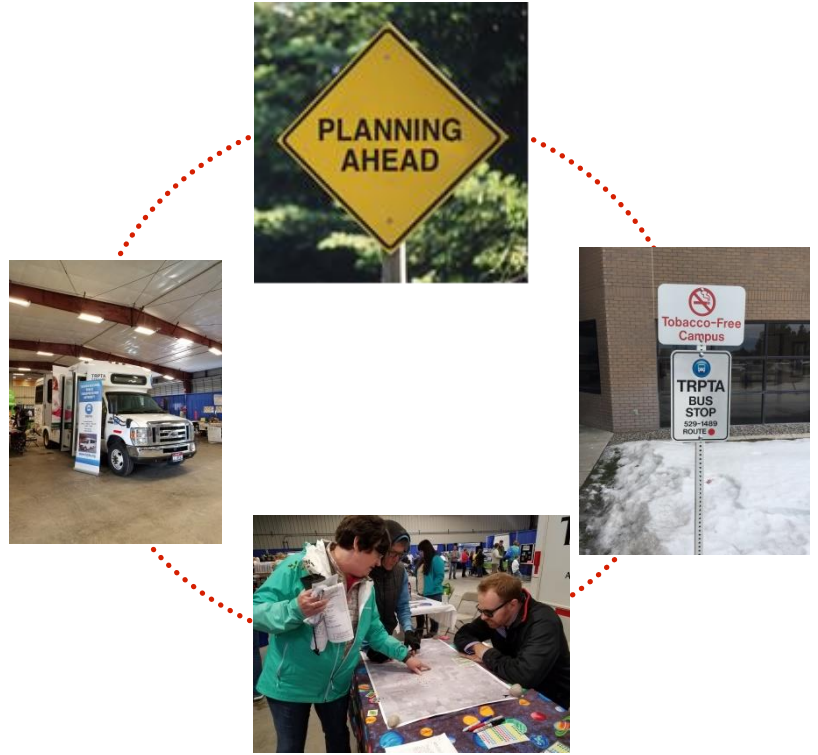# Public Transit- Human Service Plan

November 2017

Prepared for
Bonneville Metropolitan Planning Organization (BMPO) and
Targhee Regional Transportation Authority (TRPTA)

Bonneville Metropolitan Planning Organization

TRPTA

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Chapter 1
Background

INTRODUCTION

The Fixing America's Surface Transportation (FAST) Act serves as the authorizing legislation for funding through Federal Transit Administration (FTA) programs. While FTA has yet to issue updated formal guidance, this legislation appears to continue previous coordinated transportation planning requirements. Specifically, projects selected for funding through the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program authorized by the FAST Act must be "included in a locally developed, coordinated public transit-human services transportation plan."

In response to this requirement the Bonneville Metropolitan Planning Organization (BMPO) and Targhee Regional Public Transportation Authority (TRPTA) led the development of this Public Transit-Human Service Plan (PTHSP). BMPO provides transportation planning for the Cities of Ammon, Idaho Falls, Iona, Ucon, and the urbanized portions of Bonneville County, while TRPTA provides public transportation in the region. Together both organizations have responsibility for planning and coordinating transportation and public transit services throughout District 6. This PTHSP covers the urbanized area of District 6, shown in Figure 1-1, while the Idaho Transportation Department (ITD) is leading a similar planning process for the non-urbanized area of the district.

A BLUEPRINT FOR THE FUTURE

The coordinated transportation planning effort was not solely limited to the Section 5310 Program. As noted in FTA guidance, while the plan is only required in communities seeking funding under the Section 5310 Program, a coordinated plan should incorporate activities offered under other programs sponsored by federal, state and local agencies to greatly strengthen its impact. Therefore this PTHSP takes a broader approach and includes information on a variety of transportation services offered in the region. It also provides strategies and potential projects beyond those eligible for funding through the Section 5310 Program.

The PTHSP planning process was conducted simultaneously with the development of TRPTA's Short Range Transit Plan (SRTP). Input from a wide range of stakeholders was a key component in the development of both plans, and outreach efforts (detailed in Chapter 2), provided the opportunity for community involvement. It is anticipated that the PTHSP and the SRTP will be used in conjunction, and will serve as blueprints and practical documents for future discussions and efforts in the region to improve mobility.

Figure 1-1: Cities of Ammon, Idaho Falls, Iona, Ucon, and the urbanized portions of Bonneville County
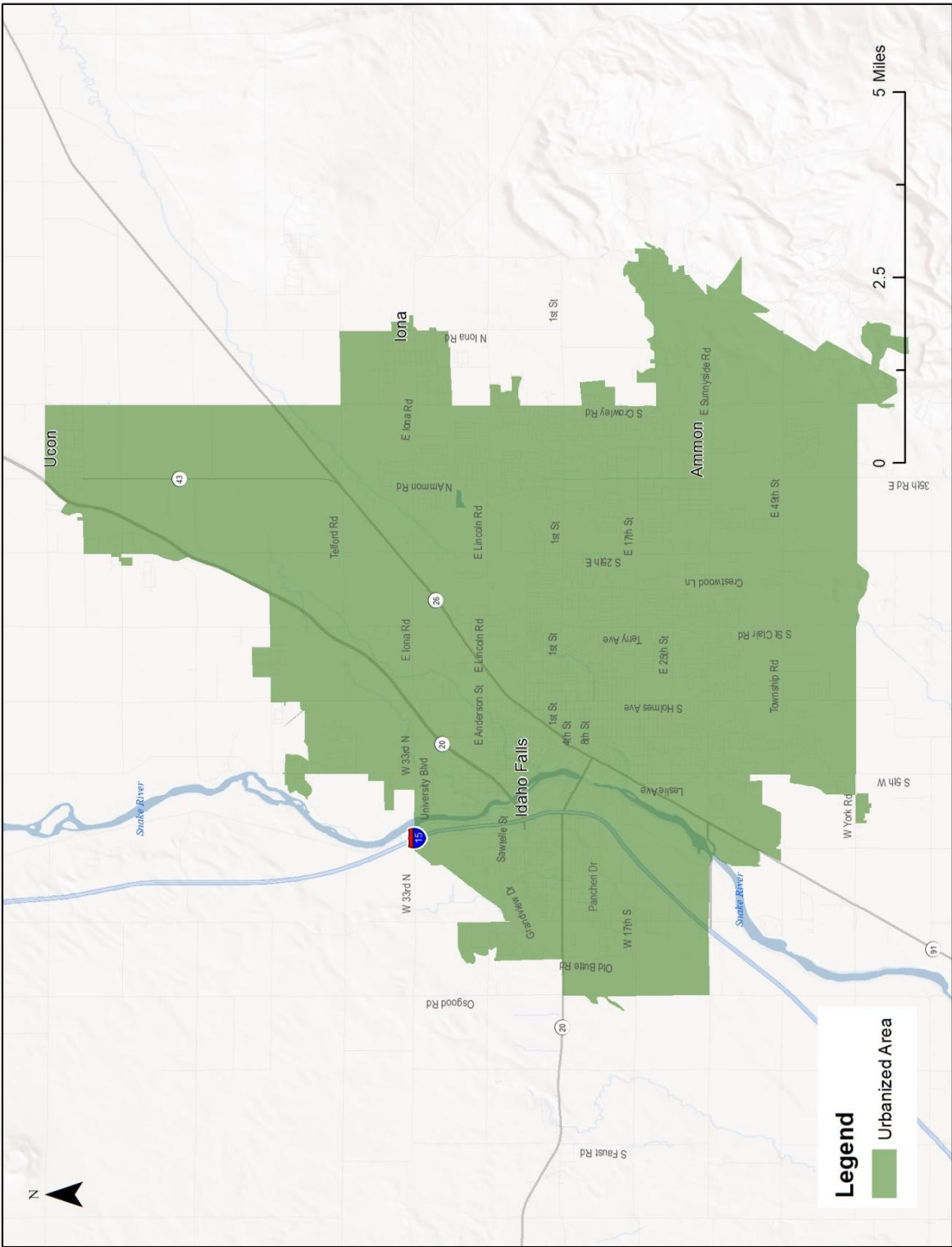
PLAN CONTENTS

The PTHSP is presented in the following order:

- **Chapter 1** (this chapter) provides background information on planning process.

- **Chapter 2** discusses the outreach process and the involvement of regional stakeholders in the coordinated mobility planning process.

- **Chapter 3** provides a review of recent plans and studies in the region that are relevant to the study process or provide information on community transportation needs.

- **Chapter 4** provides an assessment of the transportation needs in the region based on qualitative data (input on needs from key stakeholders).

- **Chapter 5** provides an assessment of transportation needs in the region through quantitative data (U.S. Census and American Community Survey).

- **Chapter 6** provides an inventory of current transportation services in the region.

- **Chapter 7** presents strategies and potential projects to meet transportation needs as identified and prioritized by regional stakeholders.

- **Chapter 8** discusses proposed on-going arrangements in the region to continue the momentum from the coordinated mobility planning process.

- **Chapter 9** provides the process for approval of this coordinated transportation plan.

- **Appendices A and B** provide various documents relevant to the planning process as noted in this plan.

MEETING THE FEDERAL COORDINATED TRANSPORTATION PLANNING REQUIREMENTS

The purpose of the Section 5310 Program is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. To meet the coordinated transportation planning requirements the PTHSP includes the following required elements:

1) An assessment of available services that identifies current transportation providers (public, private and nonprofit).

2) An assessment of transportation needs for individuals with disabilities and seniors. 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.

3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, and opportunities to achieve efficiencies in service delivery.

4) Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified.

Current FTA guidance on the coordinated transportation planning process is included in Appendix A. The further implementation of the FAST Act should be monitored so that any modifications to the current requirements can be considered for future updates of this plan.

SECTION 5310 PROGRAM

As noted earlier, the MAP-21 legislation established a modified FTA Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) Program that consolidates the previous New Freedom and Elderly and Disabled Programs. The purpose of the Section 5310 Program is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Funding

Funds through the Section 5310 Program are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities, with sixty percent of the funds apportioned to designated recipients in urbanized areas of 200,000 persons or more, twenty percent to states for use in urbanized areas of fewer than 200,000 persons, and twenty percent to states for use in rural areas. The federal share is eighty percent for capital projects and fifty percent for operating grants. All of the local share must come from sources other than Federal Department of Transportation (DOT) funds.

Eligible Project Expenses

As noted earlier under the coordinated transportation planning requirements, all awarded Section 5310 projects are required to be derived from a regional Coordinated Public Transit-Human Services Transportation Plan. In addition to being within a project derived from or included in the applicable regional plan, Section 5310 project funding eligibility is limited to the following types of project expenses.

Eligible Capital Expenses

In accordance with FTA guidance, at least fifty-five percent of Section 5310 funds must be utilized for public transportation capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities. Eligible capital expenses that meet this fifty-five percent requirement involve the following:

Rolling stock and related activities for Section 5310-funded vehicles

- Acquisition of expansion or replacement buses or vans, and related procurement, testing, inspection, and acceptance costs
- Vehicle rehabilitation or overhaul
- Preventative maintenance
- Radios and communication equipment
- Vehicle wheelchair lifts, ramps, and securement devices

Support equipment for Section 5310 Program

- Computer hardware and software
- Transit-related Intelligent Transportation Systems (ITS)
- Dispatch systems

Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management activities may include:

- Promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals

- Support for short-term management activities to plan and implement coordinated services

- Support of state and local coordination policy bodies and councils

- Operation of transportation brokerages to coordinate providers, funding agencies, and passengers

- Provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers

- Development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs

- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense)

Other Eligible Capital and Operating Expenses

Up to forty-five percent of a rural, small urbanized area or large urbanized area's annual apportionment may be utilized for the following:

- Public transportation projects (capital only) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable

- Public transportation projects (capital and operating) that exceed the requirements of ADA

- Public transportation projects (capital and operating) that improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service

- Alternatives to public transportation (capital and operating) that assist seniors and individuals with disabilities with transportation

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Chapter 2
Outreach and Planning Process

INTRODUCTION

This chapter discusses outreach efforts for the PTHSP and the involvement of local and regional stakeholders in the coordinated transportation planning process. Federal coordinated planning guidance served as the foundation in the development of a broad approach that provided the opportunity for a diverse group of individuals and organizations to be involved.

Transportation needs and issues identified through the outreach process are detailed in Chapter 4 of this plan. The needs and gaps identified were also considered in the development of potential strategies, activities, and projects, and are included in Chapter 7.

STAKEHOLDER LIST

At the outset of the planning process a stakeholder invitation list was developed that included various agencies familiar with transportation issues, especially in regard to older adults, people with disabilities, people with lower incomes, and veterans. Collectively, an invitation to participate in the PTHSP process was distributed to over 100 stakeholders. These stakeholders were encouraged to pass the invitation along through their contact lists to help ensure an even broader outreach effort. Ultimately the invitation list included:

- Transportation planning agencies

- Public transportation providers

- Private transportation providers

- Nonprofit transportation providers

- Volunteer transportation providers

- Human service agencies funding, operating, and/or providing access to transportation services

- Advocacy organizations working on behalf of targeted populations

- Agencies that administer health, employment, or other support programs for targeted populations

- Nonprofit human service provider organizations that serve the targeted populations

- Job training and placement agencies

- Housing agencies

- Healthcare facilities

- Mental health agencies

- Economic development organizations

- Faith-based and community-based organizations

- Employers and representatives of the business community

- Elected officials

PROJECT ADVISORY COMMITTEE

Stakeholders that responded to outreach efforts were invited to participate on an advisory committee that offered guidance and input throughout the PTHSP process. A list of organizations that were involved is provided in Appendix B. Meetings with this group of key community stakeholders involved:

- A project kick-off meeting conducted in February, 2017 provided the opportunity to review the proposed work plan, discuss priorities for the planning process, and obtain the group's input on unmet transportation needs and gaps.

- During a May 2017 meeting existing conditions were discussed, as well as potential opportunities looking forward.

- A June 2017 meeting provided the opportunity review potential strategies to be included in this plan.

INPUT FROM BMPO AND TRPTA STAFF

An important first step in development of the PTSHP was to learn from BMPO and TRPTA staff about community transportation issues and unmet needs that should be explored. In this

light, discussions were conducted with key staff at the outset of the project. In particular, frontline employees such as TRPTA dispatchers and drivers offered important insights into the unmet transportation needs based on their daily customer interaction. These issues provided an important foundation for subsequent community outreach and developments of options and alternatives to improve public transit and overall mobility in the area.

STAKEHOLDER INTERVIEWS AND MEETINGS

Individual interviews with key stakeholders were conducted at the outset of the planning process to obtain their comments on the results they would like to see from the planning process and on the transportation needs of their customers and the people they serve. Representatives from the following agencies and organizations were interviewed:

- Museum of Idaho
- Idaho Falls Zoo
- Eastern Idaho Regional Medical Center (EIRMC)

Following the initial on-site work, phone interviews were conducted with representatives from the following agencies and organizations:

- Behavioral Health Crisis Center
- Veteran Service Officer
- City of Ammon

In addition, attendance at a meeting of the Idaho Falls Earth Day committee provided the opportunity to provide an overview of the planning process and obtain input from the committee. At this meeting there was agreement on a "Meeting on the Bus" outreach effort as part of Earth Day activities. The results from this effort are discussed in the next section.

COMMUNITY WORKSHOPS AND EVENTS

The community outreach process involved workshops and events that provided the opportunity to engage a variety of stakeholders, to confirm transportation needs, and to discuss potential strategies, projects, and services to improve regional mobility. Two rounds of outreach were conducted, and involved the following efforts.

Community Workshops

- Initial meetings in April, 2017, provided the opportunity to discuss the planning process and obtain input on unmet transportation needs and issues. These workshops were conducted in Idaho Falls, Ammon, and Ucon.

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- A second round of events offered the opportunity to present possible improvements to public and human service transportation services in the area. These meetings were conducted in June, 2017, and included a public outreach meeting in Idaho Falls, a presentation at the Idaho Falls Senior Center, and a display at the Idaho Falls Chukar's game.

Meeting on a Bus

As part of April, 2017, outreach efforts a TRPTA bus was stationed at the Idaho Falls Earth Day Celebration. This "Meeting on a Bus" provided the opportunity to obtain input from community members, both through completion of community surveys and through informal discussions. Additionally a bus was stationed at the Idaho Fall Chukar's game in June, 2017. Participants were able to give input on strategies developed for the PTHSP.

TRPTA Rider Survey

An important task for the SRTP planning process was to gather opinions from current customers concerning TRPTA's current fixed route and demand response services. As part of this effort an on-board rider survey was developed and distributed. While the results from this survey are more specific to TRPTA services and detailed in the SRTP, they also provide information on broader mobility issues in the region. Therefore, appropriate information from the TRPTA rider survey is included in the needs assessment portion of this plan, as well as in the development of potential strategies.

BMPO POLICY BOARD

The governing body of BMPO is the Policy Board. Representatives are appointed by their respective governing bodies, and Board consists of the following representatives:

- City of Ammon – One elected official
- City of Idaho Falls – Four elected officials
- City of Iona – One elected official
- City of Ucon – One elected official
- Bonneville County – One member of the County Commission
- Idaho Transportation Department District 6 – One member
- TRPTA – One member

Multiple updates were provided to the BMPO Policy Board throughout the planning process, and the Board had ongoing opportunity to offer input. Ultimately the BMPO Policy Board approved this plan on November 15, 2017, and further detailed in Chapter 9.

ONGOING STAKEHOLDER INPUT

Throughout the planning process regional stakeholders had multiple opportunities to provide their input. This ongoing involvement included:

- Reviewing and commenting on a summary of transportation needs from the outreach efforts.

- Reviewing and providing input on potential strategies, activities, and projects to be included in the regional plan.

- Prioritizing strategies identified as the most appropriate for improving mobility in the region.

- Reviewing and providing input on a draft version of this plan.

Chapter 3
Previous Plans and Studies

INTRODUCTION

This chapter provides a review of recent plans and studies in the region that are relevant to the study process, or provide information on community transportation needs and potential solutions. Key issues from the previous planning reports and projects are summarized and along with stakeholder input and the demographic analysis discussed in later chapters, provide a broad transportation needs assessment.

The following previous plans and studies were reviewed:

- Bonneville MPO Short-Range Transit Plan 2007-2012

- Modifying TRPTA Checkpoint Service

- Idaho Local Mobility Management Network 6A Mobility Plan (Final Draft Plan – December 2011)

- Idaho Public Transportation Plan (under Development)

- Bonneville MPO 2040 Long Range Transportation Plan

- Bonneville MPO Complete Streets Strategy

- City of Idaho Falls Comprehensive Plan

Bonneville MPO Short-Range Transit Plan 2007-2012

The 2007-2012 Short Range Transit Plan was prepared by LSC Transportation Consultants, Inc. for the BMPO and completed in November 2006. This plan includes the results of an on-board survey, an in-depth analysis of TRPTA services, management, and organizational structure in 2006. At that time, TRPTA was operating a checkpoint bus service with designated bus stops but no fixed route between these stops, allowing vehicles to deviate up to three-quarters of a mile of a route with prior day reservation. This service operated weekdays only from 7:00 a.m. to 6:00 p.m. Route frequencies at the time were not specifically identified in the report, but, based on recommendations, appear to have been inconsistent with no less than 60 minutes between buses.

The service plan recommended preferred by stakeholders included restructuring the checkpoint system to a hybrid system (combining elements of radial, grid, and suburban service route structures into an single interconnecting network) consisting of seven flex

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routes (deviated fixed routes) and one "jump" route that provides connections across the flex routes. Other preferred service recommendations included decreasing headways, expanding weekday service hours, adding Saturday service, creating commuter service, developing a rideshare broker program for the region, and expanding the service area.

The 2007-2012 plan called for a four phase implementation of improvements:

- Phase I – Hybrid System (Years 2008 and 2009) – The plan recommended that TRPTA implement a hybrid system with flex routes operating on a pulse system with 30-minute peak/60-minute off-peak headways, connecting at the new transit facility on Broadway at Capital, the Aquatic Center, and the Grand Teton Mall area. The flex loop routes would deviate from the routes up to three-fourths of a mile, and during off-peak times, five of the vehicles would operate demand-response service. A jump route would link the three transfer stations together, operating similarly to a limited express service on 30-minute peak/60-minute off-peak headways.

- Phase II – Service Expansion (Years 2010 to 2011) – The recommended second phase recommended expanding the operating hours of the hybrid system to include weekday evening service (through 9:00 p.m.). Additionally, two new regional commuter routes, operated during morning and evening peak hours, would link the rural communities with Idaho Falls. The plan suggested that these routes could initially be operated as vanpools, transitioning to transit bus service when ridership grew.

- Phase III – Weekend Service (Years 2011 to 2012) – The third phase recommended expanding days of service to operate the seven flex routes and the jump route on Saturdays on 30-minute headways from 7:00 a.m. to 6:00 p.m.

- Phase IV – Service Area Expansion (Years 2012 to 2015) – The final phase of the plan called for expanding the service area of the hybrid system and adding commuter service to the City of Pocatello (one trip in both the morning and evening weekday peak periods).

Organizationally, the plan recommended that TRPTA remain with the existing organizational structure of a regional transportation authority, work with other regional transit authorities in the State of Idaho to allow those authorities to be able to levy a tax (with voter approval), and adopt an administrative structure that includes a Transit General Manager that reports to the TRPTA Board, a Transit Manager that reports to the Transit General Manager, and a Lead Dispatcher that reports to the Transit Manager.

