Modifying TRPTA Checkpoint Service

Prepared for
Bonneville Metropolitan Planning Organization
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>INTRODUCTION</td>
<td>I-1</td>
</tr>
<tr>
<td></td>
<td>Report Contents</td>
<td>I-1</td>
</tr>
<tr>
<td>II</td>
<td>PUBLIC INVOLVEMENT</td>
<td>II-1</td>
</tr>
<tr>
<td></td>
<td>Introduction</td>
<td>II-1</td>
</tr>
<tr>
<td></td>
<td>Open House Meetings</td>
<td>II-1</td>
</tr>
<tr>
<td></td>
<td>June Open House</td>
<td>II-1</td>
</tr>
<tr>
<td></td>
<td>Idaho State University</td>
<td>II-1</td>
</tr>
<tr>
<td></td>
<td>Mental Health/Mental Illness</td>
<td>II-2</td>
</tr>
<tr>
<td></td>
<td>August Open House</td>
<td>II-2</td>
</tr>
<tr>
<td></td>
<td>September Open House</td>
<td>II-3</td>
</tr>
<tr>
<td></td>
<td>Idaho Falls City Council</td>
<td>II-3</td>
</tr>
<tr>
<td></td>
<td>Elected Officials</td>
<td>II-4</td>
</tr>
<tr>
<td></td>
<td>Surveys</td>
<td>II-4</td>
</tr>
<tr>
<td></td>
<td>Agency Survey</td>
<td>II-4</td>
</tr>
<tr>
<td></td>
<td>Agency Type</td>
<td>II-5</td>
</tr>
<tr>
<td></td>
<td>TRPTA Routes Used by Clients</td>
<td>II-5</td>
</tr>
<tr>
<td></td>
<td>Clients Living in Low or Moderate Income Areas</td>
<td>II-6</td>
</tr>
<tr>
<td></td>
<td>Identify Hours that Clients Need Service</td>
<td>II-7</td>
</tr>
<tr>
<td></td>
<td>Transportation Needs Not Currently Met</td>
<td>II-7</td>
</tr>
<tr>
<td></td>
<td>General Public Survey</td>
<td>II-8</td>
</tr>
<tr>
<td></td>
<td>City of Residence</td>
<td>II-8</td>
</tr>
<tr>
<td></td>
<td>Market Segment</td>
<td>II-8</td>
</tr>
<tr>
<td></td>
<td>Current Form of Transportation</td>
<td>II-9</td>
</tr>
<tr>
<td></td>
<td>Vehicles in a Family</td>
<td>II-10</td>
</tr>
<tr>
<td></td>
<td>Reasonable Fare</td>
<td>II-11</td>
</tr>
<tr>
<td></td>
<td>Places or Destinations in the Idaho Falls Urbanized Area</td>
<td>II-11</td>
</tr>
<tr>
<td></td>
<td>(Served by Public Transportation)</td>
<td>II-11</td>
</tr>
<tr>
<td></td>
<td>Other Public Transportation Needs</td>
<td>II-12</td>
</tr>
<tr>
<td></td>
<td>Transportation Survey</td>
<td>II-12</td>
</tr>
<tr>
<td></td>
<td>Iona Transportation Survey</td>
<td>II-12</td>
</tr>
<tr>
<td></td>
<td>Need for a Transit System</td>
<td>II-12</td>
</tr>
<tr>
<td></td>
<td>Possible Bus Stop Locations for TRPTA</td>
<td>II-13</td>
</tr>
<tr>
<td></td>
<td>Days of the Week</td>
<td>II-14</td>
</tr>
<tr>
<td></td>
<td>Hours of Transportation</td>
<td>II-14</td>
</tr>
<tr>
<td></td>
<td>Additional Comments</td>
<td>II-15</td>
</tr>
<tr>
<td></td>
<td>Ucon Transportation Survey</td>
<td>II-16</td>
</tr>
<tr>
<td></td>
<td>Need for a Transit System</td>
<td>II-16</td>
</tr>
<tr>
<td></td>
<td>Possible Bus Stop Locations for TRPTA</td>
<td>II-17</td>
</tr>
<tr>
<td></td>
<td>Days of the Week</td>
<td>II-18</td>
</tr>
<tr>
<td></td>
<td>Hours of Transportation</td>
<td>II-19</td>
</tr>
<tr>
<td></td>
<td>Additional Comments</td>
<td>II-20</td>
</tr>
<tr>
<td></td>
<td>Ammon Transportation Survey</td>
<td>II-20</td>
</tr>
<tr>
<td></td>
<td>Need for a Transit System</td>
<td>II-21</td>
</tr>
<tr>
<td></td>
<td>Possible Bus Stop Locations for TRPTA</td>
<td>II-21</td>
</tr>
<tr>
<td></td>
<td>Days of the Week</td>
<td>II-27</td>
</tr>
<tr>
<td></td>
<td>Hours of Transportation</td>
<td>II-27</td>
</tr>
<tr>
<td></td>
<td>Additional Comments</td>
<td>II-28</td>
</tr>
</tbody>
</table>
### III EXISTING SERVICES AND DATA ANALYSIS
- Introduction
- Description of Transportation Services
  - Fares
  - Financial Status
  - Cost Allocation Model
- Origin and Destination Analysis
- TRPTA Checkpoint Service
- TRPTA Demand-Response Service
- Peer Analysis
  - Peer Statistics
- Funding

### IV GOALS AND OBJECTIVES
- Transit Vision
- Mission Statement
- Goals and Objectives
  - Goal #1: Maintain the existing ridership base while attracting new riders
  - Goal #2: Continue to provide for the economic sustainability of the transit system
  - Goal #3: TRPTA will provide high quality, customer-oriented service
  - Goal #4: TRPTA will provide efficient, effective, and safe services
  - Goal #5: Promote the services provided by TRPTA

### V SERVICE ALTERNATIVES
- Introduction
- Types of Transit Service
  - Fixed-Route Service
  - Service Routes
  - Flexible-Route Service
    - Route Deviation
    - Flex Route
    - Checkpoint Service
  - Demand-Response Service
- Service Alternatives
- Route Deviation
- Fixed-Route Service
- TRPTA Demand-Response Service in Ammon, Iona, and Ucon

### VI PREFERRED SERVICE OPTION
- Preferred Service Option
- Description of Service
- Recommendations
- ADA Paratransit Policies
- Other Policies
  - Proposed Fare Structure
  - TRPTA Transit Route Stops
Benches at TRPTA Bus Stops ................................ VI-8
TRPTA Buses ............................................. VI-8
Impact on the Existing TRPTA Demand-Response Service ........ VI-9
TRPTA’s Budget Implications Due to Medicaid ...................... VI-9
FTA Section 5307 Funding ................................ VI-10
Improvements for Pedestrian Access ................................ VI-11
Pedestrian Access Ways .................................... VI-11
Sidewalks and Curbs ....................................... VI-11
Cross Slopes ............................................. VI-12
Walled Residential Areas ................................... VI-13
Bus Stop Placement ....................................... VI-16
Industry Standards ....................................... VI-16
Roadway Configurations ................................ VI-18
Placement of Amenities .................................. VI-18
Bus Stop Spacing ........................................ VI-20
Spacing Standards ....................................... VI-20
Impact on TRPTA from Loss of City Funding ...................... VI-22
Marketing Program ....................................... VI-22
Develop Marketing/Promotional Materials ..................... VI-23
Timing .................................................... VI-25
Business Outreach ....................................... VI-25
Future Service Enhancements ................................ VI-26
Evening Service ......................................... VI-26
Commuter Service ....................................... VI-26
Increased Service Frequency ................................ VI-26
Service Expansion ....................................... VI-27

APPENDIX A: Destinations

APPENDIX B: Unmet Needs

APPENDIX C: Iona Transportation Survey

APPENDIX D: Iona Survey Additional Comments

APPENDIX E: Ucon Transportation Survey

APPENDIX F: Ucon Survey Additional Comments

APPENDIX G: Ammon Transportation Survey

APPENDIX H: Ammon Survey Additional Comments
## LIST OF TABULATIONS

<table>
<thead>
<tr>
<th>Table</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>II-1</td>
<td>Reasonable General Public Fixed-Route Fare</td>
<td>II-11</td>
</tr>
<tr>
<td>II-2</td>
<td>Places or Possible Bus Stop Locations in Iona that People Would Like TRPTA to Serve</td>
<td>II-13</td>
</tr>
<tr>
<td>II-3</td>
<td>Places or Possible Bus Stop Locations in Ucon that People Would Like TRPTA to Serve</td>
<td>II-18</td>
</tr>
<tr>
<td>II-4</td>
<td>Places or Possible Bus Stop Locations in Ammon that People Would Like TRPTA to Serve</td>
<td>II-23</td>
</tr>
<tr>
<td>III-1</td>
<td>Fares for TRPTA - Idaho Falls Routes</td>
<td>III-4</td>
</tr>
<tr>
<td>III-2</td>
<td>TRPTA FY2012 Cost Allocation Model - Idaho Falls Checkpoint Service</td>
<td>III-5</td>
</tr>
<tr>
<td>III-4</td>
<td>Peer Community Analysis - Performance Measures</td>
<td>III-17</td>
</tr>
<tr>
<td>III-5</td>
<td>Peer Comparison - Funding Distribution</td>
<td>III-23</td>
</tr>
<tr>
<td>VI-1</td>
<td>Blue Route Schedule on the Fixed-Route Service</td>
<td>VI-1</td>
</tr>
<tr>
<td>VI-2</td>
<td>Green Route Schedule on the Fixed-Route Service</td>
<td>VI-2</td>
</tr>
<tr>
<td>VI-3</td>
<td>Red Route Schedule on the Fixed-Route Service</td>
<td>VI-2</td>
</tr>
<tr>
<td>VI-4</td>
<td>Yellow Route Schedule on the Fixed-Route Service</td>
<td>VI-2</td>
</tr>
<tr>
<td>VI-5</td>
<td>Proposed Fare Structure</td>
<td>VI-7</td>
</tr>
<tr>
<td>VI-6</td>
<td>Typical Bus Stop Spacing</td>
<td>VI-20</td>
</tr>
</tbody>
</table>

