senior Center | One replacement vehicle that will also provide a wheelchair lift. | Medical appointments, delivery of food, provide wheelchair accessibility | \$50,000 |
| WITCO | Two vehicles without wheelchair capabilities. | Vehicles will be used to transport people to community services | \$57,850 |
| CCOA | Replace 21 year old vehicle that doesn't have a working wheelchair lift. | Continue serving people in Canyon County and service to Ada County. | \$50,000 |
| Nampa Senior Center | Replace current vehicle and to acquire a bus with a wheelchair lift | Medical appointments, delivery of food, provide wheelchair accessibility | \$58,000 |
| Marsing Senior Center | Dial-a-ride public transportation service in Owyhee County and to Canyon County | | |