Capital recommendations included installing bus stops and shelters at key locations (at about every 1,200 feet along each route). Eighteen replacement vehicles and five additional vehicles were identified as being needed to implement the full plan. New transit facilities were also recommended at Broadway and Capital (to include an administrative office, a passenger

waiting area, and a passenger transfer station), the Aquatic Center (transfer station) and the Grand Teton Mall (transfer station). Formal park-and-ride lots were also recommended to support the regional commuter service.

This plan does not appear to have been implemented.

Modifying TRPTA Checkpoint Service

This study was prepared by LSC Transportation Consultants, Inc. for the BMPO and completed in November 2012. The study was conducted to provide technical assistance in modifying TRPTA checkpoint service to better serve the needs of the community. Study efforts included an analysis of the current checkpoint service, soliciting public input, developing and evaluating transit alternatives, and developing a service plan based on the select the preferred service option.

Alternative service types considered included fixed routes, service routes (defined in the report as fixed routes specifically designed to serve older adults and individuals with disabilities), flexible routes (such as route deviation, flex routes, or checkpoint service), and demand response service (particularly in Ammon, Iona, and Ucon).

The service recommended in the study report was fixed route operating on consistent hourly headways, Monday through Friday from 7:00 a.m. to 6:00 p.m., complemented by ADA paratransit service within three-quarters of a mile of the fixed routes, and general public demand-response service *outside* of the three-quarter radius (but not within) that would provide service to the nearest transfer point on the fixed route service (for a $2.50 fare, twice the fixed route fare) or operate outside of the fixed-route area (for a $5.00 fare).

Bus stop signage was recommended at fixed stops, as were benches at stops with high passenger activity and transfer stops. Additional shelters were not recommended in this plan. To make it easier for passengers to know which bus to board, operating a different type of vehicle on fixed route versus demand-response service was recommended.

The recommendations in the study report reiterated recommendations that were in the 2007-2012 Short Range Transit Plan that had not been implemented. These include expanding service hours to 9 p.m. on weekday evenings, operating two regional commuter routes to link rural communities with Idaho Falls (starting as vanpools), and increasing service frequencies to 30 minute headways. Expanding fixed routes to Iona and Ammon was also recommended.

Idaho Local Mobility Management Network 6A Mobility Plan (Final Draft Plan – December 2011)

The Idaho Transportation Department (ITD) and the Community Transportation Association of Idaho (CTAI) sponsored the development and update of Local Mobility Management Network (LMMN) Mobility Plans for local areas across the state, feeding into ITD District plans and a statewide mobility plan, documenting the statewide network of transportation services referred to collectively as the I-way. KFH Group, under contract to ITD and in collaboration with CTAI, developed the original (2009) LMMN plans and prepared the initial round of updates. The most recent update found for LMMN 6B, which surrounds Idaho Falls, is a draft final plan dated December 2011. However, as noted in this plan, *"while the BMPO lies within the boundaries of LMMN 6B, all transportation planning and the expenditure of funds within its own boundaries - the cities of Idaho Falls, Ammon, Iona, Ucon, and the defined 'urbanized area' - are coordinated exclusively by the BMPO"* and this document did not address mobility issues or projects within the BMPO boundary. Instead, this document addressed eastern Bonneville, Teton, Madison, Jefferson, Butte, Clark, and Fremont Counties (p. 5).

This plan recommended a series of local, district, and statewide strategies for services, infrastructure, and mobility management. Strategies that specifically connect with or travel through Idaho Falls, Ammon, Iona, and Ucon included:

- Improve feeder transportation within LMMN 6B.

- Provide mobility services along the Rexburg to Idaho Falls travel segment.

- Provide direct air transportation between Idaho Falls and Boise.

- Provide services connecting District 6 communities:
    - Salmon/Challis – Idaho Falls
    - Shelley – Idaho Falls
    - Island Park – Ashton - St. Anthony – Rexburg – Idaho Falls
    - Teton Valley – Idaho Falls

- Intercity public transportation services between Rexburg and Utah Stateline-Salt Lake City.

- Intercity public transportation services between Jackson and Idaho Falls.

- Expand, coordinate, and market ride-share programs for commuters in the Rexburg-Pocatello corridor.

- Sustain and continue to grow services to meet commuter needs in District 5 and District 6, into and between the larger urban centers of Idaho Falls and Pocatello.

Idaho Public Transportation Plan (under Development)

The Idaho Transportation Department (ITD) is currently leading a statewide effort to plan for the future of Idaho's public transportation systems. Working with the public, regional transportation planning organizations, and transit providers, planning will occur at both statewide and local levels. As noted in Chapter 1, this planning process involves the non-urbanized areas of District 6.

A District 6 open house for the Idaho Public Transportation Plan was held in Driggs on January 9, 2017. A slide presentation for this open house indicated that a local human service transportation coordination plan covering the non-urbanized area in counties in District 6 will be part of the Idaho Public Transportation Plan. Additional information on this current effort will be included in the final version of the PTHSP.

Bonneville MPO 2040 Long Range Transportation Plan

BMPO's 2040 Long Range Transportation Plan was completed in May 2016. This document includes the following information about recent and planned TRPTA improvements

> *Recent Improvements to Address Constraints and Deficiencies*
>
> *Since the initiation of fixed route services, TRPTA has improved services to the Idaho Falls Airport, Snake River Landing, low to moderate income (LMI) communities and enhanced intercity connectivity with Salt Lake Express. TRPTA has also implemented feeder stops with deviated routing in Ammon and Iona.*
>
> *Planned and Programmed Projects to Address Constraints and Deficiencies*
>
> *For the past few years TRTPA has been in the process of evaluating their mission and vision, status of responsibilities as a regional transit authority and their organizational and operational structures. This process will continue. Various changes have been made consistent with their findings. Operating, capital, paratransit, maintenance, mobility management and planning funds are programmed through 2020.*

A summary of TRPTA focused on the lack of local funds to match available federal dollars to replace buses meeting or exceeding their service life, a critical issue.

Recommended strategies and investments in this plan for public transportation are as follows:

General Services and Operations

- *Coordinate efforts with state-wide mobility management activities to focus on building partnerships with local businesses and schools to secure local matching funds*

- *Continue to look for opportunities to reduce operational costs such as developing feeder services, etc.*

- *Emphasize and enhance services to facilities of higher education*

- *Emphasize and enhance services to areas beyond the urbanized area such as from Idaho Falls to Rexburg, etc.*

- *Evaluate bus stops for walkability, accessibility and multi-modal connectivity (training, assessment and GIS overlay)*

- *Expand marketing efforts*

Plans and Programs

- *Create a public transportation user committee (possibly from members of joint TRPTA/BMPO that report to TRPTA Board and TAC/Policy Board)*
  - *Identify roles and responsibilities*
  - *Meet annually with bike and pedestrian committee*
  - *Obtain mobility management input*

- *2017 Short Range Transportation Plan*
  - *Evaluate efficiency of existing fixed routes and demand response services outside a ¾ mile radius of the fixed routes*
  - *Evaluate potential expansion of service area including routes and stops, frequency, hours and weekends of operations*
  - *Explore future transit corridors (mode priority with standards; see Chapter 3 A. Roadways I. Access Management and Mode Priorities)*
  - *Implement downtown routing and bus stop plan*
  - *Review the positive (complement) and negative (competitor) impacts of car sharing on existing public transit services*
  - *Explore the feasibility of implementing a rideshare program*
  - *Update transit land use design standards from 2006 SRTP (accepted and used – plan reviews)*

- *Capital Investment Plan*
  - *Schedule bus stop location improvements such as shelters and signage (convenience, safety and awareness to increase ridership)*

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> o *Implement a five-year bus replacement program*

The 2040 Long Range Transportation Plan also recommends reviewing all roadway projects to identify if they meet the intentions of BMPO's 2013 *Complete Streets Strategy* and adoption of a Complete Streets ordinance. As described in the 2040 plan, complete streets *are intended to safely and conveniently provide for vehicular, public transportation, bicycle and pedestrian travel. In addition to lanes that accommodate travel for automobiles and buses, Complete Streets include pullouts for buses, paths or lanes for bicyclists and sidewalks to facilitate pedestrian travel.*

Bonneville MPO Complete Streets Strategy

In January 2013, BMPO adopted its Complete Streets Strategy. The guiding principle of this strategy is:

> *Streets, bridges and transit stops within BMPA should be designed, constructed, operated and maintained so that pedestrians, bicyclists, transit riders, motorists and people with disabilities can travel safely and independently.*

Most of the strategy statements impact transit and pedestrian access to transit including:

1. *Bicycle and pedestrian ways should be established in new construction and reconstruction projects in all urbanized areas* (unless specific conditions are met).

2. *In rural areas, paved shoulders should be included in all new construction and reconstruction projects on roadways used by more than 1,000 vehicles per day. Paved shoulders have safety and operational advantages for all road users in addition to providing a place for bicyclists and pedestrians.*

3. *All pedestrian facilities including sidewalks, shared use paths, street crossings (including over and under-crossings), pedestrian signals, signs, transit facilities, and all connections should be designed, constructed, operated and maintained so that children, the elderly and people with disabilities have safe access.*

4. *The design and development of the transportation infrastructure should improve conditions for all likely users through the following steps:*

   a. *Plan projects for the long-term. Transportation facilities are long-term investments that remain in place for many years. The design and construction of new facilities should anticipate likely future demand for bicycling, walking, and transit facilities and not preclude the provision of future improvements except as outlined in Section 1.*

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b. *Review each project for connectivity. Evaluate the new and existing project for bicycling and walking connectivity to nearby gathering places, neighborhoods, commerce, and recreation.*

c. *Coordinate with transit agencies to ensure that transit services and facilities are reasonably accommodated within the street network. Linking multiple forms of transportation provides users with more travel options and creates an overall transportation system that is more responsive to the needs of the public. Identifying transit corridors and optimizing multi-modal opportunities requires close coordination between transit agencies, municipalities and the City in all phases of design and development. Installation and maintenance of transit facilities would be funded through cooperative cost sharing agreements between the City and the applicable municipality or transit provider.*

d. *Coordinate with adjacent municipalities to provide regional connectivity. Future pedestrian, bicycle and transit facilities should provide connectivity to pedestrian, bicycle and transit facilities in adjacent municipalities to provide regional connectivity.*

e. *Address the need for bicyclists and pedestrians to cross corridors as well as travel along them. Even where bicyclists and pedestrians may not commonly use a particular travel corridor that is being improved or constructed, they will likely need to be able to cross that corridor safely and conveniently. Therefore, the design of intersections, interchanges and overpasses should accommodate bicyclists and pedestrians in a manner that is safe, accessible and convenient.*

f. *Consider enhancements such as landscaped medians and buffer areas, pedestrian lighting, and on-street parking in new construction and reconstruction projects. Landscaping, on street parking, and the other features mentioned will not be appropriate for all streets and corridors. These features should be considered when supported by adjacent land uses and funding for installation and maintenance is available through cooperative cost sharing agreements between the cities and the applicable municipality. Safety concerns and access for people with disabilities should be carefully considered in areas where landscaping, parking, or other enhancements are placed within or near the pedestrian way.*

g. *Design facilities based on recognized standards. Published standards such as those from the American Association of State Highway and Transportation Officials and the Manual on Uniform Traffic Control Devices should be used in the design of pedestrian, bicycle and transit facilities.*

City of Idaho Falls Comprehensive Plan

Adopted in December 2013, the Idaho Falls Comprehensive Plan envisions an Idaho Falls that has:

- *Inviting, landscaped entrance ways that communicate that this is a city rich in trees and green space*

- *Treed residential areas with a strong sense of identity, served by neighborhood parks and schools, and shielded from but convenient to attractive, landscaped shopping areas*

- *Bikeways and walkways that are transportation facilities and link residential neighborhoods, parks, employment centers, and shopping areas*

- *An active, vital downtown -- an attraction for resident and tourist with historic character, community events, specialty shopping, and strong links to the Snake River Greenbelt*

- *An efficient roadway system of boulevards that moves cross-city traffic quickly from one quadrant of the city to another*

- *The Snake River Greenbelt, with an active, gathering space adjacent to Broadway and with green landscaped areas and native vegetation connected by trails from the upper power plant to Ryder Park*

Implementation strategies of particular relevance to public and specialized transportation services include:

"Tree Idaho Falls" and Landscaping

- *Develop landscaping on Constitution Way* – at intersections to provide a safe harbor for pedestrians

- *Design and maintain landscaping along arterial streets - Due to the need to provide accessibility at curb ramps, planting strips are now developed on most local residential streets and sidewalks have been moved into the easement area. ... However, on arterial and major collector streets, where there is more vehicular traffic, sidewalks may still sit against the curb in the public right-of-way. ... When determining ... alternatives to use, factors to consider will include adjacent land uses, speed of the roadway, existing and projected traffic of the roadway, the need for traffic control, the need for pedestrian protections, the number and spacing of intersections, available right-of-way, available funding for the improvements, and the ability to maintain and protect the landscaping.*

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Snake River and Central Area of Idaho Falls

- *Encourage the development of niches along Snake River and in the central portion of Idaho Falls.* This includes development of a higher education center, tourist related facilities, historic downtown, employment center, higher density housing, and regional retail and services.

- *Assure private investments in the area adjacent to the Greenbelt complement the public investment in the Greenbelt. ... Developments along the Greenbelt should be developed with higher densities necessary to create a walkable neighborhood on the Snake River Greenbelt.*

- *Assure the uses adjacent to the Greenbelt are compatible with the Greenbelt development. ... We want to promote a mix of uses to provide an opportunity for people to work, shop, and live near the River. Higher density housing adjacent to or above offices and shops will create an environment that is friendly to pedestrians. Terrain, such as found east of the River and south of 17th Street, offers an opportunity for higher density housing near the River. Research laboratories and other light industrial uses, if developed with landscaping, controlled parking, and limited access; may be compatible with other uses that promote a pedestrian oriented environment.*

Downtown

- *Encourage the development of downtown Idaho Falls as a cultural center.*

- *Structure revitalization efforts to use the Main Street approach for downtown.*

- *Complete the projects recommended by the 2006 urban design study for the downtown.* Proposed projects that would impact transit included improving the intersection of Broadway and Yellowstone to enhance pedestrian access across Yellowstone Highway, reconstructing and landscaping Constitution Way, an entrance way to downtown, new recreational destinations on the Greenbelt between Broadway and E Street, and downtown lighting, street furniture, landscaping, and art benches.

- *Develop parking alternatives for downtown.*

Transition Areas

- *Use Community Development Block Grant monies and other resources to redevelop community facilities in older areas. Renovation of playgrounds and parks, establishment of pocket parks, development of bike lanes and bike ways, and housing rehabilitation are eligible activities under federal grant programs, especially if they expand participation by the elderly and disabled. Such activities reinvest in our older areas, strengthen the neighborhoods, and spur private development.*

- *Create a node of higher density housing and mixed uses to provide a ready market and to add interest to our arterial streets.*

- *Encourage designs for these nodes to provide a walkable environment.*

Residential Development

- *Arterial streets should be located along the perimeter of residential neighborhoods, preferably at the square mile. At least one east-west collector and one north-south collector street should be located in every square mile of residential development. If such collector streets provide access to homes, the design of the collector shall discourage through traffic.*

- *Limited neighborhood services shall be provided at the intersection of arterial streets and collector streets. Access to such services shall only be from collectors.*

- *Arterial corners shall support higher density housing, quasi-public services, or community/neighborhood commercial services.*

- *On collectors, sidewalks and pedestrian ways should be clearly separated from vehicular access and be designed to convey pedestrians to schools and neighborhood services.*

- *Higher density housing should be located closer to service areas and those streets designed to move traffic, such as arterial streets and collectors, with access only to the collector street.*

Commercial Development

- *Require perimeter landscaping for new commercial development.* (Along major highways, a depth of 20 to 30 feet is suggested.)

- *Clarify and improve existing landscaping requirements.*

- *Cluster community commercial centers and highway commercial rather than encourage strip commercial along arterial streets.*

- *Regional commercial centers, as other major traffic generators, should be located approximately at or within one-half mile from major state thoroughfares and be served by existing arterial streets.*

- *Access to commercial properties shall be designed to minimize disruptive effects on traffic flow.*

Employment Areas

- *Encourage a number of locations in the City for industry and large employers.*

- *Assure industrial and heavy commercial traffic does not move through neighboring residential areas.*

Recreational Development

- *Develop bike ways and walkways to serve transportation needs as well as recreational needs.*

- *Develop a community park on the west side of the Snake River.*

Growth

- *To reduce land use conflicts, existing land uses are recognized as starting points for future development patterns.*

- *Higher density housing such as apartments are adjacent to collector and arterial streets.*

- *Encourage development in areas served by public utilities or where extensions of facilities are least costly.*

- *As first discussed in the Sunnyside Corridor Study, which was a policy statement of the Comprehensive Plan from 1987 to 2000, land use and site planning policies adjacent to arterial streets should maintain the function of an arterial street which is to move traffic streams efficiently. A majority of land use adjacent to arterial streets should be predominantly residential properties with reverse frontage and lots deep enough for a substantial yard adjacent to the arterial street.*

- *Develop nodes of clustered development.*

- *Locate regional facilities which generate major traffic on or within one-half mile of regional highways.*

- *Employment centers, defined as those employment areas with a large number of employees per acre, are located adjacent to arterial streets and near support facilities necessary for business.*

Transportation

- Suggested roadway improvements:
    - *Adding turn lanes at the intersection of 17th Street and 25th East (Hitt Road)*
    - *Adding turn lanes at the intersection of 17th Street and Woodruff Avenue*
    - *Widening Holmes Avenue from 12th Street to 17th Street*
    - *Improving Hitt Road from Sunnyside Road to 49th South*
    - *Constructing Old Butte Road from Broadway to 33rd South*
    - *Widening Woodruff Avenue from Lincoln Road to U.S. 26*
    - *Widening Sunnyside Road (33rd South) from I-15 to 35th West*
    - *Widening Holmes Avenue from Sunnyside to 49th South (Township Road)*
    - *Widening 5th West to 65th North and installing traffic signal at University Boulevard*

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- *To limit construction and maintenance costs, consider "soft" alternatives in street design. Soft alternatives are those traffic mechanisms that do not require "bricks and mortar", i.e., expensive public investments. They include, among other ideas, permitting right turns only from parking areas, parking designs with designated entrances and exits, and eliminating parking on one side of narrower streets, especially in winter months.*

- *When it is anticipated 200 trips will be generated for peak hour of adjacent street by proposed development, a traffic impact analysis will be required.*

- *Limit access to arterial streets and section line roads.*

- *Design of future streets and improvement to existing streets should correspond with planned land use type and intensity of development.*

- *Develop a locally established level of service standard for City streets to measure new project impacts on the current system.*

- *Assure new streets are designed to accommodate the anticipated volume of all traffic using the street, including pedestrians and bicycles.*

- *Arterial streets should be designed as boulevards.*

(Note that public transit is not a consideration in this plan.)

Bikeways

- *Develop 40 miles of designated bikeways by 2025.*
- *Land in residential subdivisions should be dedicated for walkways and bikeways.*
- *Design collectors to accommodate bicycle facilities.*

Chapter 4
Assessment of Transportation Needs

INTRODUCTION

This chapter reviews unmet transportation needs and gaps in mobility identified by regional stakeholders through the outreach process detailed in Chapter 2. These issues and themes are not presented in any priority order, though they provided an important foundation for an overall needs assessment that involved transportation issues identified in previous plans and studies (Chapter 3) and the analysis of demographic data using current information from the U.S. Census (Chapter 5).

Since the planning process for the PTHSP was coupled with the development of TRPTA's SRTP, many of the identified needs and issues were related to public transit services.

EXPANDED TRANSPORTATION SERVICES

Trip Purpose

- There is a need for expanded transportation options for young people, particularly 10-17 year olds, to access the Museum of Idaho and other activities. It was noted that during the summer many young people are homebound with little or nothing to do, especially since they lack transportation options for accessing community locations.

- It was suggested that TRPTA look into providing special weekend routes that serve the community during cultural events.

- The need for access to educational facilities was noted, particularly for higher education locations. This includes both University Park and Eastern Idaho Technical College in Idaho Falls.

- A transit route for special events in the City of Idaho Falls would help visitors travel around areas that would attract them, such as hotels, restaurants, retail sites, convention center, and airport. Areas of particular focus were near new developments at Snake River Landing and downtown Idaho Falls. It was suggested that a route like this could serve as a connection from the airport to the new convention center. A smaller vehicle than what is currently operating along TRPTA's fixed routes may be a better option for this type of route.

Time Related

- Operating public transit services later in the evening was noted as a need by multiple stakeholders.

- Stakeholders expressed the desire for increased frequency on public transit routes.

- While a previous attempt at operating Saturday services was unsuccessful, there is a need for this service. It was suggested that hours be from 8:00 a.m. to 5:00 p.m.

Place/Destination

- Some popular destinations are just outside the current four route structure. In addition some newer residential developments are also just beyond the current routes. Route extensions should be considered that would provide service to these locations.

- A shopper shuttle that would serve specific stores on particular days would be beneficial, especially for veterans in the area. This service came up in discussions with multiple stakeholders.

- Several stakeholders expressed the need to consider a downtown shuttle that would serve key cultural, entertainment, and recreational locations. It was noted that this shuttle could be connected to downtown parking lots to reduce vehicle use in the downtown area. In addition this shuttle could help market public transit services to visitors, an untapped market that descends on Idaho Falls in the summer. Expanded access to locations in the Idaho Falls area would help to keep tourists in town longer when passing through on the way to Yellowstone and other locations.

- A route that serves the Idaho National Laboratory (INL) should be considered.

- As Eastern Idaho Technical College expands their offerings it is expected that the campus will see more students with mobility needs from across the region.

- Indian Reservations in Fort Hall and Blackfoot have many residents that could benefit from regional transit connection to the Idaho Falls and Pocatello areas.