## LIST OF ILLUSTRATIONS

<table>
<thead>
<tr>
<th>Figure</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>II-1</td>
<td>Type of Agency</td>
<td>II-5</td>
</tr>
<tr>
<td>II-2</td>
<td>TRPTA Routes</td>
<td>II-6</td>
</tr>
<tr>
<td>II-3</td>
<td>TRPTA Demand-Response</td>
<td>II-6</td>
</tr>
<tr>
<td>II-4</td>
<td>City of Residence</td>
<td>II-8</td>
</tr>
<tr>
<td>II-5</td>
<td>Are You?</td>
<td>II-9</td>
</tr>
<tr>
<td>II-6</td>
<td>Current Form of Transportation</td>
<td>II-10</td>
</tr>
<tr>
<td>II-7</td>
<td>Vehicles in a Family</td>
<td>II-10</td>
</tr>
<tr>
<td>II-8</td>
<td>Need for a Transit System</td>
<td>II-13</td>
</tr>
<tr>
<td>II-9</td>
<td>Need by Day of the Week</td>
<td>II-14</td>
</tr>
<tr>
<td>II-10</td>
<td>Need for Transportation by Hours</td>
<td>II-15</td>
</tr>
<tr>
<td>II-11</td>
<td>Need for a Transit System</td>
<td>II-17</td>
</tr>
<tr>
<td>II-12</td>
<td>Need by Day of the Week</td>
<td>II-19</td>
</tr>
<tr>
<td>II-13</td>
<td>Need for Transportation by Hours</td>
<td>II-20</td>
</tr>
<tr>
<td>II-14</td>
<td>Need for a Transit System</td>
<td>II-21</td>
</tr>
<tr>
<td>II-15</td>
<td>Need by Day of the Week</td>
<td>II-27</td>
</tr>
<tr>
<td>II-16</td>
<td>Need for Transportation by Hours</td>
<td>II-28</td>
</tr>
<tr>
<td>Section</td>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>III-1</td>
<td>Existing TRPTA Bus Stops</td>
<td>III-3</td>
</tr>
<tr>
<td>III-2</td>
<td>Origins and Destinations on TRPTA Checkpoint Service</td>
<td>III-9</td>
</tr>
<tr>
<td>III-3</td>
<td>Origins of TRPTA Demand-Response Service</td>
<td>III-11</td>
</tr>
<tr>
<td>III-4</td>
<td>Destinations of TRPTA Demand-Response Service</td>
<td>III-12</td>
</tr>
<tr>
<td>III-5</td>
<td>Origins and Destinations of TRPTA Demand-Response Service in Ammon</td>
<td>III-14</td>
</tr>
<tr>
<td>III-6</td>
<td>Trips per Capita</td>
<td>III-19</td>
</tr>
<tr>
<td>III-7</td>
<td>Annual Passenger-Trips</td>
<td>III-20</td>
</tr>
<tr>
<td>III-8</td>
<td>Passengers Per Hour</td>
<td>III-20</td>
</tr>
<tr>
<td>III-9</td>
<td>Cost Per Passenger</td>
<td>III-21</td>
</tr>
<tr>
<td>V-1</td>
<td>Route-Deviation Service</td>
<td>V-7</td>
</tr>
<tr>
<td>V-2</td>
<td>Fixed-Route Service</td>
<td>V-13</td>
</tr>
<tr>
<td>VI-1</td>
<td>Preferred Service Option - Fixed-Route Service</td>
<td>VI-3</td>
</tr>
<tr>
<td>VI-2</td>
<td>Excessive Cross Slope</td>
<td>VI-13</td>
</tr>
<tr>
<td>VI-3</td>
<td>Walled Residential Access &amp; Rural Access</td>
<td>VI-15</td>
</tr>
<tr>
<td>VI-4</td>
<td>ADA Minimum Bus Stop Requirements</td>
<td>VI-17</td>
</tr>
<tr>
<td>VI-5</td>
<td>Bus Pullout Design</td>
<td>VI-19</td>
</tr>
<tr>
<td>VI-6</td>
<td>Recommended Bus Stop Spacing</td>
<td>VI-21</td>
</tr>
</tbody>
</table>
The Bonneville Metropolitan Planning Organization (BMPO) contracted with LSC Transportation Consultants, Inc. (LSC) to provide technical assistance in modifying Targhee Regional Public Transportation Authority (TRPTA) checkpoint service to better serve the needs of the community. TRPTA is looking at ways to provide services effectively on its existing checkpoint service. The overall approach to this project is to collect and evaluate available data, encourage public involvement, develop and evaluate transit alternatives, select the preferred service option, and present the final modified service option.

REPORT CONTENTS

Chapter II presents the public outreach efforts made through two type of surveys (agency and general public surveys); meetings with the Idaho Falls City Council; elected officials of Bonneville County; Ammon, Iona, and Ucon; and the public open house meetings to solicit input from the public on what they would like to see.

Chapter III includes mapping of trip origin and destinations on both TRPTA checkpoint service and TRPTA demand-response service. This information was used to analyze the locations with the greatest demand for TRPTA services and identify locations that are underutilized on the TRPTA checkpoint service. This chapter also has a peer comparison with systems across the country that are similar to Idaho Falls.

Chapter IV provides a review of the vision, goals, and objectives which have been established for TRPTA. The vision and goals provide direction for future service changes.
Chapter V explores the various transit service options based on input from the public open house meeting; Idaho Falls City Council; elected officials from Iona, Ucon, and Ammon; meeting with drivers; and analysis of the origin and destination maps from the previous chapter.

Chapter VI presents the preferred service option. This chapter also presents recommendations on the ADA paratransit policies, fare structure, TRPTA transit route stops, benches at TRPTA bus stops, and TRPTA buses. The chapter also discusses the impact on the existing TRPTA demand-response service with the proposed changes, TRPTA’s budget implication due to Medicaid, and improvements for pedestrian access. Also discussed in this chapter is the impact on TRPTA if the City of Idaho Falls were to decide not to fund TRPTA anymore. The last section of the chapter presents a marketing program for promoting the newly planned fixed-route service/ADA paratransit service.
INTRODUCTION

An integral part of any planning process is the public participation effort. During the course of this plan, several methods for involving the local public in the process were undertaken. Comments and suggestions regarding transportation needs were received at two public open house meetings which were hosted by the LSC Team with the help of the Targhee Regional Public Transportation Authority (TRPTA) and the Bonneville Metropolitan Planning Organization (BMPO). Members of the public were given an opportunity to provide input on the transportation needs in Idaho Falls.

OPEN HOUSE MEETINGS

Three open houses were held to provide opportunities for community input and involvement in development of the plan. These open houses were used to identify issues and obtain feedback from users.

June Open House

This meeting—which was held at the Art Museum of Eastern Idaho from 4:30 to 6:00 p.m.—had a total of five participants. Listed below are the comments received from the citizens that attended the open house meeting.

Idaho State University

- Idaho State University (ISU) has a large married student population. The traditional student population is growing.
- ISU has 2,500 to 3,000 students. Approximately 60 percent are full-time students.
- ISU anticipates future growth on campus to 6,000 students.
- ISU Students pay $100 per year or $70 per semester for parking.
- Students and people to ISU should be encouraged to use the bus service.
- Bike racks on buses would encourage students to use the bus service.
Public Involvement

- The City enforces the “No Parking” rule in Fremont Park.
- It would help if the bus stopped at all stops. It should not drive past stops.
- ISU has concurrent enrollment classes with high schools. They also have high school students taking college classes. Transportation to the campus would benefit these and other students.

Mental Health/Mental Illness

- Medicaid has cut back on transportation for people with mental illness.
- Need signs at each stop with route and schedule posted.
- State hospital can make bus stop signs.
- Checkpoint system is too complex.
- Psychosocial Rehabilitation (PSR) workers are not paid for travel training time.
- Riding the bus is not easy.
- Need to have an easy-to-understand printed schedule and map.

August Open House

The second open house was held on August 8, 2012 where citizen participation was openly welcomed and appreciated. The location was the Idaho Falls City Council Chambers at 680 Park Avenue in Idaho Falls. The open house had 12 attendees. Attendees were given the opportunity to provide input on the service options explored and offer suggestions for improving public transportation services in Idaho Falls. A brief summary of those open house comments follows:

- Don't mind an increase in fare if TRPTA drivers get a raise. The drivers do such a great job.
- On the University Route, you could serve Fred Meyers.
- Can the Green Route serve the Ammon Walmart and not serve the Mall?
- Can the Yellow Route do Smith’s Food and Drug?
- It is important for the Red Route to go to the Aquatic Center so that people can make transfers.
- The Red Route should turn on Boulevard to go to the Aquatic Center. Then go to Boulevard to 21st Street to serve DWI.
- Need to serve Melaleuca on Red Route
- Do not serve 17th Street on Red Route.
- Joshua D. Smith on Oxford Drive is closed.
- Can serving Lincoln Street be an option?
• On Purple Route, could the route leave from the Aquatic Center to Holmes Avenue, turn right on 1st Street, left on Woodruff Avenue, left on Lincoln Road to serve the Department of Labor and the Eastern Idaho Community Action Partnership (EICAP), old Fred Meyers, bread store, and then the university.

• Idaho State University (ISU) has more night students and late night classes.

• Airport and EIRMC definitely need to be on a route.

• Need to connect with the Salt Lake Express.

• A fixed route with transfer points was preferred over the route-deviation service.

September Open House

The third open house was held on September 24, 2012 in the Idaho Falls City Council Chambers. There were 12 attendees at this meeting. The final recommendations were presented and input was requested from the participants. Participants had questions about destinations that would be served and the ability to transfer between routes. There were some comments related to the cost of operating TRPTA and utilization of the TRPTA facility.

IDAHO FALLS CITY COUNCIL

The LSC Team met with the Idaho Falls City Council Work Session on June 26, 2012 to get a better idea about some of the concerns and needs to be addressed in this transit plan.

The LSC Team gave a presentation to the Idaho Falls City Council on August 9, 2012 describing possible service options and a peer community review comparing similar-sized communities and their transit services with TRPTA. One of the main questions asked by the Idaho Falls City Council was what would happen if TRPTA was no longer funded through the city.

The final presentation to the Idaho Falls City Council was made on September 25, 2012. The Council was given a summary of the study findings and recommendations. The need for stable funding and several funding options were presented.
ELECTED OFFICIALS

The LSC Team, TRPTA, and BMPO staff met with elected officials on June 26, 2012 to learn more about the concerns and needs that they would like to see addressed in this transit plan. There were a total of six representatives from Ucon, Iona, and Ammon, not including BMPO and TRPTA staff.

The LSC Team, TRPTA, and BMPO staff met with elected officials again on August 9, 2012 to present the service options explored for Idaho Falls and the cities of Ammon, Iona and Ucon. There were a total of four representatives from Ucon, Iona, Ammon, and Bonneville County, not including BMPO and TRPTA staff. The elected officials at this meeting talked about LSC estimating costs for the proposed service alternative for Ammon, Icon and Ucon.

A third meeting was held with elected officials and Board members on September 25, 2012 to present the recommendations. The public comments and input were discussed as well. A public comment period had been announced, and the comment period remained open through October 19, 2012.

SURVEYS

TRPTA sent two surveys—Agency Survey and General Public Survey—as part of their effort in developing a Coordinated Public Transportation-Human Services Plan (CPTHSP) for the Idaho Falls urbanized area. While the entire survey was not analyzed, information relevant for this study was analyzed and reported. Most of these agencies reported that they do not, in fact, provide any passenger transportation services; however, they identified some needs. While transportation is not the primary function for many of these agencies, the need to support mobility for their clients makes transportation a key program area.

Agency Survey

This survey was sent to TRPTA’s database of agencies and organizations. There were a total of nine agency responses received by TRPTA.
Agency Type

Over 45 percent of the agencies (four agencies) responding to the survey were private for-profit. Twenty-two percent of the responses were from private nonprofit agencies, and another 22 percent belonged to “other” agencies. Figure II-1 summarizes the types of agencies.

