



Monthly Provider Outreach

April 23, 2026

Your Safety • Your Mobility • Your Economic Opportunity

April Agenda

- *Safety Share - Kootenai County
- *ITD-PT Updates
- *FTA Updates
- Service Animals (Kootenai County)
- Certs & Assurances
- *Summit Updates
- *Provider Question: Would you be interested in a Public Transportation Leadership Training Program?
- *Provider Barriers, Challenges, & Successes
- *Next Webinar's Agenda

* Standing Agenda Item





Safety Share

The background features a large, semi-transparent watermark of the ITD-PT logo, which consists of a stylized profile of a person's head and the letters 'ITD-PT' in a bold, sans-serif font.

ITD-PT Office Updates

ITD-PT Office Updates

- PTAC Spring Meeting Updates
 - PTAC District 3 & District 5 PTAC Applications
 - Congressional Award Recommendations
- State Fiscal Year End: 06/30/2026
- Travel Season





FTA Updates

FTA Updates

- Region 8





Service Animals



Service Animals

Service Animal



Emotional Support Animal



Therapy Animal



YES you can ask



1. Is that a service animal?
2. What service has the animal been trained to do for you?
3. Does it have a rabies tag?

NO you cannot ask



- Service animal identification – does not exist
- About the rider's disability
- A demonstration of the service performed

- Service **CAN** be denied to the animal, not the rider
- Animal must be under control at all times
- Must be at feet of owner, not on a seat, must be under owner's control

So many questions



Many of our drivers didn't feel comfortable asking service animal questions. After getting lots of questions myself and thinking about them, I figured there had to be an easier way. Then one day... I had a bright idea!



Shop til' you drop

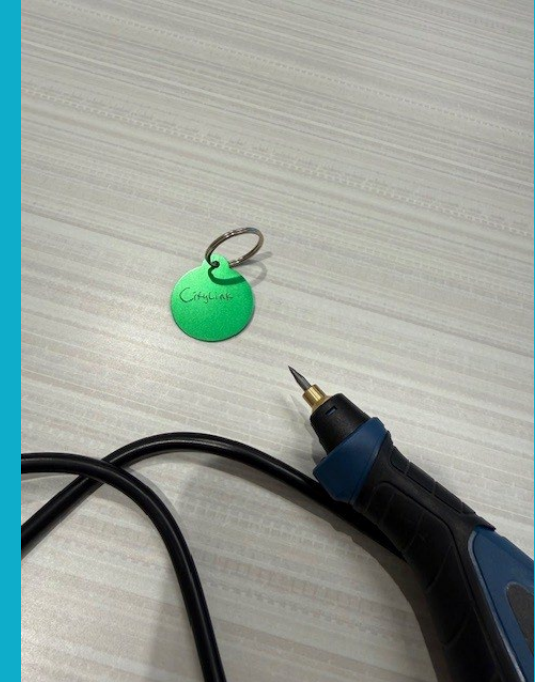


So, I got on my laptop, grabbed my mouse and started some Amazon shopping. For 25 blank green tags, 100 keyrings and the engraver it was \$37.