- Other new routes or route expansion ideas included more stops in Rigby and Ucon for the Idaho Falls to Rexburg route, and a pilot route in Ammon.

- Deseret Industries is located in Idaho Falls and is served by a bus stop. TRPTA noted that they will be moving to Ammon in the future. A stop near their new location would maintain the transit accessibility that currently exists.

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- New retail has been built in Ammon that is about ½ mile from the nearest TRPTA fixed bus route (along the Red route) or ⅓ mile from the nearest feeder stop. Retail occupants include Cabela's, Hobby Lobby, Broulim's Fresh Foods, restaurants and smaller retail occupants. These locations are east of 25th Street and south of Sunnyside Road.

PUBLIC TRANSIT: OPERATIONAL CONCERNS AND ISSUES

- Stakeholders proposed ideas for a different transfer center for TRPTA fixed routes:

  o Placer Avenue between Ash Street and Elm Street. This is near the Community Food Basket, First Presbyterian Church, and St. Luke's Episcopal Church. The Elm Street - YMCA bus stop is already located along Elm Street near this area.

  o Corner Avenue between Elm Street and Walnut Street. This is close to the Elm Street - YMCA bus stop. Both of these proposed locations are 5-6 blocks south of the current Aquatic Center.

- There were problems mentioned about routes being late due to buses navigating through snow, as well as buses along the Blue Route and the south portion of the Red Route having to be pulled out from being stuck. It was suggested that routes be changed so that they follow the roads plowed first, or to develop a particular snow route that deviates to utilize roads that are plowed first. A stakeholder at the Ammon meeting stated that these challenges in the winter make it difficult for riders, and asked how TRPTA plans for the "seasonal aspects" of planning for the routes.

- According to a TRPTA driver, trains are a frequent cause of delay along the Green Route, with the intersection of Sunnyside Road and Yellowstone Highway being cited as the worst area.

- Stakeholders in Ammon asked about access to schools in Ammon; the closest bus stop to a school (Hillcrest High School) is the Sportman's Warehouse feeder stop.

- It was noted that ridership on the current route for Iona/Idaho Falls is limited, as customers that could take this route prefer to use the demand service for the same cost as this feeder route.

- A TRPTA staff member suggested that service on routes could improve if buses stopped going through parking lots and stayed on the roads. The stop for Albertson's on the Blue Route was specifically mentioned as a stop that could use this improvement.

- The existing bus routes could better use the grid system in the city to cover the primary roads. Average Daily Traffic (ADT) volumes should be considered when assessing these alternatives.

- There should be consideration of reversing the Blue Route to eliminate unprotected left hand turns.

- According to a TRPTA bus driver, there is a lot of ridership for the soup kitchen which is near the Aquatic Center (transfer center). He explained that it is difficult to access this transfer center when there are sporting events that take up parking.

- Some current bus stops are not at convenient locations. In particular it was noted that the bus stop for the Behavioral Health Crisis Center was not convenient, and placement at a different location should for reconsidered.

- Multiple stakeholders noted the need for additional bus shelters.

- More stops need to be designated with bus stop signs that include route and/or schedule information. It was noted that some stops that are rarely used by customers have signs while more popular ones do not. A full reassessment of bus stop signage is needed.

- Access to some bus stops is limited due to the lack of infrastructure (i.e. sidewalks, curb cuts).

- Bus routes and stops that serve hotels were recommended as a way to draw additional visitors to local businesses during peak seasons when hotels are booked with visitors heading to the National Park.

- It was reported that routes often run behind, as there is not enough flexibility to compensate for traffic delays, weather conditions, etc.

- Transit customers and drivers are concerned with the amount of meandering that some routes experience, through shopping centers, parking lots, and neighborhoods. This was noted as a possible contributor to route delays.

- Routes include many unprotected left hand turns that increase risk for accidents.

- TRPTA noted that they have a hard time retaining drivers and would like to seek funding to increase driver pay and benefits.

- Sunnyside Road was mentioned on several occasions as a major thoroughfare that should be considered during route redesign, however the train tracks at the intersection of Sunnyside Road and Yellowstone Highway should be avoided.

PUBLIC TRANSIT: POLICIES AND PROCEDURES

- Stakeholders in Ammon expressed a desire to provide monthly passes for regular transit riders.

- Several stakeholders noted the need for a more customer friendly process when applying for paratransit services or reduced fares. The application process for Pocatello Regional Transit was noted as one that should be reviewed and considered.

- At one time TRPTA had a monthly pass. This should be reconsidered as part of a fare policy assessment.

- Professional vehicle operator uniforms should be considered by TRPTA.

IMPROVED COORDINATION

- Coordination between TRPTA, the Food Basket, soup kitchen, Area Agency on Aging and other interested human service groups would help expand access to food services to the residents that need it most.

ADDITIONAL TRANSPORTATION OPTIONS

- Encouraging a variety of transportation options should be emphasized. It was noted that Uber exists in the City of Idaho Falls, along with several taxi cab companies. The use of taxi services is limited due to cost. A taxi voucher program that subsidizes the costs was seen as a favorable option by several stakeholders that should be explored.

- Allowing private sector transportation to serve the airport so that increased efficiency and effectiveness on the Blue Route can be achieved.

- Continue efforts to reduce duplication between Idaho National Laboratory (INL) bus service and TRPTA.

EXPANDED AND IMPROVED OUTREACH EFFORTS

- TRPTA provided Saturday service in the past, although it was discontinued. If it is provided again in the future, it will need to be carefully marketed to be successful.

- Surveying local colleges and schools to assess transit demand from students could raise awareness for TRPTA and help address unmet need.

- Greater demand for transit exists in Ammon. Marketing efforts to raise community awareness is needed to gather more support for better service to the city.

- A TRPTA transit rider expressed having difficulty with the current route maps. This rider suggested that individual pamphlets for each route, with more detail, would be helpful.

- Travel training services for seniors and individuals with disabilities may help reduce the need for paratransit trips.

- Expanded marketing and outreach efforts are needed to help ensure more people in the community are aware of services. One request was a system map that is easier to read.

- Expanded travel training services are needed to help educate customers in how to read bus schedules and navigate the TRPTA system. It was noted that human service agency staff could be trained as a group so they could then help train the people they serve.

- While TRPTA's image has improved in recent years, a rebranding campaign should be considered. This effort could include consideration of a new name for the system, one that reflects the broader mobility role that TRPTA would like to take on and could help to reduce negative images of public transit. However, others noted that the TRPTA name is synonymous with "trip", and this connection should be considered as part of future marketing efforts.

FUNDING CONSIDERATIONS

- Finding local business partnerships may help provide funding for route expansions such as a weekend shopper shuttle and downtown circulators for visitors.

- During the Ammon stakeholder meeting the Mayor of Ammon expressed a need for more and/or stronger quantitative evidence in order to provide more funding to TRPTA. For example: What are the residents paying for the service per capita?

- Several stakeholders noted the need to explore sponsorship programs with local retailers, restaurants, hotels, and cultural sites to support new and expanded services.

- Stakeholders suggested that the planning process examine options for additional local support through tax options or partnerships.

- With the increased need for transportation options to colleges and universities in the area, TRPTA should look to establish partnerships with University of Idaho and Eastern Idaho Technical College.

- TRPTA would like to use the coordinated planning process to assess the possibility of accessing FTA Section 5310m 5339 and 5311(b) grant funding.

CAPITAL IMPROVEMENTS AND CONSIDERATIONS

- A High Intensity Activated Crosswalk (HAWK) may be installed on Lincoln Road. This could provide improved pedestrian access to a portion of the Yellow Route that operates on this road depending on where it is installed.

- Some TRPTA vehicles are past their useful life. Vehicle maintenance staff expressed a desire for lifts to more easily perform repairs on vehicles. A full assessment of the TRPTA fleet and a capital plan for the future will be important.

- TRPTA drivers expressed concern that larger vehicles (30 to 40 feet) would have maneuverability issues in Ammon and parts of Idaho Falls.

- Benches currently placed at bus stops are not owned by TRPTA. Stakeholders in Ammon mentioned that some of these benches are placed in dangerous locations on the street. TRPTA said they will express this concern to the City of Idaho Falls, which is in charge of the benches.

- Evaluating the placement and ADA accessibility of benches could improve rider satisfaction and safety. It was mentioned that shelters for bus stops would help riders, especially in the winter.

- Currently, some TRPTA buses do not have bike racks. Adding bike racks was suggested by a TRPTA rider in the Ammon meeting.

- Not all bus stops have signage. This was mentioned as a complaint by a stakeholder in the Ammon meeting. Busy stops should be considered for bus stop improvements such as shelters. A detailed bus stop inventory and assessment would help prioritize which bus stops should be upgraded first.

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- It was suggested that the City of Idaho Falls should partner with TRPTA to help improve pedestrian, bicycle and transit infrastructure in the community.

SERVICE FOR VETERANS

- The use of TRPTA services by veterans is limited, as many live outside the TRPTA service area. Some veterans prefer to use available services that are free and others are more comfortable using more specialized transportation service that allow more time for boarding and alighting the vehicle.

- Expanded programs that would allow family members to accompany veterans on trips would be helpful. While there are mileage reimbursement programs for veterans who drive themselves to services or for a family member that does so, many depend on the Disabled American Veteran (DAV) service since space in the vehicles do not allow a Personal Service Aide (PSA).

MOBILITY MANAGEMENT

- TRPTA expressed interest in taking on a broader role beyond operating public transit. This would involve consideration of mobility management services that involve connecting customers to a variety of transportation options, and could include operating a one-call center.

Chapter 5
Demographic Analysis

INTRODUCTION

This chapter provides an analysis of population trends in the region, as well as an analysis of the demographics of population groups that often depend on transportation options beyond an automobile. This analysis is coupled with input from regional stakeholders documented in the preceding chapter to provide a broad transportation needs assessment. This assessment can then be used to develop strategies, projects and services to meet identified needs and expand mobility.

DEMOGRAPHIC ANALYSIS

The following sections detail the demographic and land use profiles for the study area of Idaho Falls, and surrounding places and counties that have transit service provided by TRPTA. Population data comes from the U.S. Census Bureau 2010 Census and the American Community Survey (ACS) 2011-2015 5-year estimates. Data was analyzed to determine the prevalence of population subgroups that are known to have the greatest transit need, and identifying the demographics necessary to conduct a Title VI analysis.

POPULATION ANALYSIS

The following section provides a general population profile for the study area, identifies and evaluates underserved population subgroups, and reviews the demographic characteristics pertinent to a Title VI analysis.

Population

Table 5-1 on the next page shows the historical populations for Idaho Falls and nearby cities that have some form of transit service provided by TRPTA. From 1990 to 2010 many of these cities have experienced substantial growth. The largest rate of growth has been experienced by the city of Ammon, which has more than doubled its population during this time from 5,002 in 1990, to 13,816 in 2010 at an increase of 176.2%.

Table 5-1: Historical Populations

Place	1990 Population	2000 Population	2010 Population	Percent of Regional Total (2010)	1990-2000 Percent Change	2000-2010 Percent Change	1990-2010 Percent Change
Ammon	5,002	6,187	13,816	8%	23.7%	123.3%	176.2%
Driggs	846	1,100	1,660	1%	30.0%	50.9%	96.2%
Idaho Falls	43,929	50,730	56,813	34%	15.5%	12.0%	29.3%
Iona	1,049	1,201	1,803	1%	14.5%	50.1%	71.9%
Rexburg	14,302	17,257	25,484	15%	20.7%	47.7%	78.2%
Rigby	2,681	2,998	3,945	2%	11.8%	31.6%	47.1%
St. Anthony	3,010	3,342	3,542	2%	11.0%	6.0%	17.7%
Ucon	895	943	1,108	1%	5.4%	17.5%	23.8%
Bonneville County	72,207	82,522	104,234	63%	14.3%	26.3%	44.4%
Region Total	110,257	127,807	165,182	100%	15.9%	29.2%	49.8%

Source: U.S Census and American Community Survey

* Region Total is combined population for Bonneville, Fremont, Madison, and Teton counties.

Figure 5-1 shows the total population per Census block group. The block group is the smallest geographic unit that the Census uses to publish data, thus it provides the most detailed information about the demographic attributes of an area's population. The census block groups that encompass the Idaho Falls Urbanized Area form the study area for this analysis.

Table 5-2 provides the ACS 2011-2015 five-year population estimates for TRPTA partner counties. These estimates are the most recent and detailed population estimates available from the U.S. Census. Both Bonneville and Teton Counties have experienced a growth rate of over 7% from 2010 to 2016. Out of the four counties, Fremont County is the only county that has experienced a population decline (2.3%).

Table 5-2: Recent Population Trends

Place	2010	2011	2012	2013	2014	2015	2016	2010-2016 Percent Change
Bonneville County	104,234	105,832	106,874	107,460	108,381	109,997	112,232	7.7%
Fremont County	13,242	13,132	12,986	12,903	12,836	12,813	12,943	-2.3%
Madison County	37,536	37,915	37,728	37,642	38,060	38,092	39,048	4.0%
Teton County	10,170	10,174	10,083	10,276	10,300	10,568	10,960	7.8%

Source: U.S. Census and American Community Survey

Figure 5-1: Population by Block Group
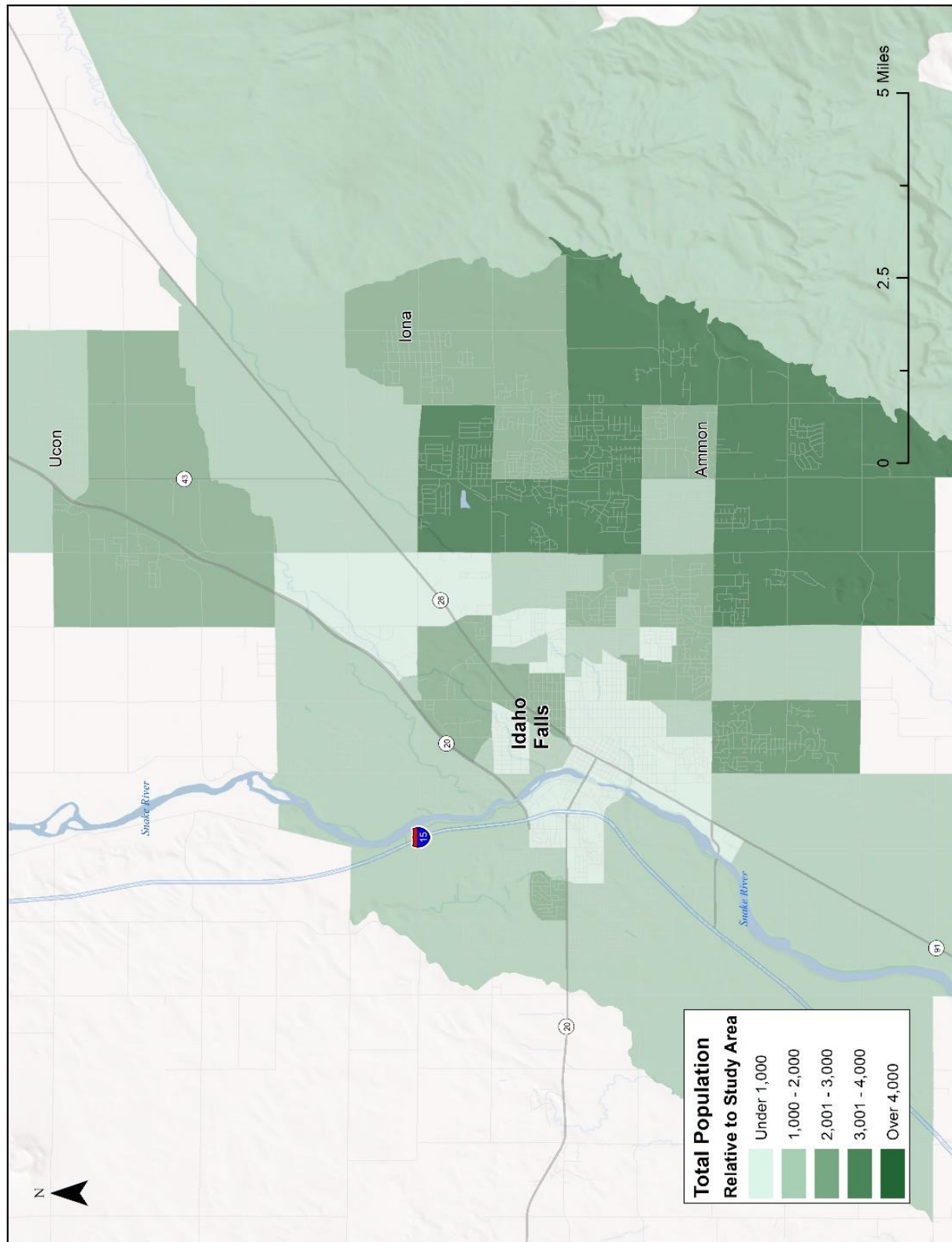
Source: U.S. Census and American Community Survey

Population Density

Population density is a critical factor in determining what type of transportation service can adequately serve an area. Generally, an area with a population density of 2,000 or more people per square mile allows fixed route transit to be a feasible service option. For areas with a population density greater than 1,000 people per square mile, but less than 2,000 people per square mile, deviated fixed route transit or demand response transit are likely to be better service options.

Figure 5-2 illustrates population density of the Idaho Falls Urbanized Area. The greatest population density exists in two areas east and west of the Snake River. The first area is concentrated between Grandview Drive, and W 17th S Street to the north and south respectively. East of the Snake River and outside of downtown Idaho Falls, the greatest population density exists between 1st Street to the north, E 17th Street to the south, until S 25th E Street in the east. The population density outside of these two areas is generally less than 1,000 people per square mile with the exception of an area between Ammon and Iona near the intersection of East Lincoln Road and Ammon Road.

Population Forecast

Table 5-3 displays the projected population growth for the TRPTA partner counties out to 2060. Overall, the entire region is anticipated to grow by just over 75% from 2016 to 2060. During this time the region is expected to increase from the 2016 population estimate of 175,183 to a population of 307,049, which is a difference of 131,966 persons by 2060. With the exception of Fremont County, substantial population growth is expected for these counties.

Table 5-3: Population Forecasts

County	2016	2020	2030	2040	2050	2060	2016-2060 Percent Change
Bonneville	112,232	118,241	134,151	151,337	169,841	189,702	69.03%
Fremont	12,943	13,237	13,045	13,292	13,523	13,737	6.13%
Madison	39,048	41,389	48,290	56,940	67,765	81,283	108.16%
Teton	10,960	11,805	14,075	16,575	19,320	22,327	103.71%
Total Region	**175,183**	**184,672**	**209,561**	**238,144**	**270,449**	**307,049**	**75.27%**

Source: U.S. County Population Trends: 2010 -2060. Proximityone.com

Figure 5-2 Population Density of the Study Area
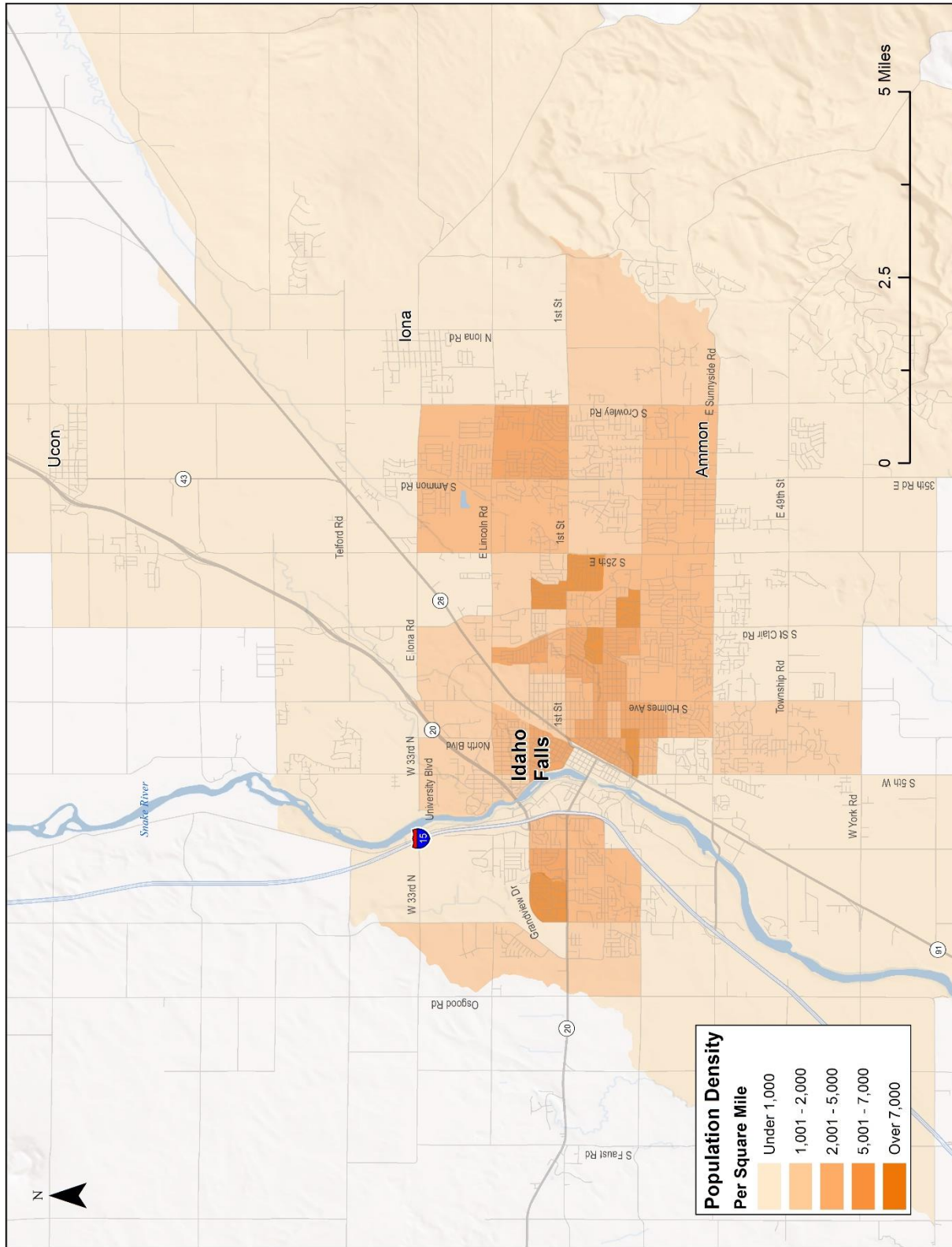
Source: U.S. Census and American Community Survey

TRANSIT DEPENDENT POPULATIONS

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. This includes individuals who may not have access to a personal vehicle or are unable to drive themselves due to age or income status. The results of this demographic analysis highlight those geographic areas of the Idaho Falls urban area (also known as the service area) with the greatest need for transportation.