![Figure II-1: Type of Agency](image)

TRPTA Routes Used by Clients

All responding agencies were asked what modes of transportation their clients use. In the list of modes, TRPTA routes and TRPTA demand-response were also listed as modes of transportation used by agency clients. Figures II-2 and II-3 present the results. Figure II-2 shows the agency clients that use TRPTA routes. As shown, only 33 percent use TRPTA routes. Figure II-3 shows the agency clients that use TRPTA demand-response service. As shown, 60 percent of agency clients use TRPTA demand-response service. This shows that more agency clients use TRPTA demand-response service compared to the TRPTA routes/checkpoint service. The larger area covered by TRPTA demand-response service compared to TRPTA routes/checkpoint service could be the reason for more people using the TRPTA demand-response service.
Clients Living in Low or Moderate Income Areas

Agencies were asked if their clients/customers tend to live in low or moderate income areas of the Idaho Falls urbanized areas (Idaho Falls, Ammon, Ucon, Iona, and Bonneville County around these cities). The eight agencies that responded to
this question all reported that their clients/customers tend to live in low or moderate income areas of the Idaho Falls urbanized area.

Agencies were then asked if they were willing to work with TRPTA staff in identifying the general areas and discuss whether a route bus stop in the area would be helpful to their clients. All agencies gave an affirmative response to that question.

**Identify Hours that Clients Need Service**

Agencies were asked to identify their clients service needs on Monday through Friday, as well as Saturday and Sunday for both the TRPTA route service and the door-to-door demand-response service. Only three agencies responded to that question. Two agencies indicated that the hours of operation on the TRPTA route service, Monday through Friday, should be 7:00 a.m. to 6:00 p.m. Two agencies indicated that the hours of operation on the TRPTA route service on Saturday and Sunday should be 10:00 a.m. to 5:00 p.m. For the TRPTA demand-response service, two agencies indicated that the hours of operation on the TRPTA demand-response service, Monday through Friday, should be 8:00 a.m. to 6:00 p.m. Two agencies indicated that the hours of operation on the TRPTA demand-response service on Saturday should be 10:00 a.m. to 2:00 p.m. to serve their clients’ needs.

**Transportation Needs Not Currently Met**

Agencies were asked to identify transportation needs that they felt were not currently being met. Examples of typical service requests were listed such as staff and/or client training on use of available services; more frequency (every hour, every half-hour, every 15 minutes); and published route stops at particular destinations not currently served by a route. Agencies were given a chance to select multiple responses. Eight agencies responded to this question. Three responses identified staff and/or client training on use of available services as the needs not currently been met. Two responses reported that they would like service with more frequency of every half-hour. Two responses indicated the need for transportation on weekends, one response especially emphasized the need for transportation on Saturday as their clients work in the community during that day of the week.
Destinations listed as not currently served by a route include Fred Meyers and the local homeless shelters like Eagle Pointe.

**General Public Survey**

This survey was published on TRPTA’s website. There were 61 responses received by TRPTA.

**City of Residence**

Respondents were asked their city of residence. Figure II-4 shows the results. As shown in the figure, 64 percent of respondents were from Idaho Falls. This was followed by 17 percent of respondents who were from Ammon; another seven percent were from Rigby.

![Figure II-4 City of Residence](image)

**Market Segment**

To get a better idea of the needs, respondents were asked which category they are part of—senior (over 60 years of age), student (under the age of 18 and over 18 and attending a college or trade school), person with a disability, or general public (not a senior, student, or a person with a disability). Figure II-5 shows the results. As shown, 41 percent of respondents reported that they are a person with a disability. Thirty-one percent identify themselves as general public, and 23 percent
are seniors (over 60 years of age). Five percent of respondents (three individuals) reported they were both a senior and a person with a disability.

Current Form of Transportation

Respondents were asked their current form of transportation. Respondents were allowed to select multiple responses to explain their travel modes. The results of this information are presented in Figure II-6. Approximately 46 percent of respondents use TRPTA public transit door-to-door demand-response service. This is followed by 36 percent of respondents who indicated that they use a private car or motorcycle. Another 34 percent of respondents indicated that they use TRPTA public transit route service. Approximately 26 percent indicated asking friends for rides as their current form of transportation.
Vehicles in a Family

Lack of a private vehicle influences people to use public transportation. This comparison provides an indication of the number of potential choice riders compared to those who are transit-dependent. Figure II-7 shows the proportion of vehicles available to a household. Approximately 48 percent of respondents live in a household with two or more vehicles. Most important to note is that 33 percent of households have no operating vehicles available and would potentially use public transportation for their transportation needs.
Reasonable Fare

Respondents were asked what they felt was a reasonable general public fixed-route fare. Thirty-six respondents responded to this question. Table II-1 shows the results. As seen in the table, 33 percent of respondents (12 respondents) indicated that they would pay $1.50 to $2.

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<thead>
<tr>
<th>Fare</th>
<th>No of Respondents</th>
<th>% of Respondents</th>
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</thead>
<tbody>
<tr>
<td>$0.50-$0.75</td>
<td>4</td>
<td>11%</td>
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<tr>
<td>$1-$1.25</td>
<td>6</td>
<td>17%</td>
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<tr>
<td>$1.5-$2</td>
<td>12</td>
<td>33%</td>
</tr>
<tr>
<td>$3-$4</td>
<td>7</td>
<td>19%</td>
</tr>
</tbody>
</table>

**Other Comments:**
- $15/month 1 3%
- $2.00 w/ one transfer 1 3%
- $3 ($5 w/ transfer) 1 3%
- $6/monthly disabled pass 1 3%
- 20- or 30-punch passes < $6 1 3%
- Keep current fare 2 6%

Source: TRPTA General Public Survey, LSC 2012.

Places or Destinations in the Idaho Falls Urbanized Area (Served by Public Transportation)

Respondents were asked to list places or destinations in the Idaho Falls urbanized area that should be accessible via public transportation. The actual responses to this question are presented in Appendix A. The top locations, listed below, are some of the places or destinations that respondents would like to see served by public transportation:
- Winco (8 responses)
- Fred Meyer (7 responses)
- Kmart (5 responses)
- Target (4 responses)
- Melaleuca (3 responses)
Public Involvement

- Senior Citizens Center (3 responses)
- Walmart (3 responses)

Other Public Transportation Needs

Respondents were asked to identify other public transportation needs they felt were not been met and/or how TRPTA could meet those needs. The actual responses to this question are listed in Appendix B. In general, people reported that they want service on weekends (especially on Saturdays), evening service, on-time service, and that the service needs more bus stops. Other comments relevant to this study were the desire for a reliable service so that they could get to work and the request to do away with deviations. There was also a comment from a respondent who was happy with the TRPTA service as she was able to get her daughter to school and work.

TRANSPORTATION SURVEY

At the meeting with the elected officials of Iona, Ucon, and Ammon, one of the suggestions was sending a survey through their newsletters to help their cities and TRPTA better serve the transportation needs of their residents. Below is an analysis of the surveys received from Iona, Ucon, and Ammon.

Iona Transportation Survey

The City of Iona received 16 responses which were analyzed. Appendix C shows the Iona Transportation Survey that was sent to Iona residents. Respondents provided information about need for a transit system in the Iona area, who it should serve, possible bus stop locations in Iona that the respondent or a member of their household would like TRPTA to serve, days and hours of transportation, and new services to be implemented in Iona.

Need for a Transit System

Respondents were asked if they thought there was a need for a transit system in the Iona area. The highest responses to this question were split. As shown in Figure II-8, 38 percent of respondents reported that they thought there was a need for a general public transit service. Another 38 percent reported that they thought
there was a need for a transit service that served only the poor, the elderly, and people with disabilities.

![Figure II-8](image)

**Possible Bus Stop Locations for TRPTA**

Respondents were given an opportunity to list two places or possible bus stop locations along with an address/intersection in Iona which they would like TRPTA to serve. Table II-2 shows all the results as provided. As shown in the table, places or possible bus stop locations identified include Main Street, 6-12 food store, the Iona City building (3548 North Main Street, Iona), and someplace on the south end of Iona.

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<tr>
<th>Places/Possible Bus Stop</th>
<th>Address/Intersection</th>
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<tbody>
<tr>
<td>Main Street</td>
<td>Free Avenue at store</td>
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<tr>
<td>Park</td>
<td>City Building (3548 North Main Street, Iona)</td>
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<tr>
<td>Post Office</td>
<td></td>
</tr>
<tr>
<td>6-12 Store</td>
<td></td>
</tr>
<tr>
<td>6-12 Food Store</td>
<td></td>
</tr>
<tr>
<td>Anyplace in &quot;The Village&quot; and someplace on the south end</td>
<td></td>
</tr>
<tr>
<td>Anywhere along Main Street</td>
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<tr>
<td>City Park</td>
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<tr>
<td>City Park</td>
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<tr>
<td>N Main St/Hansen Ave</td>
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</tbody>
</table>

Public Involvement

Days of the Week

Respondents were asked to specify the days of operation of such a service. Respondents were allowed to select multiple responses. Figure II-9 presents the responses regarding the days of operation people would use such a service. As illustrated, Monday, Wednesday, and Friday were fairly evenly split among the various days of the week listed, with approximately 89 percent of respondents reporting that they would use a service on those days. This was followed by responses indicating Tuesdays and Thursdays, with approximately 44 percent of respondents reporting that they would use a service on those days. The proportion of responses on Saturday was lower at 33 percent. The proportion of responses on Sunday was still lower at 11 percent. The results thus indicate that the days of operation should be Monday, Wednesday and Friday, with the demand for such a service lower on Tuesday and Thursday and still lower on Saturday and Sunday.

![Figure II-9](image)

Hours of Transportation

Respondents were given the chance to report in two-hour time periods the hours of transportation service they desired. Respondents were allowed to select multiple responses. If the options given in the survey—which ranged from 6:00 a.m. to 8:00 p.m.—did not meet the hours of transportation that they preferred, they were also
allowed to specify other hours of transportation. The results of this information are shown in Figure II-10. As seen in the figure, the highest responses were seen for the morning between 8:00 and 10:00 a.m. (67 percent), followed by mid-morning between 10:00 and noon (56 percent). Approximately 44 percent of responses indicated that the hours of transportation should be in the early morning between 6:00 and 8:00 a.m., afternoon between noon and 2:00 p.m., evening between 4:00 and 6:00 p.m., and late evening between 6:00 and 8:00 p.m. Thus the results show a high level of demand in the morning followed by throughout the day (noon to 8:00 p.m).

![Figure II-10: Need for Transportation by Hours](image)

**Additional Comments**

Respondents were given the opportunity to include additional comments or transportation needs about the service they would like to see. The comments are included in Appendix D. In general, there were two main opinions. One group of people reported it was a good idea for the community and a service twice a day
Public Involvement

would be really useful if it would help them get a ride to downtown Idaho Falls in the morning and in the evening. The second group of people reported that there was a need for public transportation only for those individuals that did not drive and that such a service should be focused on the poor, seniors, and people with disabilities.

Ucon Transportation Survey

The City of Ucon received 24 responses which were analyzed. Appendix E shows the survey that was sent to Ucon residents. Respondents provided information about the need for a transit system in the Ucon area, who it should serve, possible bus stop locations in Ucon that the respondent or a member of their household would like TRPTA to serve, days and hours of transportation, and new services to be implemented in Ucon.