Tags and Engraver



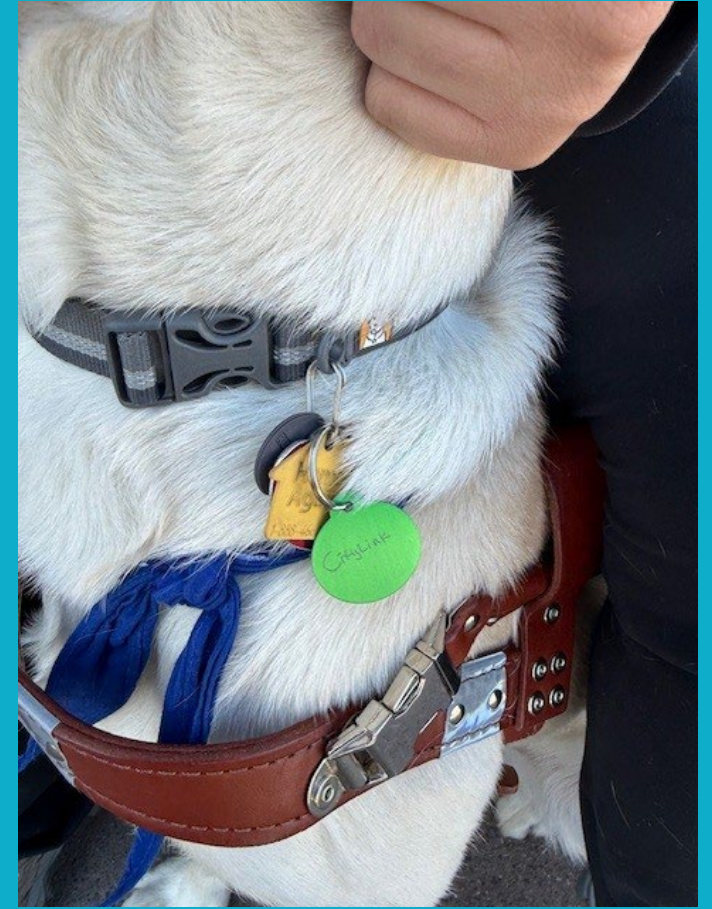
I tape the tag to the desk and with light pressure I engrave CITYLINK. The tool is loud so it's nice to give everyone some warning.



Raquel the Service dog



This is Raquel. She is a two-and-a-half-year-old yellow lab. Her owner is 20 years old and only has 7% of her vision. With her fancy new tag Raquel can board our Citylink buses without being asked the service animal questions. The tag is not required but it makes boarding much faster for her and her owner.



Thanks for Watching





Certification & Assurances

Certs & Assurances

- Lead: Ben Schumacker
- Due to ITD-PT: May 19, 2026
- Sam.Gov Status
- Idaho Unified Certification Program (IUCP) Status





Summit Updates

2026 PT Summit

- Date: September 01-02, 2026
- Location: The Riverside Hotel, 2900 W Chinden Blvd, Boise, ID 83714
- Registration Opens: June 1st



Calendar Submissions

- Photo Submission Dates: 02/09/2026 - 06/12/2026
- Voting Dates: 06/29/2026 - 07/10/2026
- Submit your Photos here: <https://forms.office.com/g/2LwAAqwwje>
 - Horizontally oriented
 - Media release form
- Winners will be announced at the Summit!
- More information: <https://itd.idaho.gov/public-transportation-summit/>



Hall of Fame Submissions

- Nomination Submission Dates: 02/17/2026 - 06/19/2026
- Voting Dates: 07/06/2026 - 07/17/2026
- Winners will be announced at the Summit!
- Agency Awards: Click the link to submit your nomination
 - [Outstanding Public Transportation System](#)
 - [Excellence in Collaboration](#)
 - [Innovation](#)

Hall of Fame Submissions

- Individual Awards: Click the link to submit your nomination
 - [Transportation Champion of the Year](#)
 - [Distinguished Service \(1\)](#)
 - [Outstanding Public Transportation Manager](#)
 - [Driver \(3\)](#)
 - [Dispatcher \(1\)](#)
 - [Maintenance](#)
 - [Safety Professional](#)





Provider Question

Would you be interested in a Public Transportation Leadership Training Program?

Think of a good answer later? Please email Shauna at Shauna.Miller@itd.idaho.gov





Provider Updates

Provider updates

*Raise your hand to share
your barriers, challenges,
and successes*



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Next Meeting Agenda Review

Next Meeting: May 21 at 1:30 pm MT

Standing Agenda Items

- Safety Share
- ITD-PT Updates
- FTA Updates
- Summit Updates
- Provider Question
- Provider Barriers, Challenges, & Successes

Additional Items:

- Phone a Friend (SPOT Bus)
- State Management Plan
- RTAP Update



Thank You

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