For the purpose of developing a relative process of ranking socioeconomic need, block groups are classified relative to the service area as a whole using a five-tiered scale of "very low" to "very high." A block group classified as "very low" can still have a significant number of potentially transit dependent persons. "Very low" is a relative term and indicates that the block group is below the service area's average of transit dependent persons. At the other end of the spectrum, "very high" means that a block group has at least twice the service area's average of transit dependent persons if not more. The exact specifications for each score are summarized below in Table 5-4.

Table 5-4: Relative Ranking Definitions for Transit Dependent Populations

Amount of Vulnerable Persons or Households	Score
Less than and equal to the service area's average	Very Low
Above the average and up to 1.33 times the average	Low
Above 1.33 times the average and up to 1.67 times the average	Moderate
Above 1.67 times the average and up to two times the average	High
Above two times the average	Very High

The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. The six population segments that make up the TDI calculation are population density, autoless households, individuals with disabilities, senior citizens (ages 65 and older), youth (ages 10-17), and households with income below the poverty level. Individual block groups were classified according to the frequency of the population segment relative to the county average. The factors were then put into the TDI equation to determine the relative transit dependence of each block group.

Transit Dependence Index

Figure 5-3 shows the TDI rankings for the study area. Areas with the highest transit need are highly concentrated in the eastern portion of Idaho Falls, into the city of Ammon, as well as further north near the city of Iona. Other smaller areas with high transit need can be found north of downtown Idaho Falls between West Elva Street and E Street, and the residential

area that lies east of the Pinecrest Golf Course. Currently, there are TRPTA fixed routes and feeder stops that have a presence in some of these smaller areas with very high transit need.

The Transit Dependence Index Percent (TDIP) provides an alternative analysis to the TDI measure. It is similar to the TDI measure with the exclusion of population density as a factor. The TDIP for each block group in the study area was calculated based on the same population segments as the TDI, but by removing the population density factor, the TDIP is able to measure the degree of vulnerability. It represents the percentage of the population that possesses the list of socioeconomic characteristics within the block group. It follows the TDI's five-tiered categorization of very low to very high, but it does not highlight the block groups that are likely to have higher concentrations of vulnerable populations solely because of their population density. Figure 5-4 shows transit need based on percentage.

According to the TDIP, the majority of the service area has transit need that is classified as very low, however areas in downtown Idaho Falls, south of downtown along the east bank of the Snake River, and residential areas near the Pinecrest Golf Course have higher transit need based on the percentage of transit dependent populations.
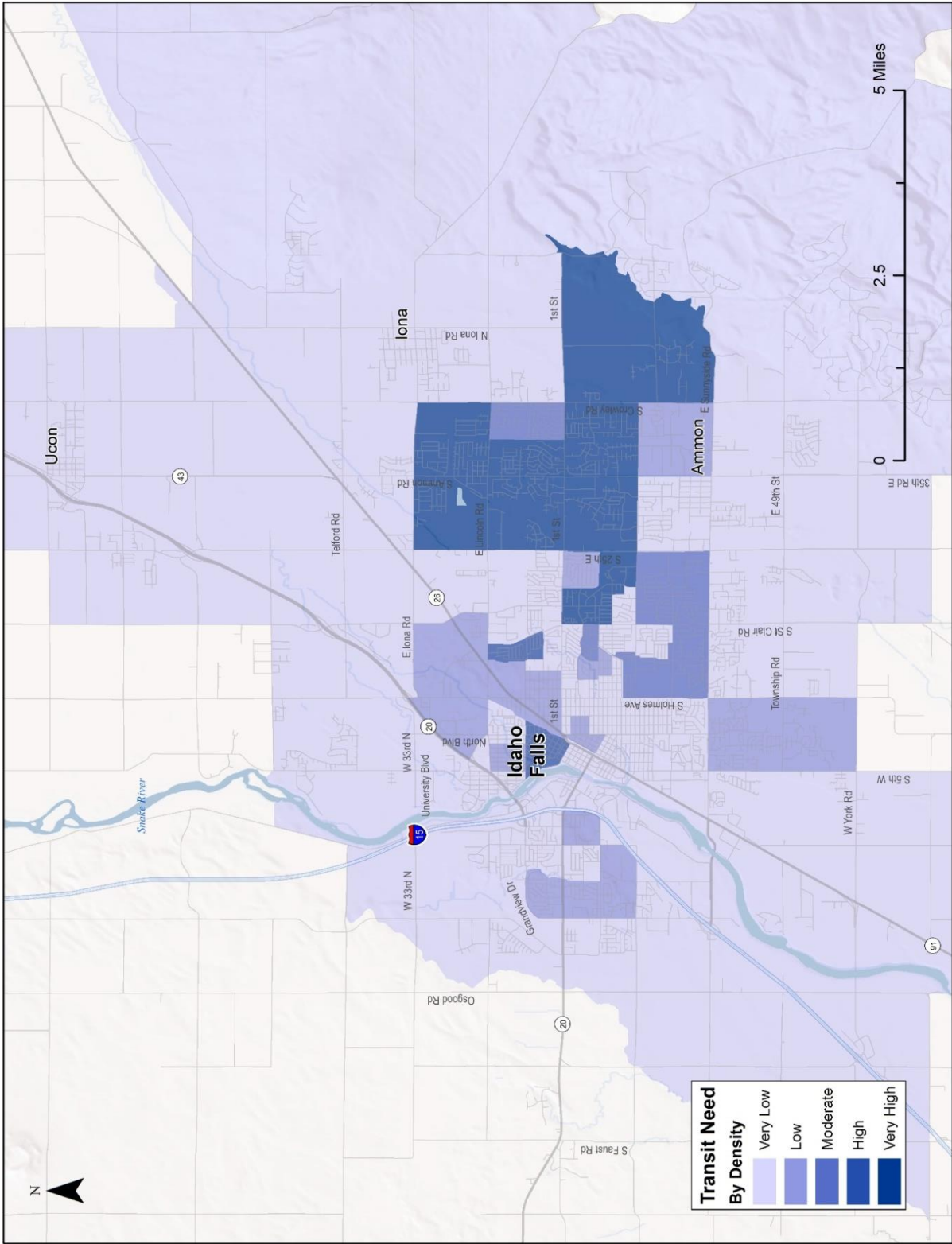
No-Vehicle Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit. Although autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important since many land uses in the region are at distances too far for non-motorized travel. Figure 5-5 displays the relative number of autoless households. Areas with very high concentrations of autoless households are present throughout Idaho Falls, as well as to the east and northeast in Ammon and Iona. Residential areas south of Sunnyside Road and north of 17th Street have the highest concentrations.
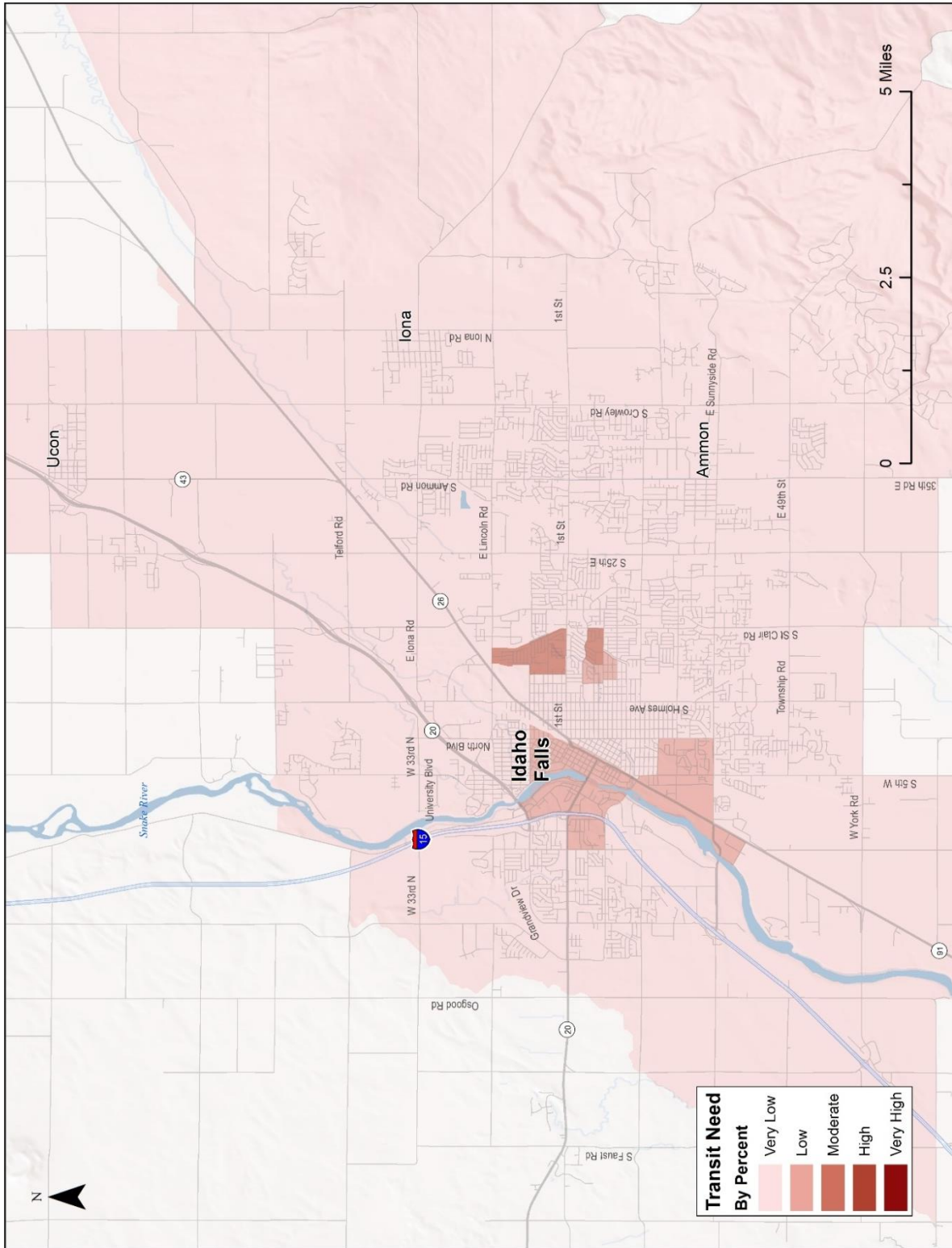
Individuals with Disabilities

Figure 5-6 illustrates individuals with disabilities in the study area. The American Community Survey was used to obtain data for populations of individuals with disabilities. Persons who have disabilities that prevent them from or make it more difficult to own and operate a personal vehicle often rely on public transit for their transportation needs. In the Idaho Falls urban area, the highest levels of individuals with disabilities exist in the eastern section of the city of Idaho Falls, with additional presence to the north and east towards Iona and Ammon.

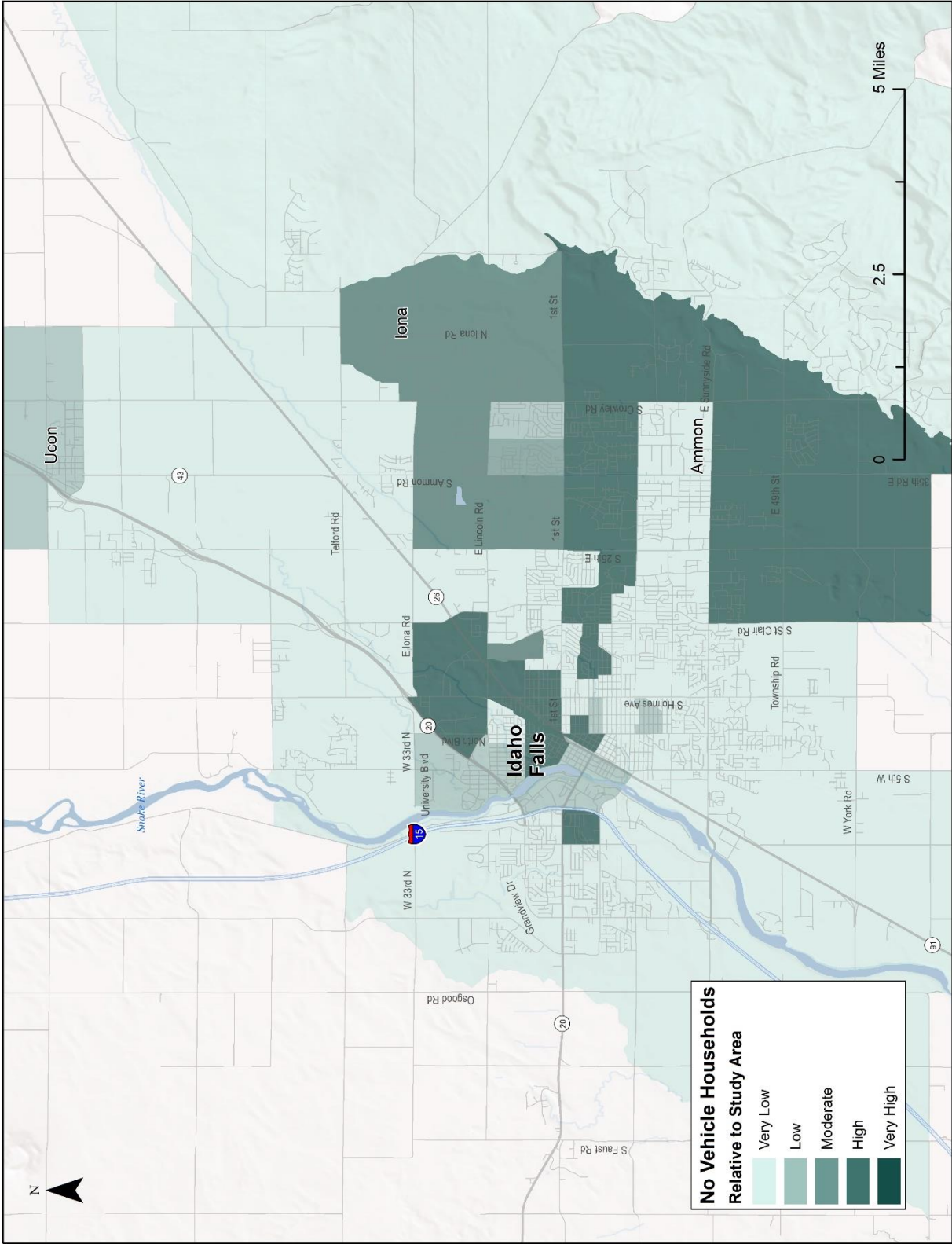**Figure 5-3: Transit Dependence Index**

Source: U.S. Census and American Community Survey

Figure 5-4: Transit Dependence Index Percentage

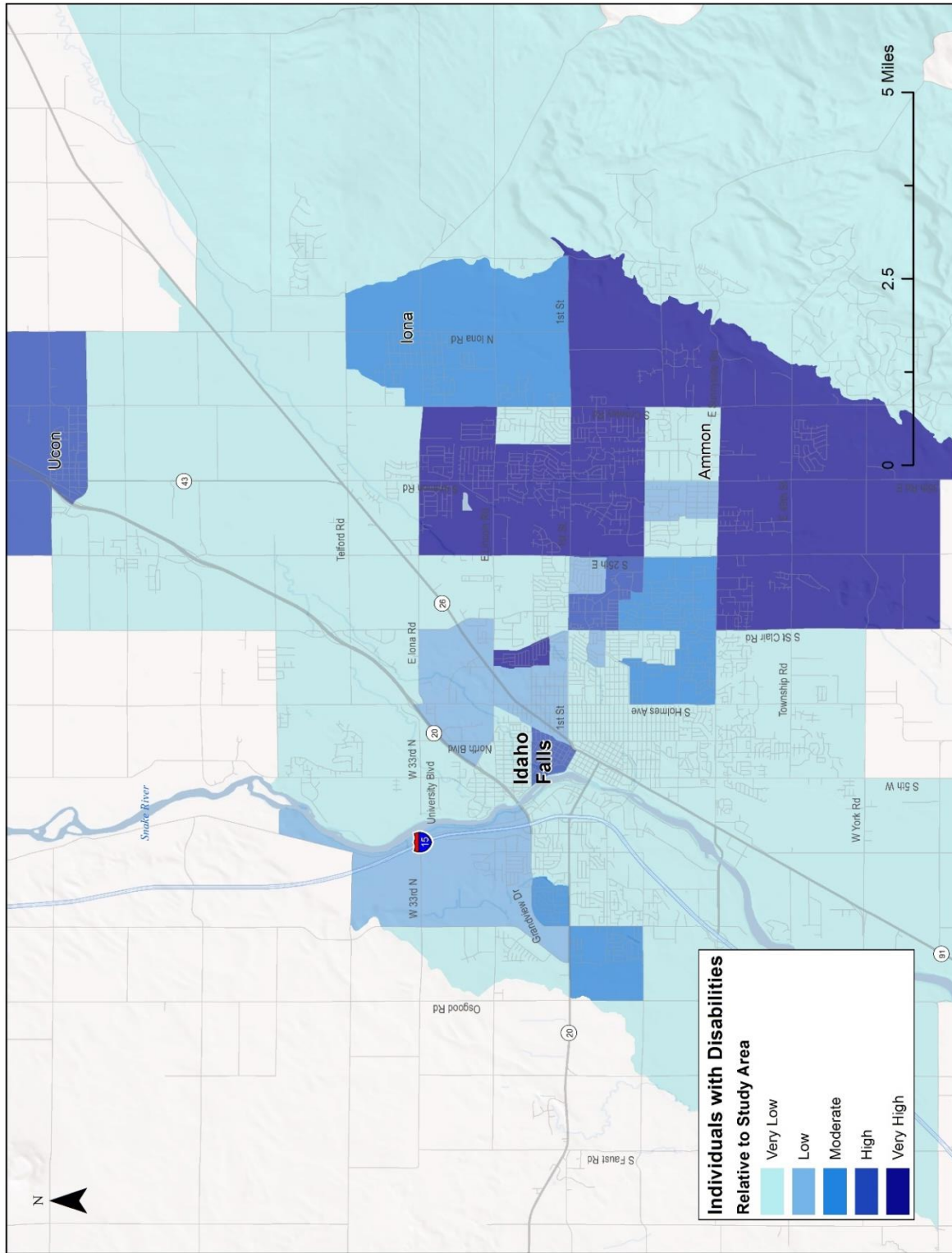Source: U.S. Census and American Community Survey

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GROUP

Figure 5-5: No-Vehicle Households

Source: U.S. Census and American Community Survey

Figure 5-6: Individuals with Disabilities

Source:

U.S. Census and American Community Survey

Senior Adult Population

One of the socioeconomic groups analyzed by the TDI and TDIP indices is the senior adult population, which includes individuals ages 65 and older. Persons in this age group may begin to decrease their use of a personal vehicle and rely more heavily on public transit. Figure 5-7 illustrates this population group in the study area. Block groups that contain very high levels of the senior adult population are in the southeast portion of Idaho Falls, as well as throughout the city of Ammon and Iona.
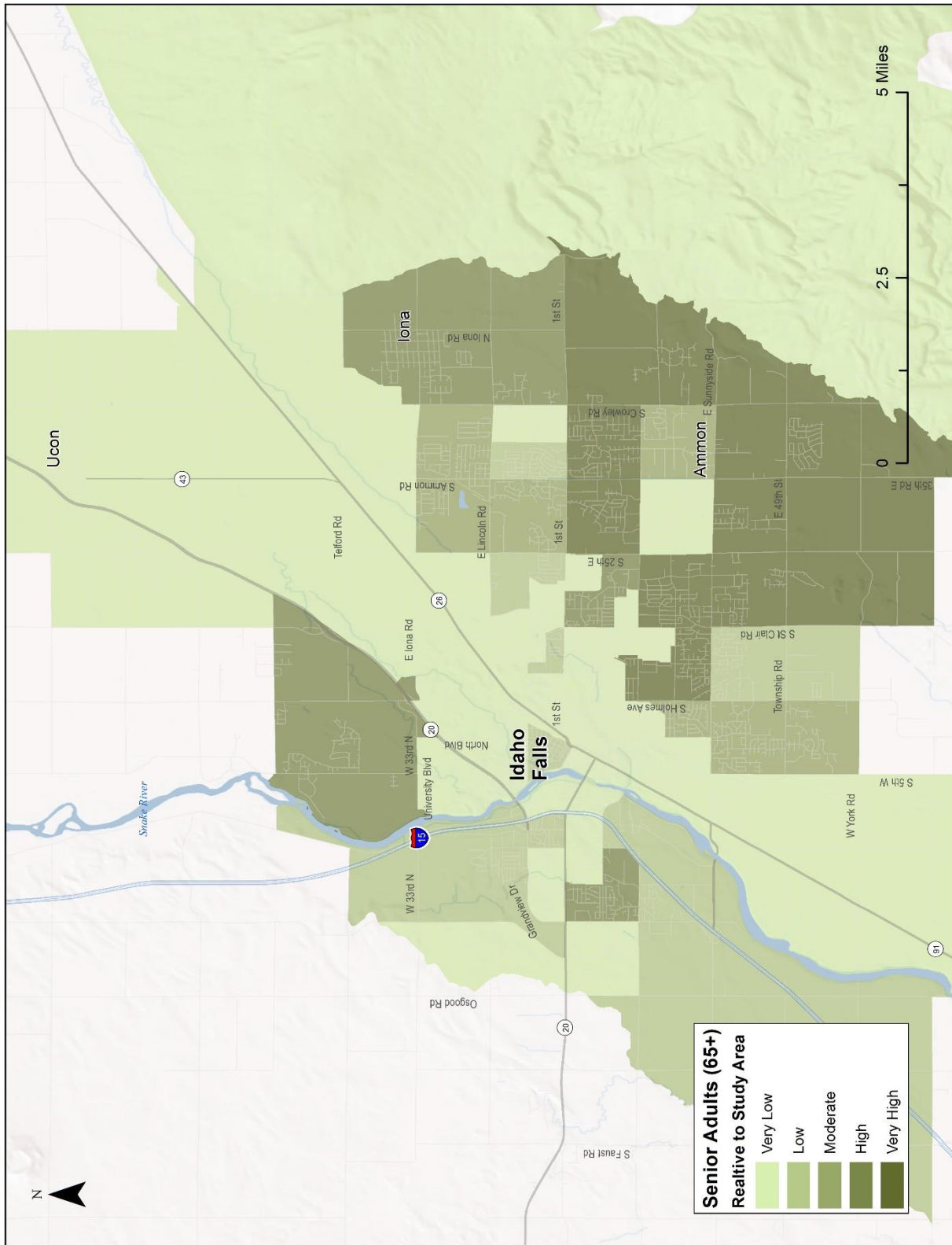
Youth Population

The youth population is often used as an identifier of transit dependent population. Persons ages 10 to 17 either cannot drive or are just beginning to drive and often do not have a personal automobile accessible to them. For this population, public transit is often the means that offers mobility. Figure 5-8 illustrates the concentrations of youth populations relative to the study area. Areas with high levels of the youth population are located west of the Idaho Falls Regional Airport, south of Sunnyside Road as it runs through Idaho Falls and Ammon, and areas north of 17th Street, east of 25th East (Hitt Road) and north of 1st Street.