Need for a Transit System

Respondents were asked if they thought there was a need for a transit system in the Ucon area. As shown in Figure II-11, the highest number (36 percent) of respondents reported that they thought there was a need for a general public transit service. This was followed by 27 percent of respondents who chose the “don’t know” option, and 23 percent of respondents who reported that they thought there was a need for a transit service that served only the poor, the elderly, and people with disabilities.
Possible Bus Stop Locations for TRPTA

Respondents were given an opportunity to list two places or possible bus stop locations along with an address/intersection in Ucon which they would like TRPTA to serve. Table II-3 shows all the results as provided. As shown in the table, places or possible bus stop locations identified include the US Post Office, church, Ucon Elementary School, and the Stop-N-Go.
Public Involvement

### Table II-3
Places or Possible Bus Stop Locations in Ucon that People Would Like TRPTA to Serve

<table>
<thead>
<tr>
<th>Places/Possible Bus Stop</th>
<th>Address/Intersection</th>
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</thead>
<tbody>
<tr>
<td>Church corner</td>
<td>Post office on Tesero</td>
</tr>
<tr>
<td>Tesoro Station</td>
<td>105/Yellowstone</td>
</tr>
<tr>
<td>9741 N 27 E</td>
<td></td>
</tr>
<tr>
<td>2517 E 98 N</td>
<td></td>
</tr>
<tr>
<td>Ucon Elementary</td>
<td>10841 N 41 E</td>
</tr>
<tr>
<td>Ucon Stop &amp; Go</td>
<td>By post office</td>
</tr>
<tr>
<td>Close to gas station</td>
<td></td>
</tr>
<tr>
<td>3785 E 109 N corner</td>
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<tr>
<td>School/church</td>
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<td>By the church</td>
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<td>45th/113th</td>
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<td>City Park Simmons</td>
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<td>Broadway/Yellowstone</td>
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<td>Yellowstone/109</td>
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<td>109/41st by elementary</td>
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<td>97 N/27 E</td>
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<td>Other Park</td>
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<td>By railroad tracks</td>
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<td>109/45th</td>
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<td>109/38th</td>
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<tr>
<td>Yellowstone/108 by hotel/restaurant</td>
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### Days of the Week

Respondents were asked to specify the days of operation of such a service. Respondents were allowed to select multiple responses. Figure II-12 presents the responses on the days of operation people would use such a service. As illustrated, the responses were split among the various days of the week listed, with approximately 72 to 89 percent of responses reporting that they would use a service Monday through Thursday. The proportion of responses on Friday and Saturday was lower at 67 percent and 44 percent, respectively. The results thus indicate that the days of operation should be Monday through Thursday with the demand for such a service lower on Friday and still lower on Saturday.
Hours of Transportation

Respondents were given the chance to report in two-hour time periods the hours of transportation service they desired. Respondents were allowed to select multiple responses. If the options given in the survey—which ranged from 6:00 a.m. to 8:00 p.m.—did not meet the hours of transportation that they preferred, they were also allowed to specify other hours of transportation. The results of this information are shown in Figure II-13. As seen in the figure, the highest responses were seen during the peak morning commute hours from 8:00 to 10:00 a.m. (78 percent) and peak evening commute hours from 4:00 to 6:00 p.m. (61 percent). Thus the results show a high level of demand in the peak commute morning and evening hours.
Additional Comments

Respondents were given the opportunity to include additional comments or transportation needs about the service they would like to see. The actual comments are included in Appendix F. In general, respondents needed more information before selecting the transportation option for their community. Most of them were concerned that they were further burdening taxpayers. One comment stated that a trip in the morning to Idaho Falls and a trip back to Ucon in the afternoon would suffice. Another comment expressed that if such a transportation service served the seniors only, it was important that they be picked up at their door.

Ammon Transportation Survey

The City of Ammon received 444 responses out of the 4,500 questionnaires included in billings that were sent out. That is approximately a ten percent response rate. Appendix G shows the Ammon Transportation Survey that was sent to Ammon residents. Respondents provided information about need for a transit system in the Ammon area, who it should serve, possible bus stop locations in Ammon that the respondent or a member of their household would like TRPTA to serve, days and hours of transportation, and new services to be implemented in Ammon.
Need for a Transit System

Respondents were asked if they thought there was a need for a transit system in the Ammon area. The results are shown in Figure II-14. As shown in the figure, 38 percent of respondents reported that they thought there was a need for a general public transit service. Another 30 percent of respondents did not think there was a need for a transit service in Ammon.

![Figure II-14 Need for a Transit System](image)

Possible Bus Stop Locations for TRPTA

Respondents were given an opportunity to list two places or possible bus stop locations along with an address/intersection in Ammon which they would like TRPTA to serve. Table II-4 shows all the results as provided. As shown in the table, places or possible bus stop locations identified include Walmart, Walgreens, Speedi Mart, Ammon Road with cross streets like 17th Street and Sunnyside Drive, Albertsons, the Mall, and Kmart.
Public Involvement

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<th>Place Name</th>
<th>Address</th>
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Public Involvement

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<tr>
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<td>Must be near the Aggie arena</td>
</tr>
<tr>
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<td>43.0875, -112.0375</td>
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<td>Must be near the Aggie arena</td>
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<td>Must be near the Aggie arena</td>
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<td>LDS 17th</td>
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<td>Must be near the Aggie arena</td>
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<td>Kmart 17th</td>
<td>43.0875, -112.0375</td>
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<tr>
<td>Table II-4</td>
<td></td>
<td>Must be near the Aggie arena</td>
</tr>
</tbody>
</table>

Note: Locations are approximate and subject to change.
Days of the Week

Respondents were asked to specify the days of operation of such a service. Respondents were allowed to select multiple responses. Figure II-15 presents the responses regarding the days of operation people would use such a service in Ammon. As illustrated, the responses among the various days of the week listed ranged from approximately 76 to 91 percent reporting that they would use a service Monday through Friday. The proportion of response for Saturday was lower at 53 percent and still lower for Sunday at 20 percent. The results indicate that the days of operation should be Monday through Friday with the demand for such a service lower on Saturday and still lower on Sunday.

![Figure II-15](image)

Hours of Transportation

Respondents were given the chance to report in two-hour time periods the hours of transportation service they desired. Respondents were allowed to select multiple responses. If the options given in the survey—which ranged from 6:00 a.m. to 8:00 p.m.—did not meet the hours of transportation that they preferred, they were also allowed to specify other hours of transportation. The results of this information are shown in Figure II-16. As seen in the figure, the highest responses were seen
Public Involvement

for the morning between 8:00 and 10:00 a.m. (67 percent) followed by evening between 4:00 and 6:00 p.m. (64 percent) and mid-afternoon between 2:00 and 4:00 p.m. (60 percent). Overall, the results show demand throughout the day from 8:00 a.m. to 6:00 p.m. with a high level of demand in the morning (8:00 to 10:00 a.m.), and evening/mid-afternoon (2:00 to 6:00 p.m.).

**Figure II-16**

*Need for Transportation by Hours*

Additional Comments

Respondents were given the opportunity to include additional comments or transportation needs about the service in Ammon that they would like to see. The actual comments received are included in Appendix H. In general, there were two main opinions. One group of people reported that they needed transportation or saw the need for public transportation in the near future. The second group did not see a need for transportation as they had their cars. Some of them were afraid that they were going to pay higher taxes for funding public transportation. Some respondents specified potential locations for stops such as grocery stores, gas stations, post office, the mall, Idaho Falls Temple, Idaho Falls Library, Winco, the Ammon Walmart, and other locations. Some respondents saw the importance of
public transportation in Ammon to be associated with the Idaho Falls transit system, as Ammon by itself is too small to need a transit system as many people could easily walk within Ammon to get places.

NEWS MEDIA

The Local News 8 channel presented coverage on TRPTA and the plans to modify existing checkpoint type of service. Public input was encouraged by contacting TRPTA.


SUMMARY

The information received from the public involvement played an important role in modifying TRPTA Checkpoint Service in Idaho Falls.
INTRODUCTION

This chapter briefly presents information on Targhee Regional Public Transit Authority (TRPTA) services and looks at the cost allocation models for the two main services—checkpoint service and TRPTA demand-response services for the Idaho Falls urbanized area. The cost allocation models are useful for determining the current cost of transit services and estimating operating costs for new or modified services in the Idaho Falls area. The second part of the chapter looks at origin and destination trip patterns on TRPTA in the Idaho Falls urbanized area. This information is useful in identifying locations that are being used. The last section of the chapter looks at a peer community review comparing similar-sized communities and their transit services with Idaho Falls area.

TARGHEE REGIONAL PUBLIC TRANSIT AUTHORITY

Targhee Regional Public Transit Authority (TRPTA) is a general public transit service that serves the Idaho Falls urbanized area which includes Idaho Falls, Ammon, Ucon, Iona, and the cities around the Bonneville County area, including Rexburg, Driggs, and Salmon areas. TRPTA is financed through local government sources—including Bonneville County, the City of Idaho Falls, the City of Ammon, the City of Iona, and the City of Ucon—as well as the Federal Transit Administration (FTA) and contract services with Medicaid.

The TRPTA main transit office, bus storage, maintenance facility, and the new regional bus terminal are located at 1810 West Broadway on the west side of Idaho Falls. In addition, there are offices located in Rexburg and Salmon.

Description of Transportation Services

TRPTA provides checkpoint bus service. This service is available Monday to Friday between 7:00 a.m. and 5:30 p.m. TRPTA has designated stops, but does not have
Existing Services and Data Analysis

a fixed path established between bus stops, allowing the vehicles to deviate between the stops. Service between bus stops—also called “special request pick-ups”—need to be scheduled by 4:30 p.m. the day before the requested pick-up so that the vehicles can be scheduled to deviate from their routes for the requested pick-up and drop-off. TRPTA tries to maintain the published schedule as close as possible and hence alternative times may be suggested. TRPTA has four checkpoint zones/routes—Blue, Green, Red, and Yellow—as illustrated in Figure III-1.

- The Blue zone serves the area west of the Yellowstone Highway, the TRPTA transit center, Walmart, Albertsons, the social security office, Riverside Senior housing, and the transfer stop at the Aquatic Center.
- The Green zone serves the central area of Idaho Falls around Eastern Idaho Technical College (EITC), Smith’s Food, the YMCA, State Building, library, and the two transfer stops—the Aquatic Center and the Grand Teton Mall.
- The Red zone serves the southern area of Idaho Falls around Eastern Idaho Regional Medical Center (EIRMC), Shopko, Albertsons, and the two transfer stops—the Aquatic Center and the Grand Teton Mall.
- The Yellow zone serves the northern area of Idaho Falls around Walmart on Hitt, and the two transfer stops—the Aquatic Center and the Grand Teton Mall.

In addition to this service, there is a demand-response (door-to-door) service that is available to the general public, students, seniors, and persons with disabilities that serves Idaho Falls urbanized area and the surrounding areas—Rexburg, Driggs, and Salmon. This demand-response service requires a prior day scheduling. This service is provided Monday through Friday between 7:00 a.m. and 5:00 p.m. There are no eligibility requirements for riding on the TRPTA service, and the service is provided to anyone who requests a ride.