Transit Dependent Needs and Available Services

Taking the Transit Dependence Index (TDI), an aggregate measure displaying relative concentrations of transit dependent populations, and coupling it with the routes serving the Idaho Falls area allows areas of need with limited service to be identified. Figure 5-9 illustrates the TDI concentration in the TRPTA routes in Idaho Falls. As shown the largest area of need without robust services are the areas east of 25th East (Hitt Road), north of Sunnyside Road, west of 45th East (Crowley Road), and south of Iona Road. A large portion of this area is in the City of Ammon.

Figure 5-7: Senior Adult Population

Source: U.S. Census and American Community Survey

Figure 5-8: Youth Population
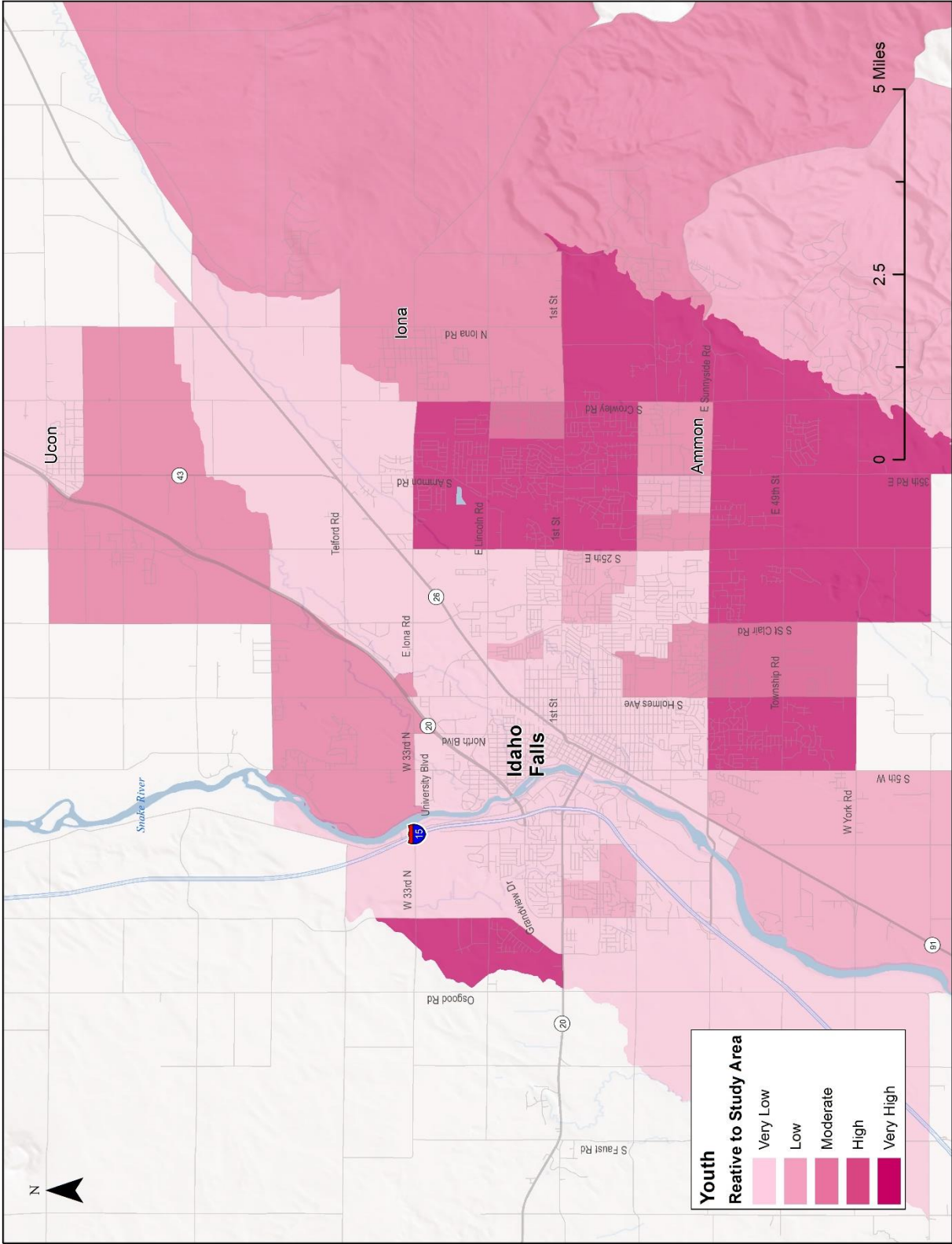
Source: U.S. Census and American Community Survey

Figure 5-9: TDI with TRPTA Route Coverage

TITLE VI DEMOGRAPHIC ANALYSIS

The Civil Rights Act of 1964, Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies pr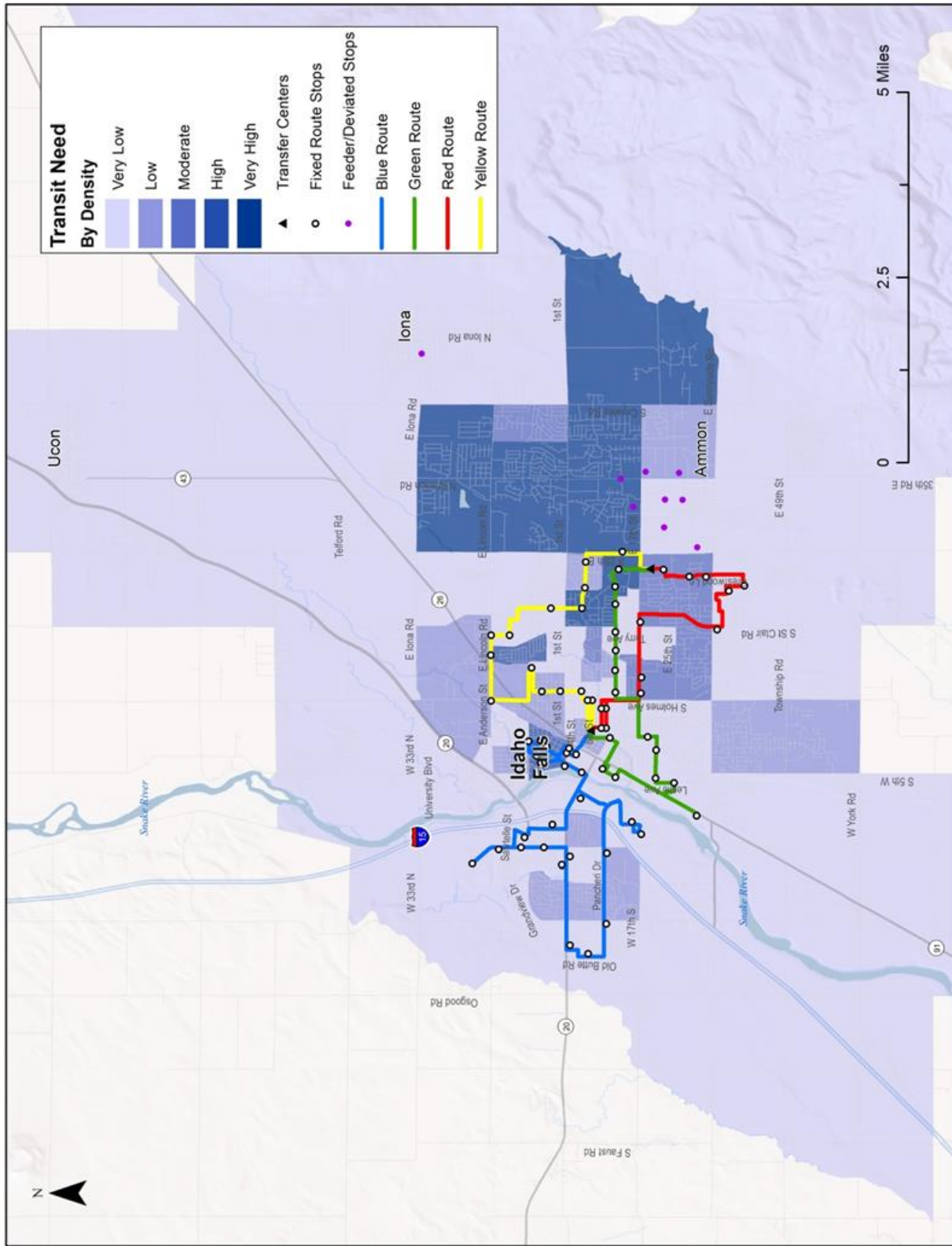oviding federally funded public transportation. The following section examines the minority and below poverty level populations in the Idaho Falls urban area.

Minority Population

It is important to ensure that areas with an above average percentage of racial and/or ethnic minorities are not negativity impacted by any proposed alterations to existing public transportation services. In the study area, the average concentration of minority population is 9.7 percent. Figure 5-9 illustrates the concentration of minority populations above and below the area average. Block groups that are above average are clustered around the Snake River and scattered through Idaho Falls and Ammon.

Figure 5-9: Distribution of the Minority Population
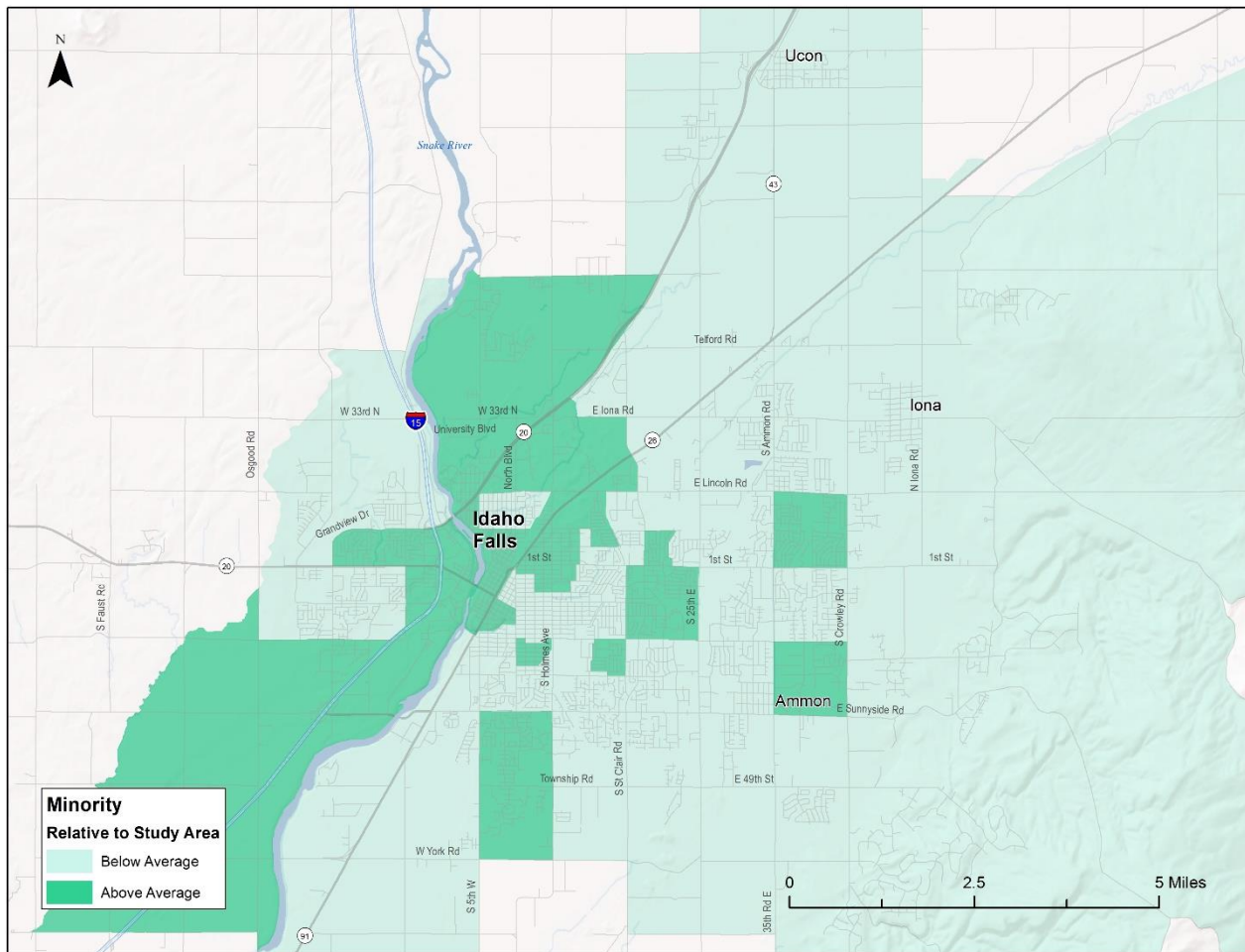
Source: U.S. Census and American Community Survey

Below Poverty Populations

The second group included in the Title VI analysis represents those individuals who earn less than the federal poverty level. This segment of the population may find it a financial burden to own and maintain a personal vehicle, thus relying on public transit as their primary means of transportation. The average percentage of individuals living below the federal poverty level is 15.8%. Figure 5-10 illustrates above average block groups that are clustered around downtown Idaho Falls extending south along the Snake River and northeast further into the city.

Figure 5-10: Distribution of the Below Poverty Population
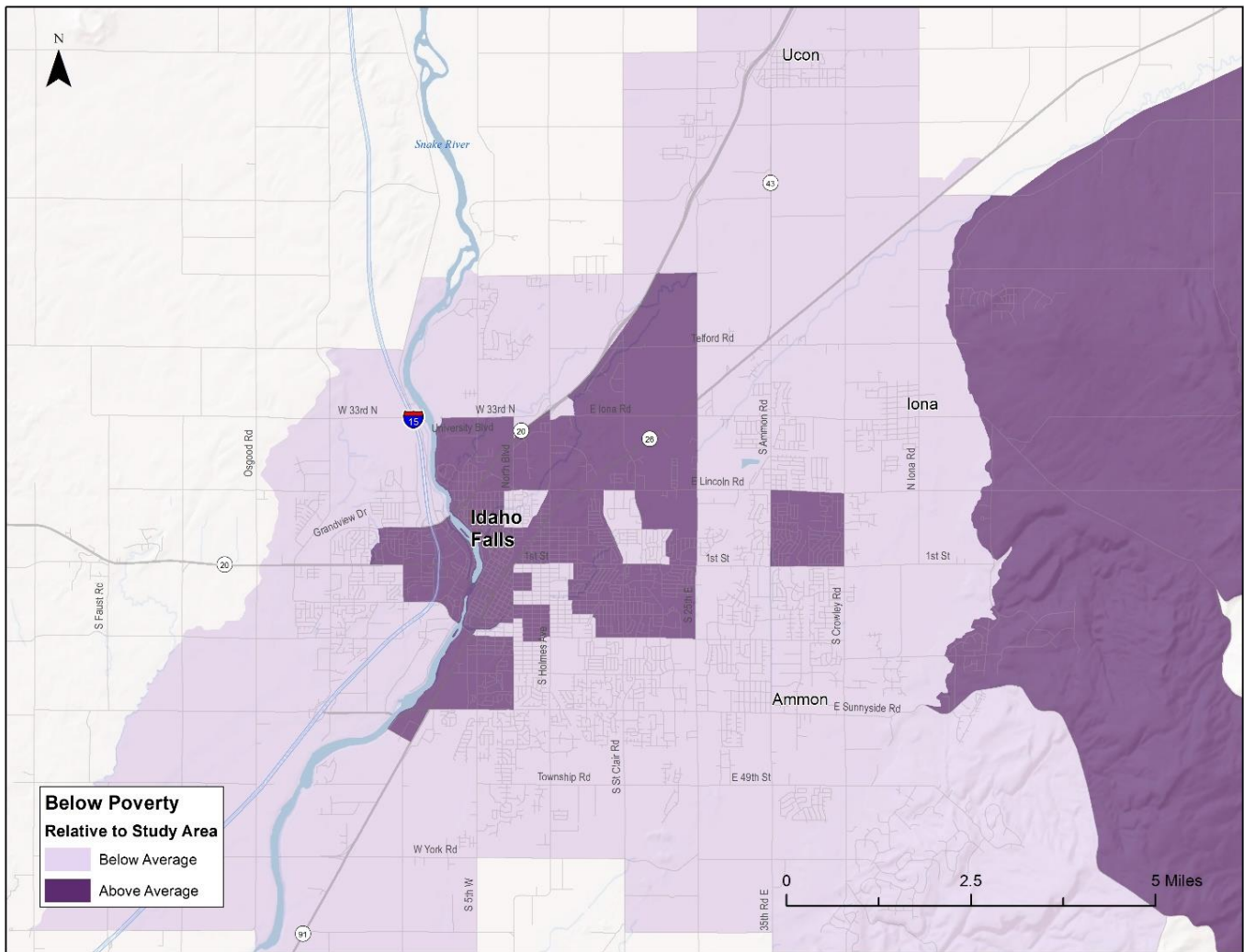
Source: U.S. Census and American Community Survey

Limited-English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important to serve and disseminate information to those of different linguistic backgrounds. As shown in Table 5-5 persons residing within the study area predominantly speak English. Teton County has the highest percentage of non-English speakers at approximately 18%. In the TRPTA partner counties, of the individuals who primarily speak languages other than English, a majority are able to speak English "very well" or "well".

Table 5-5: Limited English Proficiency

County	Bonneville		Fremont		Madison		Teton	
Age 5 years and up	98,063		12,028		34,072		9,433	
Languages Spoken	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
English	87,914	90%	10,882	90%	30,601	89.8%	7,730	81.9%
Non-English	10,149	10%	1,146	10%	3,471	10.2%	1,703	18.1%
Spanish	8,626	8.8%	991	8.2%	2,250	7%	1,606	17%
Indo-European Languages	909	0.9%	101	0.8%	835	2.5%	68	0.72%
Asian/Pacific Languages	417	0.4%	35	0.3%	336	1.0%	23	0.2%
Other Languages	197	0.2%	19	0.2%	50	0.15%	6	0.06%
Ability to Speak English	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
"Very Well" or "Well"	8,422	8.6%	825	6.9%	3,169	9.3%	1,286	13.6%
"Not Well" or "Not at All"	1,727	1.8%	321	2.7%	302	1%	417	4%

Source: American Community Survey, Five-Year Estimates (2011-2015), Table B16004.

LAND USE PROFILE

Major Trip Generators

Identifying major trip generators serves to complement the previous demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations, like major employers, medical facilities, educational facilities, non-profit and governmental agencies, and shopping centers. Figure 5-11 identifies major trip generators in the study area. Trip generator categories are briefly detailed below.

Educational Facilities

Many individuals that comprise the school age population are unable to afford or operate their own personal vehicle; therefore, it may be assumed that this segment of the population

is one that is reliant upon public transportation. Additionally, many faculty and staff members are associated with these institutions as a place of employment. Some educational facilities in the area include the Eastern Idaho Technical College and the University Place (Idaho Falls campus for Idaho State University and the University of Idaho).