TRPTA provides various demand-response services as follows:

- **City of Rexburg**
- **City of Driggs**
- **City of Salmon**
- **Driggs to Rexburg/Rexburg to Driggs** - The Driggs route leaves Rexburg at 6:00 a.m. and 3:00 p.m., while this route leaves Driggs for Rexburg at 7:00 a.m. and 5:00 p.m., Monday through Friday.
Figure III-1
Existing TRPTA Bus Stops

- Yellow Zone
- Red Zone
- Green Zone
- Blue Zone

Streets

- Albertsons
- Aquatic Center
- Walmart
- Grand Teton Mall
- Hospital
Existing Services and Data Analysis

Fares

TRPTA’s current fare structure on the Idaho Falls routes is shown in Table III-1. The regular passenger fare is $1.25 for a one-way trip. Children under five years of age ride free. Seniors (60 years and above), disabled, and student passengers receive a discounted rate of $0.60 for a one-way trip. Disabled and students passengers are required to carry their identification cards to get the discounted rate.

TRPTA also sells punch cards. Ten-ride punch cards are available to the general public at a cost of $12.50. Discounted 10-ride punch cards are available for seniors, disabled, and student passengers at $6.

<table>
<thead>
<tr>
<th>Table III-1</th>
<th>Fares for TRPTA - Idaho Falls Routes</th>
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</thead>
<tbody>
<tr>
<td>General Public</td>
<td>$1.25 per ride</td>
</tr>
<tr>
<td>Seniors (60 years and older)</td>
<td>$0.60 per ride</td>
</tr>
<tr>
<td>Students</td>
<td>$0.60 per ride</td>
</tr>
<tr>
<td>Disabled</td>
<td>$0.60 per ride</td>
</tr>
<tr>
<td>Children under 5 years</td>
<td>Free</td>
</tr>
<tr>
<td>10-Ride Punch Card</td>
<td>$12.50</td>
</tr>
<tr>
<td>Discount 10-Ride Punch Card</td>
<td>$6.00</td>
</tr>
</tbody>
</table>


The fare on the demand-response service is approximately $3.00 - $4.00, but may vary according to the area it serves (such as Rexburg, Driggs, and Salmon).

Financial Status

Cost Allocation Model

The financial, ridership, and service information can be used to develop internal evaluation tools for TRPTA. A cost allocation model provides base information against which the current operations can be judged. In addition, the model is useful for estimating the cost ramifications of any proposed service alternative. Two cost allocation models were prepared for TRPTA. One cost allocation model looks at information on TRPTA’s checkpoint route service and the other cost allocation model looks at TRPTA’s demand-response service in the Idaho Falls urbanized area. Other costs to operate the demand-response services such as
Existing Services and Data Analysis

service to Driggs, Rexburg, Salmon, and service between Driggs and Rexburg were not included in the two cost allocation models.

The TRPTA checkpoint cost allocation model is shown in Table III-2.

Table III-2
TRPTA FY2012 Cost Allocation Model - Idaho Falls Checkpoint Service

<table>
<thead>
<tr>
<th>PROPOSED ACCOUNT</th>
<th>Budget FY12</th>
<th>Vehicle-Hours</th>
<th>Vehicle-Miles</th>
<th>Fixed Cost</th>
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<tbody>
<tr>
<td>Admin. Salaries/Wages/Benefits and misc. expenses</td>
<td>$108,792</td>
<td></td>
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<td>$108,792</td>
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<tr>
<td>Other Administrative Costs</td>
<td>$4,474</td>
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<td>$4,474</td>
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<tr>
<td>Other Office Expenses</td>
<td>$7,545</td>
<td></td>
<td></td>
<td>$7,545</td>
</tr>
<tr>
<td>Op. Salaries/Wages/Benefits</td>
<td>$213,019</td>
<td>$213,019</td>
<td>$166,295</td>
<td></td>
</tr>
<tr>
<td>Maint. Salaries/Wages/Benefits</td>
<td>$166,295</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL OPERATING COSTS</td>
<td>$500,126</td>
<td>$213,019</td>
<td>$166,295</td>
<td>$120,812</td>
</tr>
<tr>
<td>Service Variable Quantities</td>
<td></td>
<td>veh-hrs</td>
<td>veh-mls</td>
<td>Fixed-Cost</td>
</tr>
<tr>
<td><em>Used for Planning Purposes</em></td>
<td></td>
<td>11,202</td>
<td>125,892</td>
<td>Factor 1.32</td>
</tr>
</tbody>
</table>


Table III-3 shows the TRPTA demand-response service in the Idaho Falls urbanized area.

Table III-3
TRPTA FY2012 Cost Allocation Model - Idaho Falls Demand-Response Service

<table>
<thead>
<tr>
<th>PROPOSED ACCOUNT</th>
<th>Budget FY12</th>
<th>Vehicle-Hours</th>
<th>Vehicle-Miles</th>
<th>Fixed Cost</th>
</tr>
</thead>
<tbody>
<tr>
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<td>$146,418</td>
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<tr>
<td>Other Administrative Costs</td>
<td>$5,346</td>
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<tr>
<td>Other Office Expenses</td>
<td>$10,303</td>
<td></td>
<td></td>
<td>$10,303</td>
</tr>
<tr>
<td>Op. Salaries/Wages/Benefits</td>
<td>$358,598</td>
<td>$358,598</td>
<td></td>
<td>$162,066</td>
</tr>
<tr>
<td>Maint. Salaries/Wages/Benefits</td>
<td>$208,427</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL OPERATING COSTS</td>
<td>$729,091</td>
<td>$358,598</td>
<td>$208,427</td>
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<tr>
<td>Service Variable Quantities</td>
<td></td>
<td>veh-hrs</td>
<td>veh-mls</td>
<td>Fixed-Cost</td>
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<tr>
<td><em>Used for Planning Purposes</em></td>
<td></td>
<td>16,721</td>
<td>224,584</td>
<td>Factor 1.29</td>
</tr>
</tbody>
</table>


Cost information from the 2012 fiscal year (July 1, 2011 to June 30, 2012) was used to develop a two-factor cost allocation model of the current TRPTA opera-
Existing Services and Data Analysis

tions. In order to develop such a model, each cost line item is allocated to one of two service variables—hours, miles, and fixed costs. Fixed costs are those costs that are defined as being constant. These costs do not increase or decrease based on the level of service. This is a valid assumption for the short term, although fixed costs could change over the long term (more than one or two years). Examples of the cost allocation methodology include allocating fuel costs to vehicle-miles and allocating operator salaries to vehicle-hours. The total costs allocated to each variable are then divided by the total quantity (i.e., total revenue-miles or hours) to determine a cost rate for each variable.

As seen in Table III-2, the allocation of costs for TRPTA’s checkpoint service for FY2012 operations yields the following cost equation for existing bus operations:

\[
\text{Total Cost} = 120,812 + (1.32 \times \text{Revenue-Miles}) + (19.02 \times \text{Revenue-Hours})
\]

\[
\text{OR}
\]

\[
\text{Total Cost} = (1.32 \times \text{Revenue-Miles} + 19.02 \times \text{Revenue-Hours}) \times \text{fixed-cost factor (1.32)}
\]

Incremental costs such as the extension of service hours or service routes/areas are evaluated considering only the mileage and hourly costs:

\[
\text{Incremental Costs} = (1.32 \times \text{Revenue-Miles}) + (19.02 \times \text{Revenue-Hours})
\]

As seen in Table III-3, the allocation of costs for TRPTA’s demand-response service in the Idaho Falls urbanized area for FY2012 operations yields the following cost equation for existing bus operations:

\[
\text{Total Cost} = 162,066 + (0.93 \times \text{Revenue-Miles}) + (21.45 \times \text{Revenue-Hours})
\]

\[
\text{OR}
\]

\[
\text{Total Cost} = (0.93 \times \text{Revenue-Miles} + 21.45 \times \text{Revenue-Hours}) \times \text{fixed-cost factor (1.29)}
\]

Incremental costs such as the extension of service hours or service routes/areas are evaluated considering only the mileage and hourly costs:

\[
\text{Incremental Costs} = (0.93 \times \text{Revenue-Miles}) + (21.45 \times \text{Revenue-Hours})
\]
ORIGIN AND DESTINATION ANALYSIS

This section presents maps that detail the origins and destinations of trips on the TRPTA checkpoint service and the demand-response service. The information presented on the maps is based on the transit manifests of three months—October 2011, February 2012, and April 2012. There are a total of three maps—one TRPTA checkpoint origin/destination map and two TRPTA demand-response origin/destination maps.

TRPTA Checkpoint Service

The origin and destination analysis for TRPTA checkpoint service is presented in Figure III-2 which illustrates both the pick-up and drop-off locations on the TRPTA checkpoint service. The major origin/destination locations on the TRPTA checkpoint service are as follows:

**Stops serving multiple zones:**
- 149 7th Street (Idaho Falls Aquatic Center)
- 2300 E 17th Street (Grand Teton Mall)

**Red Zone:**
- 17th Street and Holmes Avenue (Albertsons/Wells Fargo/Ace Hardware/Walgreens)
- 3100 Channing Way (Eastern Idaho Regional Medical Center)
- 1530 E 17th Street (Big Lots)
- 800 E 17th Street (Shopko)

**Yellow Zone:**
- Elva Street and Fanning Avenue (Good Samaritan Society)
- Fanning Avenue and Garfield Street
- Garfield Street and Norvin Avenue
- May Street and Freeman Avenue (Central Park)
- Meppen Drive and First Street (Falls Valley Supply and Storage)
- 1201 S 25th E (Walmart)
Existing Services and Data Analysis

**Green Zone:**
- Cliff Street and Park Avenue
- 1600 S 25th E (Vocational Rehabilitation Services)
- John Adams Ct. and John Adams Parkway
- Lava Street and Chamberlain Avenue
- 155 N Corner Avenue (YMCA)
- 12th Street and Westergard Avenue
- 400 S Woodruff Avenue (Smith’s Food & Drug Center)

**Blue Zone:**
- Elva Street and Canal Avenue (Garcias Meat Market)
- Idaho Avenue and G Street
- Idaho Avenue and I Street
- 1000 Memorial Drive (LDS Temple)
- Mound Avenue and I Street
- Mound Avenue and K Street
- Mound Avenue and L Street
- 450 J Street (Riverside Senior Housing)
- 500 S Utah Avenue (Walmart)
Existing Services and Data Analysis

TRPTA Demand-Response Service

LSC also analyzed the origins and destinations for the TRPTA demand-response service. This includes patrons who schedule a trip on the TRPTA demand-response service and those patrons who use the TRPTA checkpoint service and request a deviation. The results are presented in Figure III-3 (origins) and Figure III-4 (destinations).

As shown in Figure III-3, the major origin locations for the TRPTA demand-response service are:

- 555 W 25th Street (Development Workshop, Inc. [DWI])
- 347 Constitution Way (Joshua D. Smith Foundation)
- 2105 Avocet Drive (New Beginnings Care Facility)
- 775 Lincoln Drive (Lincoln Court Retirement Community)
- Mountain Vista Drive
- 557 N Woodruff Avenue

The demand-response destination patterns are very similar to the origin patterns. This could be due to the operation of door-to-door service. Door-to-door service picks up one to three individuals and links them to particular locations and then provides return trips in the opposite direction. As shown in Figure III-4, the major destinations for the TRPTA demand-response service are:

- 555 W 25th Street (Development Workshop, Inc. [DWI])
- 2105 Avocet Drive (New Beginnings Care Facility)
- 347 Constitution Way (Joshua D. Smith Foundation)
- 775 Lincoln Drive (Lincoln Court Retirement Community)
- 557 N Woodruff Avenue
- Mountain Vista Drive
Figure III-3
Origins of TRPTA Demand-Response Service

Number of Origins

- 1 - 27
- 28 - 94
- 95 - 197
- 198 - 666
Figure III-4
Destinations of TRPTA Demand-Response Service

Number of Destinations
- 1 - 27
- 28 - 94
- 95 - 197
- 198 - 712
LSC also analyzed the origins and destinations for the TRPTA demand-response service in Ammon, Ucon, and Iona. Figure III-5 illustrates the origins and destinations on the TRPTA demand-response service in the City of Ammon.

As shown in Figure III-5, the major origins in Ammon are:

- 2105 Avocet Drive (New Beginnings Care Facility)
- Mountain Vista Drive
- 2959 John Adams Pkwy (White Pine Charter School)
- 897 Tie Breaker Drive
- 1600 S 25th E (Vocational Rehabilitation Services/LDS Institute/Eastern Idaho Technical College)

As shown in Figure III-5, the major destinations in Ammon are:

- 2105 Avocet Drive (New Beginnings Care Facility)
- 897 Tie Breaker Drive
- 3185 Owen Street (near Sandcreek Middle and Hillcrest High Schools)
- 3075 Teton Street (near Hillview Primary School)
- 1600 S 25th E (Vocational Rehabilitation Services/LDS Institute/Eastern Idaho Technical College)
Figure III-5
Origins and Destinations of TRPTA Demand-Response Service in Ammon

Number of Origins
- 1 - 27
- 28 - 94
- 95 - 197
- 198 - 666

Ammon
Idaho Falls

Number of Destinations
- 1 - 27
- 28 - 94
- 95 - 197
- 198 - 712

Ammon
Idaho Falls

LSC
Page III-14
Modifying TRPTA Checkpoint Service, Final Report
PEER ANALYSIS

An important step in the evaluation of a transit service provider is a comparison against “peer” systems in other areas. Peer comparisons are an external evaluative method contrasting to the cost allocation model which is used for internal evaluations. Data for the comparisons were taken from a survey of the agencies, the 2010 National Transit Database summaries, and from recent LSC-completed projects. The peers selected for comparison are as follows:

- City of Cheyenne Transit Program (CTP) - Cheyenne, WY
- Great Falls Transit District (GFTD) - Great Falls, MT
- City of Dubuque (The Jule) - Dubuque, IA
- Casper Area Transportation Coalition (CATC) - Casper, WY
- Vista Transit - Sierra Vista, AZ
- Kingman Area Regional Transit (KART) - Kingman, AZ
- City Transit Service (CTS) - Lake Havasu, AZ
- Sierra Vista Public Transit – Sierra Vista, AZ
- Helena Area Transit Service (HATS) - Helena, MT

Although every effort was made to find the closest matching peers, no two systems are ever exactly alike. Factors such as the type of service (fixed-route, demand-responsive, commuter, etc.), the presence or absence of unions, local fare policies, and the quality of capital equipment can substantially impact the performance of the individual systems. This comparison, therefore, should only be viewed as a rough gauge of the TRPTA Service operations as compared with a representative sample of similar systems, rather than an exact “report card.”

Table III-4 presents the compilation of data on the peer communities. The table shows the transit agencies with similar population and ridership which were selected. The peers were not restricted to a checkpoint and demand-response service which TRPTA currently operates. This was done to get a sense of how TRPTA could better serve the population based on the type of service for similar-sized communities.
Existing Services and Data Analysis

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<table>
<thead>
<tr>
<th>Transit System - Location</th>
<th>Type of Service</th>
<th>Area Population</th>
<th>Annual Revenue-Miles</th>
<th>Annual Revenue-Hours</th>
<th>Annual Ridership</th>
<th>Operating Budget</th>
<th>Pass per Hour</th>
<th>Cost per Mile</th>
<th>Cost per Pass</th>
<th>Cost per Hour</th>
<th>Cost per Mile</th>
<th>Trips per Capita</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Cheyenne Transit Program (CTP), Cheyenne, WY</td>
<td>Fixed-Route</td>
<td>59,466</td>
<td>339,995</td>
<td>22,963</td>
<td>253,688</td>
<td>$ 776,289</td>
<td>11.05</td>
<td>0.75</td>
<td>3.06</td>
<td>33.81</td>
<td>2.28</td>
<td>4.27</td>
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<tr>
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<td>Paratransit</td>
<td>143,612</td>
<td>9,812</td>
<td>24,213</td>
<td>688,366</td>
<td>2.47</td>
<td>0.17</td>
<td>28.43</td>
<td>70.16</td>
<td>4.79</td>
<td>3.03</td>
<td>4.67</td>
</tr>
<tr>
<td>CTP, Cheyenne, WY (Total)</td>
<td></td>
<td>59,466</td>
<td>483,607</td>
<td>32,775</td>
<td>277,899</td>
<td>$ 1,464,665</td>
<td>8.48</td>
<td>0.57</td>
<td>5.27</td>
<td>44.69</td>
<td>3.03</td>
<td>4.67</td>
</tr>
<tr>
<td>Great Falls Transit District (GFTD), Great Falls, MT</td>
<td>Fixed-Route</td>
<td>58,505</td>
<td>414,158</td>
<td>31,543</td>
<td>355,744</td>
<td>$ 2,113,823</td>
<td>11.28</td>
<td>0.86</td>
<td>5.94</td>
<td>67.01</td>
<td>5.10</td>
<td>6.08</td>
</tr>
<tr>
<td></td>
<td>Paratransit</td>
<td>127,264</td>
<td>10,952</td>
<td>25,139</td>
<td>401,183</td>
<td>2.30</td>
<td>0.20</td>
<td>15.96</td>
<td>36.63</td>
<td>3.15</td>
<td>0.43</td>
<td></td>
</tr>
<tr>
<td>GFTD, Great Falls, MT (Total)</td>
<td></td>
<td>58,505</td>
<td>541,422</td>
<td>42,495</td>
<td>380,883</td>
<td>$ 2,515,006</td>
<td>8.96</td>
<td>0.70</td>
<td>6.60</td>
<td>59.18</td>
<td>4.65</td>
<td>6.51</td>
</tr>
<tr>
<td>City of Dubuque (The Jule), Dubuque, IA</td>
<td>Fixed-Route</td>
<td>57,637</td>
<td>333,729</td>
<td>27,664</td>
<td>312,856</td>
<td>$ 1,515,738</td>
<td>11.31</td>
<td>0.94</td>
<td>4.84</td>
<td>54.79</td>
<td>4.54</td>
<td>5.43</td>
</tr>
<tr>
<td></td>
<td>Paratransit (Mini-bus)</td>
<td>217,898</td>
<td>18,884</td>
<td>60,834</td>
<td>994,460</td>
<td>3.22</td>
<td>0.28</td>
<td>16.35</td>
<td>52.66</td>
<td>4.56</td>
<td>1.06</td>
<td></td>
</tr>
<tr>
<td>The Jule, Dubuque, IA (Total)</td>
<td></td>
<td>57,637</td>
<td>551,627</td>
<td>46,548</td>
<td>373,690</td>
<td>$ 2,510,198</td>
<td>8.03</td>
<td>0.68</td>
<td>6.72</td>
<td>53.93</td>
<td>4.55</td>
<td>6.48</td>
</tr>
<tr>
<td>Casper Area Transportation Coalition (CATC), Casper, WY</td>
<td>Deviated Fixed-Route (The Bus)</td>
<td>55,316</td>
<td>220,439</td>
<td>19,886</td>
<td>125,460</td>
<td>$ 732,792</td>
<td>6.37</td>
<td>0.57</td>
<td>5.84</td>
<td>37.22</td>
<td>3.32</td>
<td>2.27</td>
</tr>
<tr>
<td></td>
<td>Paratransit (CATC)</td>
<td>227,946</td>
<td>17,724</td>
<td>54,213</td>
<td>987,315</td>
<td>3.06</td>
<td>0.24</td>
<td>18.40</td>
<td>56.27</td>
<td>4.38</td>
<td>0.98</td>
<td></td>
</tr>
<tr>
<td>CATC, Casper, WY (Total)</td>
<td></td>
<td>55,316</td>
<td>448,385</td>
<td>37,410</td>
<td>179,673</td>
<td>$ 1,730,107</td>
<td>4.80</td>
<td>0.40</td>
<td>9.63</td>
<td>46.28</td>
<td>3.86</td>
<td>3.25</td>
</tr>
<tr>
<td>Vista Transit, Sierra Vista, AZ</td>
<td>Fixed-Route and Paratransit</td>
<td>43,888</td>
<td>253,148</td>
<td>15,283</td>
<td>183,796</td>
<td>$ 1,012,596</td>
<td>12.03</td>
<td>0.73</td>
<td>5.54</td>
<td>66.26</td>
<td>4.00</td>
<td>4.19</td>
</tr>
<tr>
<td></td>
<td>Deviated Checkpoint</td>
<td>28,068</td>
<td>170,567</td>
<td>16,564</td>
<td>116,352</td>
<td>$ 771,819</td>
<td>7.02</td>
<td>0.66</td>
<td>6.63</td>
<td>46.60</td>
<td>4.53</td>
<td>4.15</td>
</tr>
<tr>
<td>City Transit Service (CTS), Lake Havasu, AZ</td>
<td>Fixed-Rout</td>
<td>52,527</td>
<td>385,970</td>
<td>29,357</td>
<td>115,002</td>
<td>$ 1,439,427</td>
<td>3.92</td>
<td>0.29</td>
<td>12.52</td>
<td>49.93</td>
<td>3.64</td>
<td>2.19</td>
</tr>
<tr>
<td></td>
<td>Paratransit</td>
<td>72,773</td>
<td>224,584</td>
<td>16,721</td>
<td>32,000</td>
<td>$ 729,091</td>
<td>1.91</td>
<td>0.14</td>
<td>22.78</td>
<td>43.60</td>
<td>3.25</td>
<td>0.44</td>
</tr>
<tr>
<td>Helena Area Transit Service (HATS), Helena, MT</td>
<td>Checkpoint and Demand-Response</td>
<td>28,180</td>
<td>488,299</td>
<td>25,209</td>
<td>173,775</td>
<td>$ 1,317,688</td>
<td>6.89</td>
<td>0.36</td>
<td>7.58</td>
<td>52.27</td>
<td>2.70</td>
<td>6.17</td>
</tr>
<tr>
<td></td>
<td>Checkpoint Service</td>
<td>56,813</td>
<td>125,962</td>
<td>11,202</td>
<td>47,914</td>
<td>$ 500,126</td>
<td>4.28</td>
<td>0.20</td>
<td>10.44</td>
<td>44.64</td>
<td>3.97</td>
<td>0.84</td>
</tr>
<tr>
<td></td>
<td>Demand-Response Service</td>
<td>72,773</td>
<td>224,584</td>
<td>16,721</td>
<td>32,000</td>
<td>$ 729,091</td>
<td>1.91</td>
<td>0.14</td>
<td>22.78</td>
<td>43.60</td>
<td>3.25</td>
<td>0.44</td>
</tr>
<tr>
<td>AVERAGE</td>
<td></td>
<td>47,948</td>
<td>416,628</td>
<td>30,705</td>
<td>225,134</td>
<td>$ 1,595,168</td>
<td>7.52</td>
<td>0.55</td>
<td>7.56</td>
<td>52.28</td>
<td>2.87</td>
<td>4.70</td>
</tr>
<tr>
<td>TRPTA (Idaho Falls Urbanized Area)</td>
<td>Checkpoint Service</td>
<td>56,813</td>
<td>125,962</td>
<td>11,202</td>
<td>47,914</td>
<td>$ 500,126</td>
<td>4.28</td>
<td>0.20</td>
<td>10.44</td>
<td>44.64</td>
<td>3.97</td>
<td>0.84</td>
</tr>
<tr>
<td></td>
<td>Demand-Response Service</td>
<td>72,773</td>
<td>224,584</td>
<td>16,721</td>
<td>32,000</td>
<td>$ 729,091</td>
<td>1.91</td>
<td>0.14</td>
<td>22.78</td>
<td>43.60</td>
<td>3.25</td>
<td>0.44</td>
</tr>
<tr>
<td>TRPTA, Idaho Falls, ID</td>
<td></td>
<td>72,773</td>
<td>350,476</td>
<td>27,924</td>
<td>79,914</td>
<td>$ 1,229,217</td>
<td>2.86</td>
<td>0.23</td>
<td>15.38</td>
<td>44.02</td>
<td>3.51</td>
<td>1.10</td>
</tr>
</tbody>
</table>