Figure 5-11: Major Trip Generators
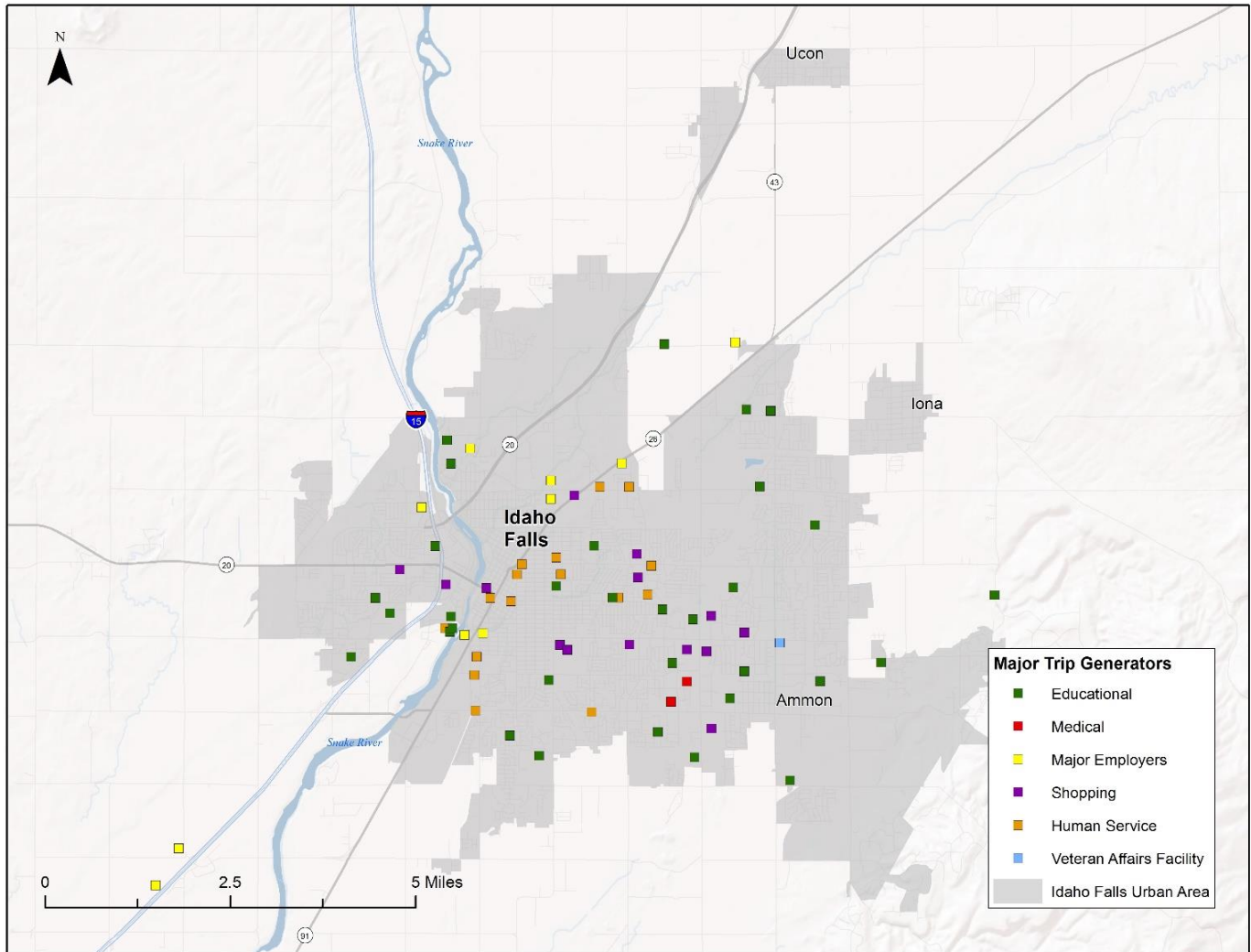
Major Employers

The major employers displayed in Figure 5-11 have at least one-hundred employees. Providing transit services to major employment locations is advantageous to both the employee, as the individual is provided with direct access to their occupation and subsequent source of income, and the employer, as this entity will have assurance that their current or potential

workforce will have diverse options of accessing the destination. Some of the major employers in the Idaho Falls Urban Area include[1]:

- Idaho National Laboratory
- Melaleuca, Inc.
- Bateman – Hall, Inc.

Major Medical Facilities

Major medical facilities, classified as regional and general hospitals, represent a significant destination for users of public transportation. Older adults and persons with disabilities often rely more heavily upon services offered by medical facilities than other population segments. Since this group represents a large faction of the transit dependent population, it is imperative that these facilities are made accessible through public transit services. Major medical facilities in the area are Mountain View Hospital and Eastern Idaho Regional Medical Center.

Human Service Locations

Human service organizations often serve clients that are dependent on transportation services. These organizations can help low income residents, senior adults and/or people with disabilities. Throughout the Idaho Falls urban area there are human service locations that provide services such as food assistance, workforce assistance, health care, training, and adult daycare.

Veteran Affairs Medical Facilities

The Department of Veterans Affairs (VA) oversees a network of medical centers and smaller community based services. Locating transportation to these facilities can be a major barrier for veterans who rely on services that these facilities provide. The Idaho Falls urban area is home to one VA Outpatient Clinic in Ammon.

Employment Travel Patterns

It is important to account for commuting patterns of residents within the region. Table 5-6 presents results of the Census Bureau Journey to Work data which provides locations of employment (in-county versus out-of-county and in-state versus out-of-state) and means of transportation to work. According to ACS five-year estimates, Bonneville County has the highest rate of residents that live and work inside the county at 87.5%, and the highest rate of

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[1] Source: Greater Idaho Falls Chamber of Commerce.

public transit usage at 2.5%. Among all four counties the majority of residents travel to work by driving alone, and have carpool rates above 10%.

Table 5-6: Journey to Work Patterns

County	Bonneville		Fremont		Madison		Teton	
Workers Age 16 Years and Older	46,402		5,221		15,755		5,256	
Location of Employment	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
In State of Residence	45,399	97.8%	4,998	95.7%	15,433	98.0%	3,248	61.8%
In County of Residence	40,597	87.5%	2,483	47.6%	12,502	79.4%	3,083	58.7%
Outside County of Residence	4,802	10.3%	2,515	48.2%	2,931	18.6%	165	3.1%
Outside State of Residence	1,003	2.2%	223	4.3%	322	2.0%	2,008	38.2%
Means of Transportation	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Car, Truck, or Van – Drove alone	36,345	78.3%	3,841	73.6%	10,374	65.8%	3,817	72.6%
Car, Truck, or Van – Carpooled	5,343	11.5%	878	16.8%	1,705	10.8%	882	16.8%
Public Transportation	1,167	2.5%	18	0.3%	96	0.6%	48	0.9%
Walked	783	1.7%	71	1.4%	1,513	9.6%	116	2.2%
Taxicab, Motorcycle, Bicycle, Other	931	2.0%	78	1.5%	930	5.9%	77	1.5%
Worked at Home	1,833	4.0%	335	6.4%	1,137	7.2%	316	6.0%

Source: U.S. Census Bureau, American Community Survey Five-Year Estimates (2011-2015), Table B08130.

Regional Travel Patterns

Another source of data that provides an understanding of employee travel patterns is the Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) dataset. LEHD uses a variety of surveys to characterize workforce data in the region. Table 5-7 provides results of this analysis for TRPTA partner counties. The table shows the top five employment destinations for county residents. As shown, Idaho Falls and Rexburg are top employment destinations for all four counties, with Bonneville County having over half (52.2%) of its residents working in Idaho Falls, and nearly half (42.9%) of Madison County residents working in Rexburg.

Table 5-7: Top Five Employment Destinations for County Residents

Bonneville County			Fremont County		
Place	**Number**	**Percent**	**Place**	**Number**	**Percent**
Idaho Falls City	23,639	52.2%	Rexburg City	881	18.7%
Ammon City	3,106	6.9%	St. Anthony City	562	11.9%
Pocatello City	1,731	3.8%	Idaho Falls City	442	4.0%
Boise City	1,298	2.9%	Boise City	188	4.0%
Rexburg City	1,205	2.7%	Ashton City	178	3.8%
All Others	14,326	31.6%	All Others	2,465	52.3%
Madison County			**Teton County**		
Place	**Number**	**Percent**	**Place**	**Number**	**Percent**
Rexburg City	4,892	42.9%	Driggs City	745	30.9%
Idaho Falls City	1,382	12.1%	Victor City	233	9.7%
Boise City	432	3.8%	Boise City	102	4.2%
Sugar City	273	2.4%	Rexburg City	99	4.1%
Pocatello City	270	2.4%	Idaho Falls City	90	3.7%
All Others	4,144	36.4%	All Others	1,145	47.4%

Source: Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2014.

SUMMARY OF DEMOGRAPHIC ANALYSIS

When combining the demographic, land-use, and commuter trends analyzed in this section the following needs and themes emerge:

- The City of Ammon has seen tremendous population growth over the last decade (176% from 1990 to 2010). Additionally the city has seen a significant uptick in commercial development in recent year. This coupled with the demographic makeup of the city, displaying high concentrations of transit dependent residents and minimal transit services identify Ammon as a high transit need area.

- The urbanized areas of the Bonneville MPO planning area generally have over 2,000 people per square mile, the transit industry standard for densities that can support regularly scheduled fixed route service.

- Idaho Falls is a major regional employment destination with many commuters from within the city and from around the region commuting to large employment destinations.

Chapter 6
Current Transportation Services and Resources

INTRODUCTION

This chapter documents and describes the transportation programs and services identified in the region, primarily through the SRTP planning process that was conducted simultaneously with this plan. The SRTP provides a more detailed review of TRPTA services, while this plan offers an overview along with information on other transportation resources and services in the region.

PUBLIC TRANSIT

TRPTA offers a variety of services to meet mobility needs in the region. The following section provides an overview of public transit operated by the organization.

Fixed Routes

TRPTA has a core service consisting of four fixed routes in the City of Idaho Falls. The Blue, Green, Red, and Yellow Routes operate Monday through Friday between 7:00 a.m. and 5:30 p.m. ADA Paratransit service within ¾-mile of the four fixed routes is available for customers who cannot access fixed route stops due to a disability. These routes, depicted on the TRPTA website, are shown in Driggs: Demand Response (door-to-door) service only. Rides must be scheduled the prior day by 4:00 p.m.
Figure 6-1.

Demand Response Services

TRPTA provides the following demand response services for the general public:

- Idaho Falls: Demand Response (curb-to-curb) service only for customers traveling to/from origins and destinations outside of, into and/or around the ADA paratransit boundaries. Reservations must be made by 4:00 p.m. the prior day.

- Rexburg: Demand Response (door-to-door) service only. Rides must be scheduled the prior day by 4:00 p.m.

- Driggs: Demand Response (door-to-door) service only. Rides must be scheduled the prior day by 4:00 p.m.

Figure 6-1: TRPTA Fixed Routes

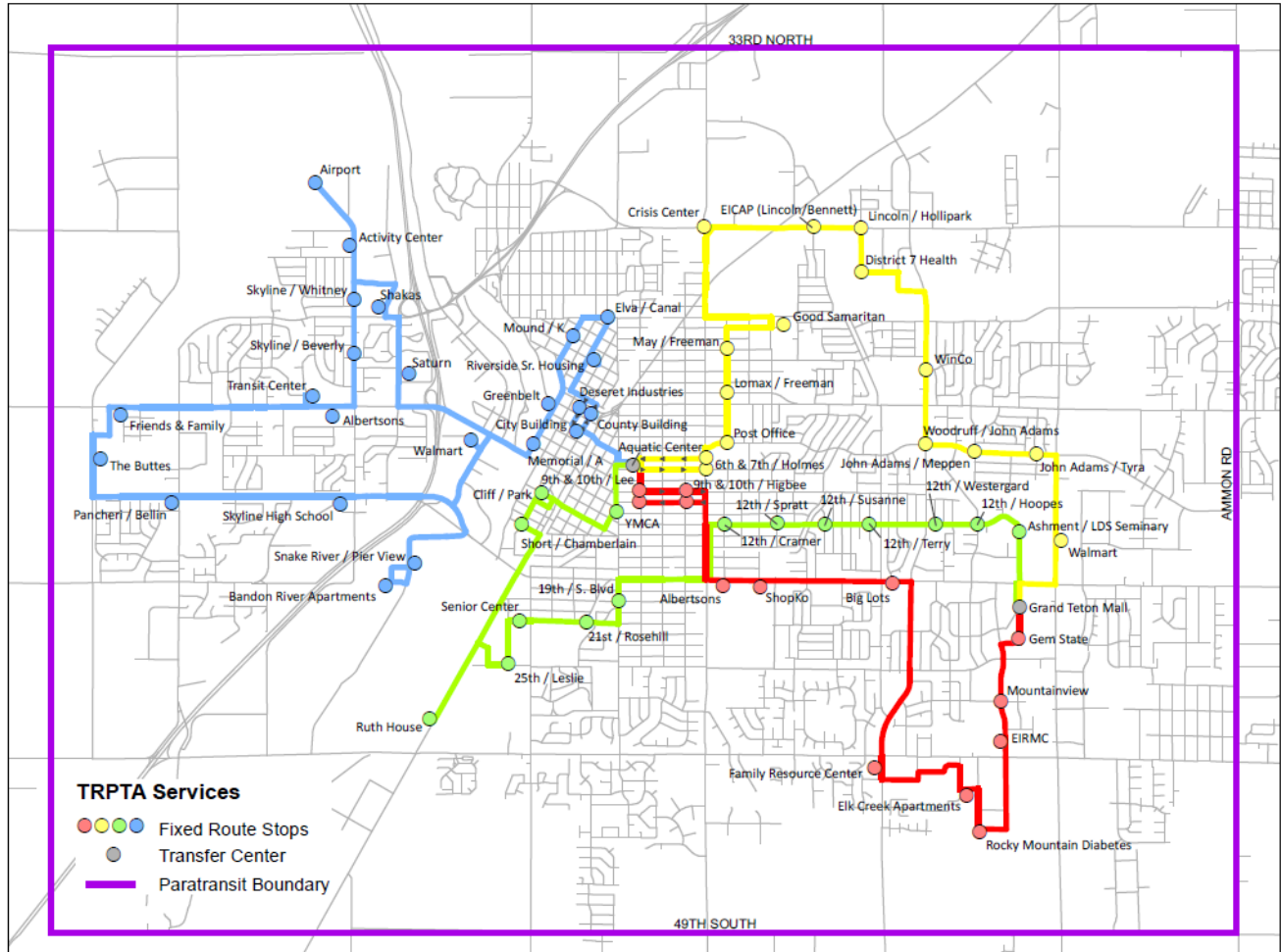Demand response services are coordinated with various specialized services, primarily non-emergency medical transportation (NEMT) provided through an agreement with Veyo (the broker for NEMT under contract to the State of Idaho that is funded through Medicaid).

Feeder Services

TRPTA operates the following feeder services that provide connections between outlying communities to Idaho Falls (and the fixed route system) and between communities, Monday through Friday:

- Ammon feeder: Commuter fixed schedule service with three inbound trips in the morning and three outbound trips in the afternoon/evening.

- Rexburg/St Anthony: Limited fixed schedule service that makes five round trips from 7:00 a.m. to 4:15 p.m.

- Iona/Idaho Falls: Fixed schedule service that provides two morning and one afternoon inbound trips and two afternoon outbound trips.

- Idaho Falls/Rexburg: During the summer 2016 TRPTA began a new service connecting Idaho Falls to Rexburg. The service completes four round trips per day. The route also serves Rigby and Ucon. Service operates on weekdays.

- Rexburg/Driggs: Limited fixed schedule service operating one morning and one afternoon round trip.

Fare Structure

The current fare structure for the various TRPTA routes and services is provided in Table 6-1.

Table 6-1: TRPTA Fare Structure

Fixed Routes	Fares
General Public (transfers included)	$1.75
Seniors (ages 60+) with picture ID (transfers included)	$0.75
Students with picture ID (transfers included)	$0.75
Disabled riders with TRPTA ID (transfers included)	$0.75
Children ages 5 and under	Free
10 ride punch card (general public)	$17.50
10 ride punch card (all other riders)	$7.50
Demand Response Services	
General Public	$6.00
Paratransit	$3.50
Feeder and Other Services	
Ammon Route (connections to fixed routes)	Free
Rexburg-Driggs	$12.00
Rexburg-Victor	$15.00
Rexburg-Saint Anthony	$3.00
Iona-Idaho Falls	$6.00

Source: TRPTA brochure

FTA-FUNDED PUBLIC TRANSPORTATION PROVIDERS

The following publicly-funded, public transportation operators beyond TRPTA currently provide services in District 6:

- **City of Driggs** – Received Section 5311 funding and operates fixed route public transportation within the City of Driggs. In 2015, Driggs provided 16,644 passenger trips (per the Idaho Transportation Department's 4th Annual Public Transportation Performance Report 2015).

- **Lemhi County** – Received Section 5311 funding and operates demand response public transportation in Salmon. In 2015, Lemhi County provided 9,049 passenger trips (per the Idaho Transportation Department's 4th Annual Public Transportation Performance Report 2015).

- **Lost River Area Transit (Valley Vista Care)** – A private, faith-based, non-profit organization that provides skilled nursing care, assisted living, rehabilitation, and other programs as well as demand response public transportation in the Lost River area and Benewah County, Idaho. Lost River Area Transit receives Section 5311 funding and is also a non-emergency medical transportation (NEMT) provider. In 2015 Lost River Area Transit provided 9,473 passenger trips (per the Idaho Transportation Department's 4th Annual Public Transportation Performance Report 2015). More information is available at https://www.valleyvista.org/index.php?option=com_content&view=article&id=17&Itemid=31.

- **START Bus (Jackson, Wyoming)** – Connects Driggs and Victor, Idaho with the Town of Jackson, Wyoming. The town receives Section 5311 from both Idaho and Wyoming (where its services are predominantly located). The START Bus system includes eight fixed routes and ADA paratransit. Schedules vary seasonally. The fare for service between Driggs and Jackson is $8.00. In 2015, the town provided 26,567 passenger trips (per the Idaho Transportation Department's 4th Annual Public Transportation Performance Report 2015). More information is available at http://www.startbus.com/.

HUMAN SERVICE TRANSPORTATION

This section inventories transportation services that are limited to clients of human services, residents of particular communities, or specific demographic groups (based on age, for example), provided by public or private non-profit organizations. Information sources include phone discussions with agency management, previous planning studies, and Internet research.

Idaho Medicaid Non-Emergency Medical Transportation Program

The Idaho Medicaid Non-Emergency Medical Transportation (NEMT) Program is a program of the Idaho Department of Health and Welfare (DHW). This program funds transportation services to medically-necessary non-emergency healthcare appointments to Medicaid recipients without another means of transportation. DHW contracts with a private company, currently Veyo, to broker Medicaid-funded transportation in Idaho. The broker in turn contracts with a network of transportation providers (including public and private transportation providers) and independent driver-providers to operate Medicaid-funded transportation service for eligible recipients. The broker provides mileage reimbursement to Medicaid participants and other eligible individuals providing transportation for Medicaid covered medical services, currently reimbursed at is $4.21 for the first mile and $1.17 each additional mile. To obtain Medicaid-funded NEMT, the eligible individual calls the broker at least 48 hours in advance, up to 30 days in advance. Case workers can schedule multiple rides electronically.

Medicaid-funded NEMT is commonly the largest state human service transportation program, and in rural areas, is typically the largest passenger transportation funding source of any kind. The State of Idaho's current statewide contract with Veyo, which began July 2016, is $70.4 million for three years. [1]

Private NEMT providers in the Idaho Falls area are listed later in this inventory under "Private For-Profit Transportation Service Providers."

Area Agency on Aging of Eastern Idaho

The Area Agency on Aging of Eastern Idaho is a division of the Eastern Idaho Community Action Partnership, with a mission to help seniors live independently, in their own homes, for as long as possible. The Area Agency on Aging contracts with several providers in the area to provide transportation services to seniors (ages 60+). Contracted transportation providers include senior centers and nutrition sites in rural counties of its catchment area (including Custer, Fremont, Lemhi, and Madison Counties), and TRPTA in the Idaho Falls urbanized area/Bonneville County. In rural areas, where resources are limited, transportation is limited to transportation to the senior centers (in Ashton, Challis, Mackay, Rexburg, Salmon, and Saint Anthony) for congregate lunches. Within the TRPTA service area, seniors can travel to and from social services, medical and health care services, meals programs, places of employment, senior centers, shopping, civic functions, and recreation locations.

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[1] "Idaho plans to more than triple services to children with serious mental illness, without increasing state funding*," The Spokesman-Review*, Jan. 21, 2017, http://www.spokesman.com/blogs/boise/2017/jan/31/idaho-plans-more-triple-services-children-serious-mental-illness-without-increasing-state-funding/ (as accessed February 2017).

Area Agency on Aging-funded service is for those individuals who have no other means of transportation or who are unable to use existing transportation. Preference is given to older minorities and those with limited economic resources. Personal assistance for those with limited physical mobility is provided. All transportation services contracted by the Area Agency on Aging are free to seniors ages 60+. With the exception of TRPTA's fixed route system, all services are demand response. Senior rides are provided on TRPTA fixed route service except for seniors that qualify for ADA paratransit.

In 2016, Area Agency on Aging funded 20,256 senior rides (one-way trips) on TRPTA. The Area Agency on Aging annual budget for TRPTA-provided service is about $46,500, funded by Title III of Idaho's Senior Services Act (SSA).

The Area Agency on Aging notes that senior transportation needs within the urbanized area are largely met, except for seniors for whom walking to a bus stop (e.g., more than ½ mile) is a hardship. Particularly in the winter, when sidewalks may be snow-covered, it can be treacherous for a senior to walk to a fixed route bus stop. Additional demand response services for seniors (i.e., those who do not meet the ADA paratransit eligibility criteria) could help alleviate this hardship. Outside of the TRPTA service area, services are very limited and many seniors must rely on family members or neighbors for transportation.

Development Workshop, Inc.

Development Workshop, Inc. is private, non-profit community rehabilitation program with a mission to assist individuals who have a disability or who are disadvantaged to recognize and achieve their chosen level of economic and social independence. Some of the services that Development Workshop offers to individuals include vocational training, paid employment opportunities, career placement services, and daily living skills training. Development Workshop provides services to businesses, including employees, janitorial and facilities maintenance, and manufacturing, assembly, and packaging. Development Workshop offers community employment services and other programs for individuals in Idaho Falls, Rexburg, Salmon, and Blackfoot, serving more than 560 individuals in FY2015. The organization employs more than one-hundred people at three manufacturing facilities located in Eastern Idaho. The Idaho Falls facility is located at 555 West 25th Street.

Development Workshop provides transportation services for its participants, including those who are eligible for Medicaid NEMT funding and need to travel to Development Workshop for day rehabilitation. These services are coordinated through the Idaho NEMT broker, Veyo. Participants who are not NEMT-eligible are often able to use TRPTA public transit or ADA paratransit services. During the day, Development Workshop transports participants to community-based activities, such as employment training. The organization owns a fleet of 44 vehicles, including vans, cars, and two lift-equipped Goshen coaches that are operated throughout eastern Idaho, including Blackfoot and Salmon. About 25 vehicles serve the

Bonneville County area. Development Workshop's total annual transportation budget is approximately $45,000.

Transportation to employment sites is the responsibility of individual participants, who often rely on rides from coworkers or family members. Public transit fares can be a financial hardship for individuals working part-time entry-level jobs. TRPTA services do not operate evenings and weekends when many entry level job shifts occur, such as in the retail and fast food sector.

Veterans Transportation Service

The Veterans Affairs (VA) Salt Lake City Health Care System Veterans Transportation Service (VTS) in partnership with the Utah Disabled American Veterans Volunteer Transportation Network (DAV/VTN) provides transportation services to veterans with special needs as well as veterans who do not have transportation to and from their outpatient appointments. The VTS routes transport veterans from the Idaho Falls catchment area (as well as other areas) to the Salt Lake City VA. All veterans enrolled in VA healthcare are eligible for this program, with priority given to veterans with disabilities (including those who use wheelchairs) and cancer patients. This service is free of charge. Rides must be scheduled at least 48 hours in advance either through the veteran's primary care provider or by calling the DAV/VTS offices. Routes originating from Idaho Falls operate every other weekday (i.e., Monday/Wednesday/Friday in one week alternating with Tuesday/Thursday the next week) except federal holidays. Local routes operate to the Pocatello Outpatient Clinic on Tuesdays. More information is available at: http://www.saltlakecity.va.gov/veterans_transportation_service.asp

PRIVATE TRANSPORTATION

Salt Lake Express

Based in Rexburg, Salt Lake Express operates scheduled intercity bus and airport shuttle service across Utah, southern Idaho, and portions of Montana, Wyoming, Arizona, and Nevada. Routes serving Idaho Falls travel to Pocatello (and points west to Boise and south to Salt Lake City), Jackson, Wyoming, West Yellowstone, Montana, and Great Falls, Montana. Figure 6-2 displays the Salt Lake Express Route network.

Salt Lake Express stops in Idaho Falls are located at:

- Idaho Falls Regional Airport – 2140 Skyline Drive
- Shaka's Sinclair – 1520 Grandview Drive
- Flying J – 6485 Overland Drive (South of Idaho Falls off I-15)

Current schedules serve the Shaka's Sinclair stop with:

- 11 southbound trips to Pocatello Transit Depot and 11 northbound trips

- 9 northbound trips to Rexburg and 9 southbound trips

- 4 northbound trips to West Yellowstone and 2 southbound trips

- 2 eastbound trips to Jackson, WY and 2 westbound trips

- 2 northbound trips to Butte, MT and 2 southbound trips

Door-to-door stops can be scheduled with advanced request and for an additional charge. Salt Lake Express also operates charter bus service.

Non-Emergency Medical Transportation Providers

The following private non-emergency medical providers were identified in the study area:

- ABC Express –Idaho Falls
- All-Star Transportation –Idaho Falls
- Always In Time Transportation –Idaho Falls
- CT Transportation, LLC –Idaho Falls
- En Route Transportation –Idaho Falls
- Foothill Transportation –Iona
- Helping Hands Outreach –Idaho Falls
- Road Runner Shuttle, LLC –Idaho Falls
- Rollin Shuttle Services LLC –Saint Anthony
- SOS Transportation, LLC –Idaho Falls
- Teton Transportation –Idaho Falls
- Tibbitts Transportation, LLC –Idaho Falls

Figure 6-2: Salt Lake Express Routes and Stops
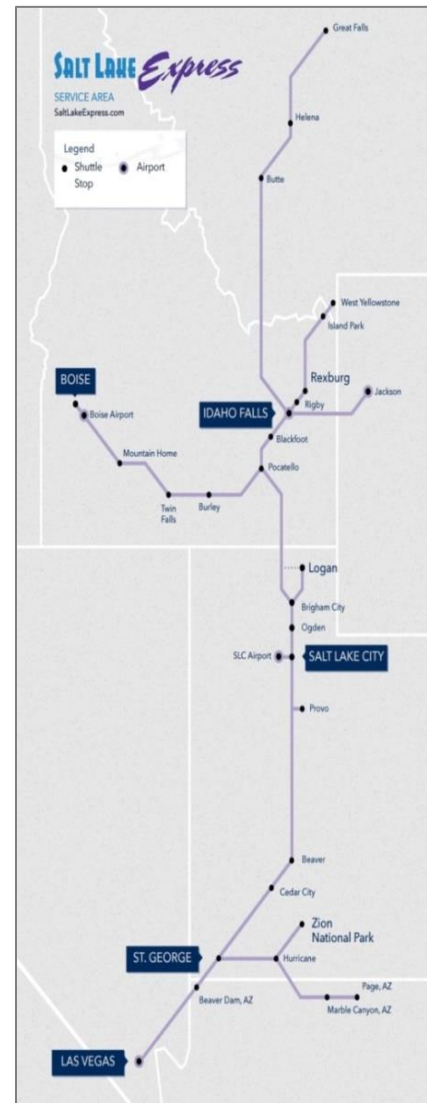
Private Airport Shuttle, Charter, Limousine, and Taxi Service

The following private airport shuttle, charter, limousine, and taxi service providers are located in the study area:

- **Country Coach Shuttle Service, LLC** – Provides airport shuttle service; based in Pocatello.

- **SafeRide Taxi** – Provides taxi and airport shuttle 24/7; based in Idaho Falls.

- **Teton Stage Lines** – Provides motor coach charter and school bus services; based in Idaho Falls.

- **Tibbitts Transportation, LLC** – Provides door-to-door and curbside service to regional airports and private aviation facilities, charter van service for special events and ski resorts, NEMT, social visits, pharmacy, shopping, and alcohol/drug abuse recovery support services transportation. Service is available 24/7 for groups up to 6 people; based in Idaho Falls.

Transportation Network Companies (TNCs) are also available in the area. A recent check indicated that five to seven Uber drivers were available, though this number and TNC company will vary.

OTHER TRANSPORTATION SERVICES

Grand Targhee Resort Shuttle

The Grand Targhee Resort in Wyoming operates a seasonal ski shuttle between Buffalo Junction and Driggs, Idaho and the resort. During the 2016-2017 ski season, this fixed route service operated on 35 minute headways with the first trip leaving Buffalo Junction at 6:10 a.m. and last trip returning at 10:40 p.m. (with no return trips stopping in Driggs before 11:00 a.m.). The one-way cash fare for this service is $2. A 12-ride "punch pack" costs $20 and an unlimited season pass is $150. The shuttle stop in Buffalo Junction is located at 715 Moraine Court and the shuttle stops in Driggs are located at 60 Main Street and Little Avenue and 5th Street. More information is available at:
http://www.grandtarghee.com/vacation-planning/teton-travel-options/targhee-ski-shuttle/

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Chapter 7
Prioritized Strategies

INTRODUCTION

A required element of a coordinated transportation plan is strategies, activities, and/or projects to address the identified gaps between current services and needs, and opportunities to achieve efficiencies in service delivery. This chapter provides a prioritized list of strategies based on regional stakeholder review and input. Each discusses activities or projects that could be considered as part of the respective strategy.

The process for the development of these strategies involved:

- Development of potential strategies to help to address the identified gaps between current transportation services and unmet needs, expand regional mobility, and achieve greater efficiencies in service delivery. These preliminary strategies were based on input from regional stakeholders during outreach efforts described in Chapter 2.

- Prioritization of potential strategies through an on-line survey. This process provided results that allowed for development of a list that grouped strategies that were higher priorities, ones that were a medium priority, and strategies that were a lower priority.

While many strategies are interrelated with concurrent work on TRPTA's Short Range Transit Plan (SRTP), they take a broader look at mobility opportunities beyond public transit services. The strategies responded to the following overall goals for maintaining, improving, and expanding mobility in the region:

- Maintain existing level of transportation services
- Expand and improve public transit services
- Improve coordination of public, private, and human services transportation
- Expand mobility options through improved infrastructure
- Ensure residents are aware of existing transportation options
- Increase funding to provide expanded transportation services in the region
- Consider a variety of transportation services to expand mobility in the region

HIGH PRIORITIES

Continue to Support Capital Projects that are Planned, Designed, and Carried Out to Meet Identified Needs

Maintaining and building upon current capital infrastructure is crucial to expanding mobility options, especially for older adults, people with disabilities, veterans, and people with lower incomes in the region. Before the region can consider efforts for improving mobility for these population groups it is critical to ensure that the current foundation of services remains in place through a sufficient capital network.

This strategy involves acquisition of replacement buses or vans, vehicle rehabilitation or overhaul, and other appropriate vehicle equipment improvements that support the current capital infrastructure in the region. With limited capital funding to replace buses it is essential that current vehicles are maintained and remain safe and operable beyond the typical useful life criteria.

Potential Projects/Activities:

- Capital expenses to maintain and support the provision of transportation services to meet the special needs of older adults and people with disabilities.

- Expenses may include:
  - Acquisition of replacement buses or vans
  - Vehicle rehabilitation or overhaul
  - Addition of vehicle wheelchair lifts, ramps, and securement devices
  - Replacement of computer hardware and software that support scheduling and dispatching functions

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Continue to Support Services that are Effectively Meeting Identified Transportation Needs in the Region

While maintaining the current capital infrastructure is vital to meeting community transportation needs, financial resources are needed to operate vehicles and continue services at the current level. This strategy involves providing operating funds to support existing public transit services and human services transportation that are effectively meeting mobility needs identified in the region, especially those serving older adults, individuals with disabilities, and veterans. Resources and tools are available to assess the effectiveness of specific public transit service and human services transportation. An example would be for human service agencies to utilize National Aging and Disability Transportation Center's *Transportation by the Numbers* toolkit which provides methods to more easily identify

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expenses, revenues and performance outcomes so that agencies can make more informed decisions about their future in the transportation business.

Potential Projects/Activities:

- Operating expenses to maintain and support the provision of effective transportation services.

Implement Recommendations to Expand and Improve TRPTA Services through the SRTP

Through public outreach efforts the community expressed the need for expanded transportation services, particularly improved public transit. This strategy calls for support of recommendations included in the SRTP that is specific to public transportation services. These recommendations are detailed in the SRTP.

Potential Projects/Activities:

- Support SRTP recommendations that involve:

  o Modifying TRPTA's Idaho Falls routes. A component of this implementation would be relocating the transfer center to downtown location.
  o Implementing an Ammon Route.
  o Implementing Saturday service.
  o Implementing a Downtown Circulator.
  o Implementing an Airport Route.
  o Considering additional expansions such as increased frequency on Idaho Falls routes and implementing additional routes to serve new development and unmet need.

Advocate for Additional Funding to Support Public Transit and Human Service Transportation

A stronger advocacy campaign is needed that highlights the impact that public transportation and human services transportation has on residents of the region, and how it is a vital component of the community transportation infrastructure. This strategy involves a regional and unified effort to inform elected officials, local and national decision makers, and the general public on the dire need for additional funding to support current services. This plan helps to document the need for these additional services, and they can be further quantified

as part of educating elected officials and potential funders. It also involves education on the fact that funding plans can be established that takes into account local sources and ensure that all parties are getting a good business deal.

This advocacy campaign could be part of a national movement to stress the importance of community and public transit. The Community Transportation Association of America (CTAA) and the American Public Transportation Association (APTA) have developed a variety of resources that can be used in advocacy efforts with local offices of House and Senate members, state and local elected officials, and local media.

Potential Projects/Activities:

- Develop advocacy campaign using existing resources, i.e. APTA's toolkit.

- Apply for funding to support advocacy campaign, i.e. APTA's Local Transit Coalition Grant Program that helps energize grassroots coalitions and advocacy efforts to achieve local public transportation goals.

MEDIUM PRIORITIES

Maintain a Forum for Ongoing Discussions on Regional Transportation Needs and Coordination Opportunities

Through the planning process for the PTHSP and the SRTP a variety of stakeholder groups were involved. These groups included the TRPTA Board of Directors, the BMPO Technical Advisory Committee, and a Project Advisory Committee. While the PTHSP and the SRTP will serve as the basis for improved local and regional transportation services, it is evident that a forum is needed that provides the opportunity for ongoing discussions on public transit and human service issues and solutions.

Therefore this strategy calls for a more formal structure in the region that would discuss and implement strategies and recommendations included in the two plans, particularly those that seek to improve the coordination of existing services and resources. A consideration is a formal regional coordinating committee that builds upon the current project advisory committee, adding appropriate representatives to ensure a broad representation from the community. This regional coordinating committee would provide an ongoing forum for members to discuss improved connections between existing transportation providers; consider, plan, and implement regional services; and lead updates of the PTHSP. In addition, this regional coordinating committee can be involved in the selection of projects to be funded through the Section 5310 Program.

Potential Projects/Activities:

Additional details on this more formal structure are included in Chapter 8 of this plan.

Support Complete Streets Policies to Enable Non-Motorized Transportation and Facilitate Connections with Current Transit Services

Regional stakeholders expressed the need for infrastructure improvements that allow for greater use of TRPTA services and non-motorized transportation. Specific improvements included additional benches at TRPTA bus stops and pedestrian improvements, particularly near human service agencies. The need to improve accessibility to bus stops and bus stop signage were also noted. This strategy supports activities efforts that enable greater use of existing public transit services and non-motorized travel options. It is anticipated that this support will build upon previous and current BMPO Complete Streets efforts

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Potential Projects/Activities:

- Appropriate consideration of additional bike racks, bike parking facilities, multi-modal connections between transit and non-motorized transportation, bike and pedestrian trails, and dedicated bike lanes.

- Coordinated effort to develop a transit stop improvement plan that provides for expanded access to bus stops and multi-model centers. These assessments provide information that can be used to prioritize improvements that increase safety for people who choose to bike, walk and/or use transit, enable more residents to access current bus stops, and help connect all modes of transportation in the region.

- Assessment of a more accessible and pedestrian friendly environment in conjunction with identifying a new location for TRPTA transfer center in Idaho Falls.

Expand Use of Volunteers to Provide More Specialized and One-To-One Transportation Services

A variety of transportation services are needed to meet the mobility needs in the region, especially veterans, older adults and people with disabilities. Many of the needs identified by regional stakeholders are better handled through more specialized services beyond those typically provided through general public transit services. In addition, the rural nature and the geographic makeup of the region are not always conducive for shared-ride services.

Therefore, the use of volunteer drivers would offer transportation options that are difficult to meet through public transit and human service agency transportation, and provide a more personal and one-to-one transportation service for customers who may require additional assistance. Fortunately, there are numerous examples of successful volunteer driver programs throughout the country that can be used as models to design one for the region -- and a program that can address any real or perceived barriers, insurance issues, or safety concerns.

Potential Projects/Activities:

- Implement volunteer driver program that can provide door-to-door and/or door-through-door services as needed.

Establish or Expand Programs That Train Customers, Human Service Agency Staff, Medical Facility Personnel, and Others in the Use and Availability of Transportation Services

It is vital that customers, caseworkers, agency staff, and medical facility personnel that work with older adults, people with disabilities, and people with low incomes are familiar and confident with available transportation services. Regional stakeholders expressed the need for greater marketing and outreach campaigns; uses appropriate technology; and helps new customers learn how to ride transit. It should also leverage the seasonal nature of the region and include outreach to tourists and visitors.

This strategy involves expanded outreach programs to ensure people helping others with their transportation issues are aware of mobility options in the region. It is anticipated that it would be implemented in conjunction with a TRPTA rebranding campaign that will be recommended in the SRTP. This strategy can also involve additional efforts to support use of current transportation resources, including travel training programs to help individuals use available TRPTA services.

Potential Projects/Activities:

- Implement travel training program for individual users and human service agency staff on awareness, knowledge, and skills in use of current transportation services.

- Implement new or expanded marketing programs that provide potential customers and human service agency staff with additional information available transportation services.

Develop Sponsorships and Partnerships and Identify New Public / Private Opportunities

During the regional outreach efforts stakeholders noted that there is currently a lack of overall funding to support the variety of transportation services that are needed in the region. In addition, the demand for public transit, human services transportation, and specialized transportation services continues to grow daily. One of the key obstacles the transportation industry faces is how to pay for additional services.

This strategy would involve identifying sponsorship opportunities to leverage additional funding to support public transit and human services transportation. This would include meeting multiple unmet needs and issues by tackling non-traditional sources of funding. Big box retailers, hospitals, supermarkets, and retailers who want business of the region's riders may be willing to pay to become system sponsors. Sponsors may want to advertise on buses. As sponsors they can benefit from excellent advertising opportunities and promotional benefits similar to sponsorships in other industries. Sponsorships can be at any level and size business, from Walmart to a local restaurant.

This strategy also involves continuing to seek grants to fund current and expanded transportation services in the region. Through the development of the PTHSP and the SRTP the region is more prepared for any additional funding programs that may arise through the federal and state levels, particularly those that target needs identified by regional stakeholders and included in the two plans.

Potential Projects/Activities:

- Develop formal sponsorship program using guidelines included in SRTP.

Use Current Human-Services Transportation Services to Provide Additional Trips, Especially for Older Adults and People with Disabilities

The expansion of current human service transportation programs operated in the region is a logical strategy for improving mobility, especially for older adults and people with disabilities. This strategy would meet multiple unmet needs and issues identified by regional stakeholders, including providing mobility for people who live beyond fixed-route public transit services and people who live in the more remote areas of the region, while taking advantage of existing organizational structures. This strategy would also support door-to-door transportation for customers who need assistance to travel safely and an escort from a departure point, into and out of a transport vehicle and to the door of their destination. This includes supporting the human service transportation efforts with regional providers and Development Workshop, Inc.

Operating costs – driver salaries, fuel, vehicle maintenance, etc. – would be the primary expense for expanding demand-response services by human service agencies, though additional vehicles may be necessary for providing expanded same-day and door-to-door transportation services.

Potential Projects/Activities:

- Expand hours and days of current demand-response systems to meet additional service needs.

LOWER PRIORITIES

Improve Coordination through Mobility Management Activities

While TRPTA serves as a primary resource for meeting many human service needs in the region, stakeholders identified service gaps and opportunities to improved coordination. Some examples include human service routes connecting senior and assisted living locations with the Food Basket (food pantry) on at least a weekly basis, or coordinating trips for clients between the Soup Kitchen and Community Food Basket. Stakeholders also expressed the overall need to increase the level of services for older adults and people with disabilities in the region; to continue efforts to reduce duplication between Idaho National Laboratory (INL) bus service and TRPTA; and to continue to address service gaps in the Idaho Falls area. During outreach efforts stakeholders noted that there is an ongoing need for constant coordination and open communication between providers and consolidation of as many trips as possible.

This strategy calls for greater coordination of services and financial resources in an effort to use available funding as effectively as possible. The reality is that the demand for public and human services transportation in the region will continue to surpass resources, so it is vital that wheelchair accessible vans in the community are fully utilized, that long distance trips are consolidated when possible, and training and vehicle maintenance are coordinated.

Mobility management activities, tailored specifically to meet the region's needs, can be implemented to improve transportation services. Mobility management is an approach for managing and delivering coordinated transportation services that embraces a "full family" of transportation services, emphasizes movement of people through a wide range of providers and services, and makes more efficient use of transportation resources. It also provides the opportunity to unite a broad collaborative of transportation providers, health and human service agencies, customers and other stakeholders and support the design of local and regional solutions to fit community needs and visions.

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One of the aspects of mobility management efforts is the opportunity to design a program that meets specific community needs and issues. Many mobility management activities can be considered in the Idaho Falls area.

Potential Projects/Activities:

- Serving as a central point of contact in the region that would develop and maintain a list of primary contact people with both the human service providers and transit operators to foster collaboration.

- Coordinating long distance medical trips between the transportation providers.

- Working with employers to help connect work times with available transportation options.

- Working with hospitals and medical facilities so that transportation options are considered in the scheduling of treatments and more regional trips can be coordinated when possible.

- Improving the coordination with veterans transportation services provided in the region.

- Collecting more detailed information on regional origins and destinations for service planning efforts.

- Develop a sponsorship program to help sustain transit.

Improve Regional Connectivity

Related to the need to coordinate services is the opportunity to improve regional connectivity. Stakeholders noted the need to connect outlying areas with jobs and service in Idaho Falls, specifically expressing the need for more connections from Rigby and Ucon through the current Idaho Falls - Rexburg route.