Sources: NTD 2010 Data. LSC, 2012
Peer Statistics

TRPTA is shown at the bottom of the table, and averages for each of the categories are listed at the end of the peer communities. The information for TRPTA includes only information of the checkpoint service and the TRPTA demand-response service in the Idaho Falls urbanized area. The cities of Cheyenne, Great Falls, Dubuque, and Casper all have a slightly higher population (52,639) than the overall average of 47,948 persons. Helena, Montana had the lowest population with approximately 28,180 persons. The ridership per capita averaged 4.7 trips per person among the peers. TRPTA was in the lowest of the group, averaging 1.10 trips per capita. A fixed-route system complemented with paratransit service usually results in higher trips per capita than a deviated fixed route or a checkpoint service. Figure III-6 presents the passenger-trips per capita.

![Figure III-6: Trips Per Capita](image)

Figure III-7 presents the comparison of annual passenger-trips. The average of the eight agencies was 225,134 annual trips. TRPTA reported 79,914 annual trips, ranking lowest in the group.
Figure III-8 presents the comparison of passenger-trips per hour. Passenger-trips per hour were calculated for each of the eight agencies with the average coming to 7.52 passenger per hour. This average is higher than TRPTA's productivity, which is 2.86 passengers per hour. TRPTA ranked lowest of the group in passengers per hour.
Figure III-9 presents the comparison of cost per passenger. The average cost per passenger among peers was $7.56 which was lower than the TRPTA’s cost per passenger of $15.38 per passenger.

![Figure III-9: Cost Per Passenger](image)

The operating budget was also reported by each agency and averaged $1,595,188 among the eight agencies. The TRPTA operating expenses reported at $1,229,217 for the fiscal year 2012 ranked in the lower tier of the group for operating budget.

In the analysis of the information in Table III-4 and the previous figures, a pattern does arise. On the whole, TRPTA seems to be below average when compared to peer communities. TRPTA has a lower overall performance and needs to examine its existing operations and the efficiency of operations within the Idaho Falls urbanized boundaries to find ways to improve their cost and service effectiveness such as cost per passenger, passengers per hour, and the ability to carry more passengers. Ridership and trips per capita, on the other hand, are highly dependent on the quality and type of service in place. As this study progressed, LSC worked with TRPTA and the BMPO to prepare strategies and service alternatives aimed at increasing ridership which will help to improve the transit system’s effectiveness.
Existing Services and Data Analysis

Funding

Table III-5 presents the funding sources of the peer communities. The table shows the percent of funding distribution—fare revenue, local funds, state funds, federal assistance, and other funding categories. TRPTA is shown at the bottom of the table, and averages for each of the categories are listed at the end of the peer communities. While TRPTA receives 47 percent of its funding from local sources, it should be noted that 33 percent of its local funding is received from contracts with AMR and Agency Contract Services. Only 11 percent of its local funding comes directly from the local government. This includes funding from the City of Idaho Falls, Bonneville County, as well as the cities of Ammon and Iona. This indicates TRPTA’s reliance on funds from AMR and agency contract services to operate its services.

When comparing to the other attributes on funding distribution, TRPTA seems to be below average on fare revenue and federal assistance, but above average on local funding.
Table III-5
Peer Comparison - Funding Distribution

<table>
<thead>
<tr>
<th>Transit System - Location</th>
<th>Fare Revenue</th>
<th>Local Funds</th>
<th>State Funds</th>
<th>Federal Assistance</th>
<th>Other Funds</th>
<th>Details - Local Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Cheyenne Transit Program (CTP), Cheyenne, WY</td>
<td>8%</td>
<td>23%</td>
<td>4%</td>
<td>55%</td>
<td>9%</td>
<td>City of Cheyenne General Fund</td>
</tr>
<tr>
<td>Great Falls Transit District (GFTD), Great Falls, MT</td>
<td>10%</td>
<td>34%</td>
<td>3%</td>
<td>52%</td>
<td>2%</td>
<td>Levied Taxes (property tax)</td>
</tr>
<tr>
<td>City of Dubuque (The Jule), Dubuque, IA</td>
<td>9%</td>
<td>46%</td>
<td>7%</td>
<td>38%</td>
<td></td>
<td>Property Tax</td>
</tr>
<tr>
<td>Casper Area Transportation Coalition (CATC), Casper, WY</td>
<td>20%</td>
<td>34%</td>
<td>7%</td>
<td>42%</td>
<td></td>
<td>City of Casper, Community Development Block Grant, Contracts, other</td>
</tr>
<tr>
<td>Vista Transit, Sierra Vista, AZ</td>
<td>11%</td>
<td>11%</td>
<td>22%</td>
<td>56%</td>
<td>0%</td>
<td>City of Sierra Vista General Fund</td>
</tr>
<tr>
<td>Kingman Area Regional Transit (KART), Kingman, AZ</td>
<td>14%</td>
<td>23%</td>
<td>8%</td>
<td>54%</td>
<td>0%</td>
<td>City of Kingman</td>
</tr>
<tr>
<td>City Transit Service (CTS)- Lake Havasu, AZ</td>
<td>7%</td>
<td>29%</td>
<td>10%</td>
<td>54%</td>
<td>0%</td>
<td>City's General Fund</td>
</tr>
<tr>
<td>Helena Area Transit Service (HATS), Helena, MT</td>
<td>6%</td>
<td>45%</td>
<td>1%</td>
<td>49%</td>
<td>0%</td>
<td>County Contribution, includes Contract Revenue</td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td><strong>11%</strong></td>
<td><strong>31%</strong></td>
<td><strong>8%</strong></td>
<td><strong>50%</strong></td>
<td><strong>2%</strong></td>
<td></td>
</tr>
<tr>
<td>TRPTA (Idaho Falls Urbanized Area)</td>
<td>4%</td>
<td>47%</td>
<td>0%</td>
<td>44%</td>
<td>5%</td>
<td>Contract Services, Local Government, and Community Development Block Grants</td>
</tr>
</tbody>
</table>

Sources: NTD 2010 Data, LSC, 2012.
Goals and Objectives

LSC and the TRPTA Board developed a set of goals and objectives to guide development of the Short-Range Transit Plan prepared in 2006. Many transit issues and goals were identified through the Stakeholder Committee meeting, public meeting, and contacts with other key stakeholders in the study area. The goals were used to develop and evaluate the transit service alternatives, projects, and programs for the short-term plan and 20 years. These goals were reviewed and provided direction for the service modifications recommended in this plan.

TRANSIT VISION

The vision for transit service in the study area consists of a mission statement, a set of five action goals, and objectives for each goal. The mission statement, goals, and objectives typically form a hierarchical structure with the mission statement being the most general. Goals support the achievement of the mission, and objectives support the goals.

Mission Statement

The mission statement establishes the overall direction of an agency and enumerates the most generalized set of actions to be achieved by an agency. The mission statement for transit service in the study area is as follows:

<table>
<thead>
<tr>
<th>Mission Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The mission of TRPTA is to provide quality, safe, dependable, and courteous transit service to residents and visitors of the Bonneville metropolitan area by developing a transit system that allows for mobility and access to all regions of the Bonneville metropolitan area.</td>
</tr>
</tbody>
</table>
Goals and Objectives

Goals and Objectives

For planning purposes, a goal is defined as a purpose or need that should be attained in order to address a transportation issue. An objective is a specific method or activity that is designed to achieve an identified goal. Based on meetings with the Stakeholder Committee and the public, the following goals and objectives were developed for the transportation system serving the cities of Idaho Falls, Ammon, Iona, Rigby, Rexburg, Salmon, and Ashton and the Bonneville metropolitan area.

Goal #1: Maintain the existing ridership base while attracting new riders

Objective 1.a: Continue to serve the City of Idaho Falls as well as the surrounding rural areas, human services agencies, and medical centers.

Objective 1.b: Improve and expand the TRPTA transit service to the following locations: major employment centers, schools, medical centers, colleges, educational institutions, shopping centers, local recreational areas and parks, and nursing homes.

Objective 1.c: Expand the transit service to include routes and regional connectors to the communities of Ammon, Iona, Rexburg, Ashton, Pocatello, Rigby, and Bonneville County.

Objective 1.d: Maintain the existing level of ridership by continuing to serve the elderly, disabled, those who cannot drive, and those who cannot afford a vehicle.

Objective 1.e: Work with the Bonneville metropolitan area’s cities and counties and the Idaho Department of Transportation to develop a series of park-and-ride lots throughout Bonneville County and the surrounding areas, in order to serve the major employment centers (such as downtown Idaho Falls) and tourist locations. Initiate regional service from the park-and-ride lots to the urban and tourist locations.

Objective 1.f: Develop regional service to the major employment and activity centers within the Bonneville metropolitan area.
**Goal #1: Expand and develop the transit service for students, after-school programs, and child care programs.**

**Objective 1.g:** Expand and develop the transit service for students, after-school programs, and child care programs.

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**Goal #2: Continue to provide for the economic sustainability of the transit system**

**Objective 2.a:** Develop a cost allocation system to determine the proportionate share of local funding to be contributed by each local government.

**Objective 2.b:** Establish a capital and vehicle replacement fund, and allocate local contributions on an annual basis to this savings account. The account should be sufficient to provide the local match funds required to obtain federal grants for the replacement of vehicles and new capital facilities.

**Objective 2.c:** Invest in smart card technology and new fare boxes.

**Objective 2.d:** Pursue Federal Transit Administration (FTA) Sections 5307, 5309, and 5311 funding as well as state funding for the operation of transit service in urban and non-urbanized areas.

**Objective 2.e:** Seek out and apply for grants which may be available for capital or operating support.

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**Goal #3: TRPTA will provide high quality, customer-oriented service**

**Objective 3.a:** Distribute a rider survey once a year in order to obtain input from the system users on the adequacy of TRPTA’s services and any unmet needs.

**Objective 3.b:** All of the fixed routes in the urban areas should operate on a 30-minute headway during the peak hours and a 60-minute headway during the off-peak hours.