Potential Projects/Activities:

- Further identify needs for regional services, and to plan and implement connections that expand regional mobility.

- It is anticipated that these efforts will be discussed and implemented through the proposed ongoing committee structure discussed in Chapter 8 of this plan.

Consider Ridesharing Program Options for Long Distance Trips

Regional stakeholders expressed the need for expanded transportation services for long-distance trips, particularly for people who are not eligible for Medicaid funded transportation. This strategy uses a commuter-oriented model as a basis for developing a ride-sharing program for long distance trips. Potentially connected with mobility management efforts, a database of potential drivers and riders could be kept with a central "mobility manager," who would match the trip needs with available participating drivers. Riders would share expenses with drivers on a per-mile basis (i.e., similar to mileage reimbursement). This effort could also involve coordinating with healthcare providers so that services are matched with available transportation services.

This strategy provides the opportunity for possible partnerships with private transportation and technology companies to facilitate additional ridesharing services and could be a cost-effective way to provide long-distance without losing the use of a TRPTA vehicle for most or all of the day.

Potential Projects/Activities:

- Operating assistance to fund specifically-defined, targeted shuttle services.

- Capital assistance to purchase vehicles to provide targeted shuttle services.

- Partnership arrangements with major employers.

Consider and Implement Vehicle Repair Programs

In the more rural areas of the region a low-income person may have a car available for their use, but it may be inoperable. With the long trip distances and dispersed population, sometimes a repaired automobile is the most cost-effective way to provide a person with access to employment opportunities and community services. In addition customers may need assistance with insurance costs or fuel expenses.

While FTA funding programs do not allow funds to be used for vehicle repair, this strategy calls for the consideration and implementation of programs that are funded through donations and other resources to enable car ownership. A possible model or partnership is with Vehicles for Change Inc. (VFC), a car ownership and technical training program that empowers families with financial challenges to achieve economic and personal independence.

Potential Projects/Activities:

- Explore funding opportunities that support vehicle repair and support programs, and apply to appropriate programs.

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Chapter 8
Ongoing Arrangements

This plan is intended to serve as the foundation for future efforts to improve mobility in the region. While it is anticipated that the BMPO Policy Board and the Technical Advisory Committee (TAC) will serve as the forum for these discussions, as discussed in the previous chapter there can be a consideration of a regional coordinating committee that would include a broader group of representatives and provide an ongoing forum for members to:

- Assess transportation needs and barriers to mobility in the region.

- Identify incentives and/or funding opportunities to provide expanded transportation services.

- Discuss opportunities to improve coordination and connectivity between existing transportation provider in the region.

- Lead updates of this PTHSP.

Chapter 9:
Adoption Process

As discussed in Chapter 1 the PTHSP is designed to meet federal coordinated transportation planning requirements. The guidance in these requirements state that the lead agency in consultation with planning participants should identify the process for approving and adopting the plan.

A draft of this plan was presented to the BMPO Policy Board and the TAC. Their input was incorporated into this final version that was formally adopted by the Policy Board on November 15, 2017.

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Appendix A
Coordinated Planning Guidance

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COORDINATED PLANNING

1. The Coordinated Public Transit – Human Services Transportation Plan

Federal transit law, as amended by MAP-21, requires that projects selected for funding under the Section 5310 program be "included in a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." The experiences gained from the efforts of the Federal Interagency Coordinating Council on Access and Mobility (CCAM), and specifically the United We Ride (UWR) initiative, provide a useful starting point for the development and implementation of the local public transit-human services transportation plan required under the Section 5310 program.

Many states have established UWR plans that may form a foundation for a coordinated plan that includes the required elements outlined in this chapter and meets the requirements of 49 U.S.C. 5310. In addition, many states and designated recipients may have coordinated plans established under SAFETEA-LU, and those plans may be updated to account for new stakeholders, eligibility, and MAP-21 requirements. FTA maintains flexibility in how projects appear in the coordination plan. Projects may be identified as strategies, activities, and/or specific projects addressing an identified service gap or transportation coordination objective articulated and prioritized within the plan.

2. Development of the Coordinated Public Transit - Human Services Transportation Plan

Overview

A locally developed, coordinated public transit-human services transportation plan ("coordinated plan") identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. Local plans may be developed on a local, regional, or statewide level. The decision as to the boundaries of the local planning areas should be made in consultation with the state, designated recipient, and the MPO, where applicable. The agency leading the planning process is decided locally and does not have to be the state or designated recipient.

In UZAs where there are multiple designated recipients, there may be multiple plans and each designated recipient will be responsible for the selection of projects in the designated recipient's area. A coordinated plan should maximize the programs' collective coverage by minimizing duplication of services. Further, a coordinated plan must be developed through a process that includes participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human service

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transportation providers, and other members of the public. While the plan is only required in communities seeking funding under the Section 5310 program, a coordinated plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact.

Required Elements

Projects selected for funding shall be included in a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit)

- An assessment of transportation needs for individuals with disabilities and seniors. 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

- 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

- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified

Local Flexibility in the Development of a Local Coordinated Public Transit-Human Services Transportation Plan

The decision for determining which agency has the lead for the development and coordination of the planning process should be made at the state, regional, and local levels. FTA recognizes the importance of local flexibility in developing plans for human service transportation. Therefore, the lead agency for the coordinated planning process may be different from the state or the agency that will serve as the designated recipient for the Section 5310 program. Further, FTA recognizes that many communities have conducted assessments of transportation needs and resources regarding individuals with disabilities and seniors. FTA also recognizes that some communities have taken steps to develop a comprehensive, coordinated human service transportation plan either independently or through United We Ride efforts. FTA supports communities building on existing assessments, plans, and action items. As new federal requirements must be met, communities may need to modify their plans or processes as necessary to meet these requirements. FTA encourages communities to consider inclusion of new partners, new outreach strategies, and new activities related to the targeted programs and populations.

Plans will vary based on the availability of resources and the existence of populations served under these programs. A rural community may develop its plans based on

perceived needs emerging from the collaboration of the planning partners, whereas a large urbanized community may use existing data sources to conduct a more formal analysis to define service gaps and identify strategies for addressing the gaps.

This type of planning is also an eligible activity under four other FTA programs—the Metropolitan Planning (Section 5303), Statewide Planning (Section 5304), Formula Grants for Rural Areas (Section 5311), and Urbanized Area Formula (Section 5307) programs—all of which may be used to supplement the limited (10 percent) planning and administration funding under this program. Other resources may also be available from other entities to fund coordinated planning activities. All "planning" activities undertaken in urbanized areas, regardless of the funding source, must be included in the Unified Planning Work Program of the applicable MPO.

Tools and Strategies for Developing a Coordinated Plan

States and communities may approach the development of a coordinated plan in different ways. The amount of available time, staff, funding, and other resources should be considered when deciding on specific approaches. Regardless of the method chosen, seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public must be involved in the development and approval of the coordinated plan. The following is a list of potential strategies for consideration:

- **Community planning session.** A community may choose to conduct a local planning session with a diverse group of stakeholders in the community. This session would be intended to identify needs based on personal and professional experiences, identify strategies to address the needs, and set priorities based on time, resources, and feasibility for implementation. This process can be done in one meeting or over several sessions with the same group. It is often helpful to identify a facilitator to lead this process. Also, as a means to leverage limited resources and to ensure broad exposure, this could be conducted in cooperation, or coordination, with the applicable metropolitan or statewide planning process.

- **Self-assessment tool.** *The Framework for Action: Building the Fully Coordinated Transportation System,* developed by FTA and available at www.unitedweride.gov, helps stakeholders realize a shared perspective and build a roadmap for moving forward together. The self-assessment tool focuses on a series of core elements that are represented in categories of simple diagnostic questions to help groups in states and communities assess their progress toward transportation coordination based on standards of excellence. There is also a *Facilitator's Guide* that offers detailed advice on how to choose an existing group or construct an ad hoc group. In addition, it describes how to develop elements of a plan, such as identifying the needs of targeted populations, assessing gaps and duplication in services, and developing strategies to meet needs and coordinate services.

- **Focus groups.** A community could choose to conduct a series of focus groups within communities that provides opportunity for greater input from a greater number of representatives, including transportation agencies, human service providers, and passengers. This information can be used to inform the needs analysis in the community. Focus groups also create an opportunity to begin an ongoing dialogue with community representatives on key issues, strategies, and plans for implementation.

- **Survey.** The community may choose to conduct a survey to evaluate the unmet transportation needs within a community and/or available resources. Surveys can be conducted through mail, e-mail, or in-person interviews. Survey design should consider sampling, data collection strategies, analysis, and projected return rates. Surveys should be designed taking accessibility considerations into account, including alternative formats, access to the Internet, literacy levels, and limited English proficiency.

- **Detailed study and analysis.** A community may decide to conduct a complex analysis using inventories, interviews, Geographic Information Systems (GIS) mapping, and other types of research strategies. A decision to conduct this type of analysis should take into account the amount of time and funding resources available, and communities should consider leveraging state and MPO resources for these undertakings.

3. Participation in the Coordinated Public Transit – Human Services Transportation Planning Process

Recipients shall certify that the coordinated plan was developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; and other members of the public. Note that the required participants include not only transportation providers but also providers of human services, and members of the public who can provide insights into local transportation needs. It is important that stakeholders be included in the development, approval, and implementation of the local coordinated public transit-human service transportation plan. A planning process in which stakeholders provide their opinions but have no assurance that those opinions will be considered in the outcome does not meet the requirement of "participation." Explicit consideration and response should be provided to public input received during the development of the coordinated plan. Stakeholders should have reasonable opportunities to be actively involved in the decision-making process at key decision points, including, but not limited to, development and approval of the proposed coordinated plan document. The following possible strategies facilitate appropriate inclusion.

Adequate Outreach to Allow for Participation

- Outreach strategies and potential participants will vary from area to area. Potential outreach strategies could include notices or flyers in centers of community activity, newspaper or radio announcements, e-mail lists, website postings, and invitation letters to other government agencies, transportation providers, human services providers, and advocacy groups. Conveners should note that not all potential participants have access to the Internet and they should not rely exclusively on electronic communications. It is useful to allow many ways to participate, including in-person testimony, mail, e-mail, and teleconference. Any public meetings regarding the plan should be held in a location and time where accessible transportation services can be made available and adequately advertised to the general public using techniques such as those listed above. Additionally, interpreters for individuals with hearing impairments and English as a second language and accessible formats (e.g., large print, Braille, electronic versions) should be provided as required by law.

Participants in the Planning Process

Metropolitan and statewide planning under 49 U.S.C. 5303 and 5304 require consultation with an expansive list of stakeholders. There is significant overlap between the lists of stakeholders identified under those provisions (e.g., private providers of transportation, representatives of transit users, and representatives of individuals with disabilities) and the organizations that should be involved in preparation of the coordinated plan.

The projects selected for funding under the Section 5310 program must be "included in a locally developed, coordinated public transit-human services transportation plan" that was "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public." The requirement for developing the local public transit-human services transportation plan is intended to improve services for people with disabilities and seniors. Therefore, individuals, groups, and organizations representing these target populations should be invited to participate in the coordinated planning process. Consideration should be given to including groups and organizations in the coordinated planning process if present in the community. Examples of these types of groups are listed below.

Transportation Partners

- Area transportation planning agencies, including MPOs, councils of government (COGs), rural planning organizations (RPOs), regional councils, associations of governments, state departments of transportation, and local governments

- Public transportation providers, including ADA paratransit providers and agencies administering the projects funded under FTA urbanized and rural programs

- Private transportation providers, including private transportation brokers, taxi operators, vanpool providers, school transportation operators, and intercity bus operators

- Nonprofit transportation providers, including volunteer programs

- Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom programs

- Human service agencies funding, operating, and/or providing access to transportation services

Passengers and Advocates

- Existing and potential riders, including both general and targeted population passengers (individuals with disabilities and seniors)

- Protection and advocacy organizations

- Representatives from independent living centers

- Advocacy organizations working on behalf of targeted populations

Human Service Partners

- Agencies that administer health, employment, or other support programs for targeted populations. Examples of such agencies include but are not limited to departments of social/human services, employment one-stop services, vocational rehabilitation, workforce investment boards, Medicaid, community action programs (CAP), Agency on Aging (AoA), Developmental Disability Council, community services board

- Nonprofit human service provider organizations that serve the targeted populations

- Job training and placement agencies

- Housing agencies

- Healthcare facilities

- Mental health agencies

Other

- Security and emergency management agencies

- Tribes and tribal representatives

- Economic development organizations

- Faith-based and community-based organizations

- Representatives of the business community (e.g., employers)

- Appropriate local or state officials and elected officials

- School districts

- Policy analysts or experts

Note: Participation in the planning process will not bar providers (public or private) from bidding to provide services identified in the coordinated planning process. This planning process differs from the project selection process, and it differs from the development and issuance of a request for proposal (RFP) as described in the common grant rule (49 CFR part 18 and part 19).

Levels of Participation

The suggested list of participants above does not limit participation by other groups, nor require participation by every group listed. Communities will have different types of participants depending on population and size of community, geographic location, and services provided at the local level. FTA expects that planning participants will have an active role in the development, approval, adoption, and implementation of the plan. Participation may remain low even though a good faith effort is made by the lead agency to involve passengers; representatives of public, private, and nonprofit transportation and human services providers; and others. The lead agency convening the coordinated planning process should document the efforts it utilized, such as those suggested above, to solicit involvement.

In addition, federal, state, regional, and local policy makers, providers, and advocates should consistently engage in outreach efforts that enhance the coordinated process because it is important that all stakeholders identify the opportunities that are available in building a coordinated system. To increase participation at the local levels from human service partners, state department of transportation offices are encouraged to work with their partner agencies at the state level to provide information to their constituencies about the importance of partnering with human service transportation programs and the opportunities that are available through building a coordinated system.

Adoption of a Plan

As a part of the local coordinated planning process, the lead agency in consultation with participants should identify the process for approving and adopting the plan, and this process must include participation by stakeholders identified in the law: seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public. A strategy for adopting the plan could also be included in the state's SMP and the designated recipient's PMP, further described in Chapter VII.

FTA will not formally review and approve coordinated plans. The recipient's grant application (see Appendix A) will document the plan from which each project listed is included, including the lead agency, the date of adoption of the plan, or other appropriate identifying information. This may be done by citing the section of the plan or page references from which the project is included.

4. Relationship to Other Transportation Planning Processes

Relationship between the Coordinated Planning Process and the Metropolitan and Statewide Transportation Planning Processes

The coordinated plan may either be developed separately from the metropolitan and statewide transportation planning processes and then incorporated into the broader plans, or be developed as a part of the metropolitan and statewide transportation planning processes. If the coordinated plan is not prepared within the broader process, the lead agency for the coordinated plan should ensure coordination and consistency between the coordinated planning process and metropolitan or statewide planning processes. For example, planning assumptions should not be inconsistent.

Projects identified in the coordinated planning process and selected for FTA funding must be incorporated into both the TIP and STIP in UZAs with populations of 50,000 or more; and incorporated into the STIP for rural areas under 50,000 in population. Depending on the projects resulting from the coordinated planning and selection process, a single line item on the TIP/STIP for capital or operating projects may be sufficient. However, given the expanded project and subrecipient eligibility under MAP-21, a designated recipient and state may need to consider more detailed programming, such as categorizing the projects based on the types of projects (capital or operating) and/or types of subrecipients, e.g., nonprofit, public entity, etc.

In some areas, where the coordinated plan or project selection is not completed in a time frame that coincides with the development of the TIP/STIP, the TIP/STIP amendment processes will need to be utilized to include selected projects in the TIP/STIP before FTA grant award.

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The lead agency developing the coordinated plan should communicate with the relevant MPOs, state departments of transportation or regional planning agencies at an early stage in plan development. States with coordination programs may wish to incorporate the needs and strategies identified in local coordinated plans into statewide coordination plans.

Depending upon the structure established by local decision makers, the coordinated planning process may or may not become an integral part of the metropolitan or statewide transportation planning processes. State and local officials should consider the fundamental differences in scope, time horizon, and level of detail between the coordinated planning process and the metropolitan and statewide transportation planning processes. However, there are important areas of overlap between the planning processes, as well. Areas of overlap represent opportunities for sharing and leveraging resources between the planning processes for such activities as: (1) needs assessments based on the distribution of targeted populations and locations of employment centers, employment-related activities, community services and activities, medical centers, housing, and other destinations; (2) inventories of transportation providers/resources, levels of utilization, duplication of service, and unused capacity; (3) gap analysis; (4) any eligibility restrictions; and (5) opportunities for increased coordination of transportation services. Local communities may choose the method for developing plans that best fits their needs and circumstances.

Relationship between the Requirement for Public Participation in the Coordinated Plan and the Requirement for Public Participation in Metropolitan and Statewide Transportation Planning

Title 49 U.S.C. 5303(i)(6) and 5304(f)(3), as amended by MAP-21, require MPOs and states to engage interested parties in preparing transportation plans, TIPs, and STIPs. "Interested parties" include, among others, affected public agencies, private providers of transportation, representatives of users of public transportation, and representatives of individuals with disabilities.

MPOs and/or states may work with the lead agency developing the coordinated plan to coordinate schedules, agendas, and strategies of the coordinated planning process with metropolitan and statewide planning in order to minimize additional costs and avoid duplication of efforts. MPOs and states must still provide opportunities for participation when planning for transportation related activities beyond the coordinated public transit-human services transportation plan.

Cycle and Duration of the Coordinated Plan

At a minimum, the coordinated plan should follow the update cycles for metropolitan transportation plans (MTPs) (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). States, MPOs, designated recipients, and public agencies that administer or operate major modes of

transportation should set up a cycle that is conducive to and coordinated with the metropolitan and statewide planning processes to ensure that selected projects are included in the TIP and STIP and to receive funds in a timely manner.

Role of Transportation Providers that Receive FTA Funding Under the Urbanized and Rural Area Formula Grant Programs in the Coordinated Planning Process.

Recipients of Section 5307 and Section 5311 assistance are the "public transit" in the public transit-human services transportation plan and their participation is assumed and expected. Further, 49 U.S.C. 5307(b)(5), as amended by MAP-21, requires that, "Each recipient of a grant shall ensure that the proposed program of projects (POP) provides for the coordination of public transportation services ... with transportation services assisted from other United States Government sources." In addition, 49 U.S.C. 5311(b)(2)(C)(ii) requires the Secretary of DOT to determine that a state's Section 5311 projects "provide the maximum feasible coordination of public transportation service ... with transportation service assisted by other federal sources." Finally, under the Section 5311 program, states are required to expend 15 percent of the amount available to support intercity bus service. FTA expects the coordinated planning process in rural areas to take into account human service needs that require intercity transportation.

The schematic below illustrates the relationship between the coordinated plan and the metropolitan and statewide planning processes.
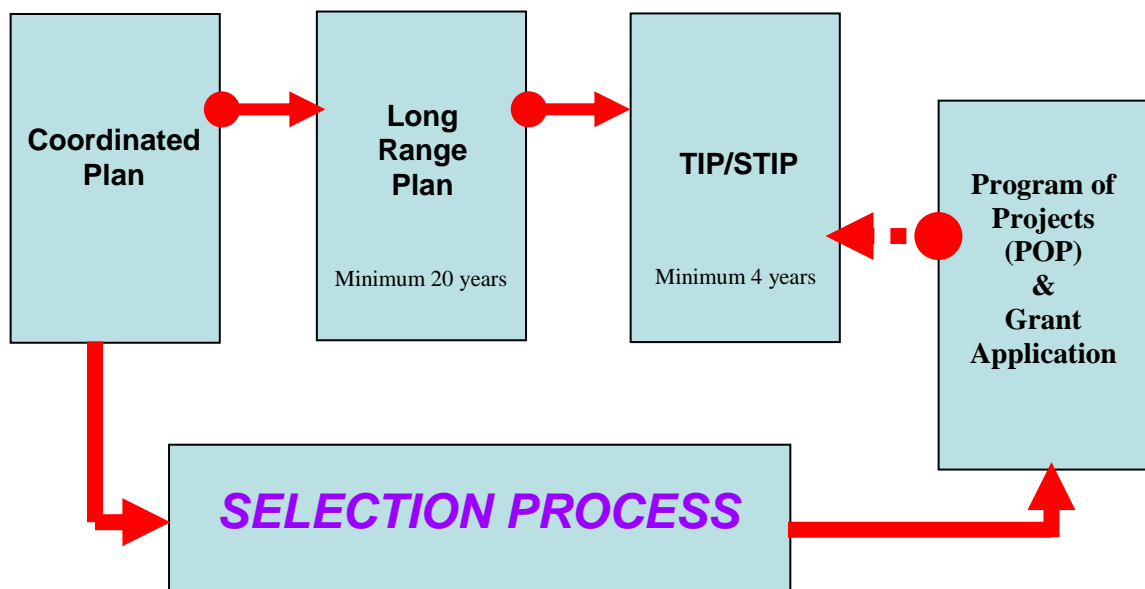
Appendix B
Project Advisory Committee

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Project Advisory Committee

Public Transit-Human Service Plan Advisory Committee

- Bonneville Metropolitan Planning Organization (BMPO)
- City of Idaho Falls, Mayor
- City of Idaho, Planning Division
- City of Idaho Falls, Public Work Department
- Development Workshop, Inc.
- Eastern Idaho Community Action Partnership (EICAP)
- Iona City Council
- Life, Inc.
- Museum of Idaho
- Pocatello Regional Transit
- Salt Lake Express
- Sage Trucking
- Targhee Regional Public Transportation Authority (TRPTA)
- YMCA of Idaho Falls, Inc.