**Objective 3.c:** The fixed routes in the rural areas should operate on a 90- to 120-minute headway.
Objectives

Objective 3.d: The fixed routes should be no longer than 45 minutes in travel time from the beginning of the route to the last stop on the outbound direction of the route.

Objective 3.e: Fixed and regional routes should operate on time 95 percent of the time and should arrive no later than five minutes past the scheduled arrival time at each stop along the route.

Objective 3.f: Paratransit service should operate within 15 minutes (plus or minus) of the scheduled arrival time.

Objective 3.g: The fixed and regional routes should operate on the most direct routes between stops and the final destination.

Objective 3.h: Paratransit service should be provided within three-quarters of a mile from the fixed routes according to the ADA minimum requirement.

Objective 3.i: The transit service should operate a minimum of five days per week in areas with the greatest transit needs, with future expansion of transit service on the weekends.

Objective 3.j: Annual training should be provided for all TRPTA employees. This training should include safe driver, medical emergencies, sensitivity cases, and general operations on a transit vehicle. All training should be continued based on FTA and national guidelines.

Objective 3.k: The operating policies manual should be reviewed and updated every three years. The initial starting point of the policy review should be based on the year the operational manual and or policy manual was first developed.

Objective 3.l: The weekday transit service hours should be increased in order to cover shift workers and evening hours.
**Goal #4: TRPTA will provide efficient, effective, and safe services**

**Objective 4.a:** The urban fixed routes should operate at an average productivity of seven passengers per service-hour. The individual routes should maintain a productivity of at least five passengers per service-hour. Those routes which do not meet the minimum standard should be reviewed annually for service changes.

**Objective 4.b:** The regional routes should maintain a minimum productivity of five passengers per service-hour.

**Objective 4.c:** TRPTA should provide transit service to 90 percent of the population in the areas with the greatest transit needs.

**Objective 4.d:** TRPTA should operate with fewer than 2.5 preventable accidents per 100,000 vehicle-miles.

**Objective 4.e:** TRPTA should coordinate the transit service with the other transportation providers in order to meet regional transportation needs. A transportation broker service should be created for medical trips.

**Goal #5: Promote the services provided by TRPTA**

**Objective 5.a:** Use every opportunity to promote the transit service including, but not limited to, the following ideas:

- Display the telephone number for rides prominently on all fleet vehicles.
- Provide information on the TRPTA, City of Idaho Falls, Idaho Falls Job Services, and District Health Department websites.
- List TRPTA in the regional telephone directory.
- Post flyers with the telephone number and hours of operation at various locations (such as stores, Chamber of Commerce, and motels) within the service area.
- Place regular public service announcements with the newspaper, radio, and television.
- Offer reduced fares to attract ridership during slower times of the day, week, or year.
- Run periodic special promotions, such as summer passes for children or holiday season fares for shoppers.
Goals and Objectives

- Operate special event service to promote the transit service and aid in the reduction of congestion during community events.

**Objective 5.b:** Develop a public education program on the benefits of transit services and the need to maintain and improve the overall transportation system in the Bonneville metropolitan area.
INTRODUCTION

Chapter V examines the possible service alternatives for the TRPTA checkpoint service. These potential service alternatives are based on origin and destination analysis performed in the previous chapter, the public open house meeting, the Idaho Falls City Council and input from the stakeholder meetings which included representatives from Bonneville County and the cities of Ammon, Iona, and Ucon, input from TRPTA staff, as well as an informal meeting with the drivers. The purpose of this chapter is to present transit service alternatives to limit deviations on TRPTA checkpoint service. The information in this chapter was presented to the Idaho Falls City Council, the stakeholder group, and the public for review and comment. The input received was used to develop and refine the preferred service alternative presented in Chapter VI.

TYPES OF TRANSIT SERVICE

The term “transit service” encompasses a wide range of alternatives. A number of other transit service alternatives exist, such as route-deviation service and flex route.

Fixed-Route Service

Fixed-route transit service fits the popular description of a bus system, with transit vehicles operating on specified routes and following set schedules. Specific transit stops are typically identified for the locations where passengers will be picked up and dropped off. Routes are usually laid out in either a radial or grid pattern.

In a radial route structure, all of the routes originate from a common point and extend to outlying areas. The central location serves as a transfer point and is
Service Alternatives

frequently located at a destination with high transit activity. In many communities, this is the central business district or downtown area.

In a grid route structure, all of the routes function along a two-way direction (either north/south or east/west). The routes are normally spaced at equal distances if the roadway structure permits. This structure has no center transfer location. The transfers are conducted at the intersections of the routes. This type of service is mainly used in urban areas where the population density is greater and equally distributed across the area.

Fixed-route service is particularly convenient for passengers without disabilities. Research has shown that fixed-route passengers are willing to walk up to one-quarter of a mile to reach the bus stop. Therefore, a fixed-route service pattern may be efficiently laid out with routes having one-half-mile spacing. However, individuals with mobility impairments may have difficulty in accessing the fixed-route system.

The advantages of fixed-route service are that it can be provided at a relatively low cost on a per-passenger-trip basis, schedule reliability is high since buses do not deviate from their routes, service does not require advance reservations, and service is easy to understand.

Fixed-route transit service is seldom attractive for people with automobiles in smaller communities and rural areas. A private automobile offers flexibility compared to the rigid schedule of a fixed-route system. The need to walk even a few hundred feet to a bus stop, wait for the vehicle, and the comparatively slow travel time make the option of a private automobile an easy choice. Where there are significant congestion issues or limited parking availability, fixed-route transit service becomes a more attractive alternative. The low cost of transit as compared to owning and operating a private automobile can also be attractive, especially to young working couples who may be able to use the bus rather than own two vehicles.
The Americans With Disabilities Act requires that communities with fixed-route transit service also provide complementary paratransit service that operates, at a minimum, in a three-quarter-mile radius of each fixed route. Paratransit service is typically much more costly to operate than fixed-route service because of the characteristics of the service. Fixed routes are established to meet the highest demand travel patterns, while paratransit service must serve many origins and destinations in a dispersed pattern.

**Service Routes**

One concept which is being implemented in some communities as an alternative to traditional fixed-route or demand-response service is the service route. A service route is essentially a fixed route specifically designed to serve the elderly and disabled. Typically, a service route winds through residential neighborhoods with high concentrations of elderly and disabled persons in a pattern that passes within a block or two of all houses. It also directly serves important destinations, such as senior centers and commercial areas. The service provides a higher in-vehicle travel time and a longer wait for the bus than would normally be acceptable to the general public. The Bus (operating in Butte, Montana) and MET (in Billings, Montana) provide successful service routes to their local residents.

**Flexible-Route Service**

Another alternative is flexible-route service such as route deviation, flex routes, or checkpoint service. With flexible routes, vehicle dispatching and scheduling must be done carefully to ensure that vehicles are available to serve the designated stops at the scheduled times. To provide a reasonable amount of flexibility, a lenient definition of on-time performance is typically used. A reasonable policy for flexible-route service is a 10- to 15-minute window at each designated stop. Flexible-route service is used to expand the potential service area and is commonly used in low-density areas. The following sections detail the different types of flexible-route service that are commonly used.
Service Alternatives

Route Deviation
With route deviation, transit vehicles follow a specific route, but leave the route to serve demand-response origins and destinations. The vehicles are required to return to the designated route within one block of the point of deviation to ensure that all of the intersections along the route are served. The passengers on the bus may have a longer travel time than for fixed-route service and the service reliability is lower. However, the ADA-mandated complementary paratransit service is not necessary, since the bus can deviate from the route to pick up disabled passengers. Those customers that need the bus to deviate must make an advance reservation with the transit service up to 24 hours ahead of time. Advance reservations are needed so that the vehicles can be scheduled for pick-up and drop-off along the scheduled run.

Flex Route
Flex route is very similar to deviation service in that the transit vehicle follows a specific route, but leaves the route to serve demand-response origins and destinations. The difference is that, in the flex-route service, the vehicle must only return to the route before the next transit stop. The distance between transit stops will determine the size of the deviation that the vehicle could make. For flex-route service, the demand-response rider must make an advance reservation. The ADA-mandated complementary paratransit service is not necessary since the bus can deviate from the route to pick up disabled passengers.

Checkpoint Service
Under checkpoint service, the vehicles make periodic scheduled stops at centers of activity (such as program sites, shopping areas, or residential communities). Specific routes are not established between checkpoints, thereby allowing the vehicles to provide demand-response service and alleviating the need for the ADA-complementary paratransit service. Riders are picked up, typically at a reduced fare, at the checkpoints and are taken either to another checkpoint or to a demand-response specific destination. Service between the checkpoints does not require an advance reservation. However, service from any other location on a demand-
response basis requires an advance reservation so that the vehicles can be scheduled for pick-up and drop-off. Checkpoint service offers an advantage over route deviation because there is no specified route for the vehicles to use. Checkpoint service requires only that the vehicle arrive at the next checkpoint within the designated time window. TRPTA currently provides this type of service with the help of four checkpoint zones.

**Demand-Response Service**

Demand-response service, frequently termed dial-a-ride, is characterized as door-to-door transit service scheduled by a dispatcher. With demand-response service, advance reservations are typically required, although some immediate requests may be filled if time permits and if the service is particularly needed. TRPTA also operates a demand-response type of service in the Idaho Falls urbanized area and to the cities of Rexburg, Driggs, and Salmon.

The concept of demand-response service was originally developed in the early 1970s as an alternate form of public transportation for the general public. The original efforts proved to be more expensive than envisioned and did not attract the ridership that was forecast. As a result, demand-response service has been used in the United States almost exclusively for elderly and disabled passengers. However, many communities are beginning to recognize the advantages of demand-response service for low-density areas with low levels of transit demand. Improved technology has led to improvements in dispatching and scheduling, which has increased the efficiency of demand-response service and allows for real-time dispatching.
SERVICE ALTERNATIVES

Based on the information derived from the trip origins and destinations analysis of existing TRPTA patrons and input from TRPTA staff, the following service options are explored.

Route Deviation

TRPTA can provide a route-deviation service as illustrated in Figure V-1. The four routes as shown on the TRPTA route-deviation service are as follows:

- The Blue Route serves the area west of the Yellowstone Highway—the TRPTA transit center, Walmart, Riverside senior housing, City building, and the transfer stop at the Aquatic Center.
- The Green Route serves the central area of Idaho Falls around Eastern Idaho Technical College (EITC), Senior Center, DWI, and the two transfer stops—the Aquatic Center and the Grand Teton Mall.
- The Red Route serves the southern area of Idaho Falls—Eastern Idaho Regional Medical Center (EIRMC), Mountain View Hospital, Gem State Dialysis Center, Shopko, Albertsons, and the transfer stop at the Grand Teton Mall.
- The Yellow Route serves the northern area of Idaho Falls—Walmart on Hitt, Smith’s Food and Drug, WinCo Foods, and the two transfer stops—the Aquatic Center and the Grand Teton Mall.
Figure V-1
Route-Deviation Service

- Serves Multiple Routes
- Blue Route
- Blue Route Stops
- Yellow Route
- Yellow Route Stops
- Green Route
- Green Route Stops
- Red Route
- Red Route Stops
- 3/4 Mile Service Area

Idaho Falls
The modified TRPTA routes that would provide *route-deviation service* would result in the following operational costs, ridership estimates, and performance measures:

**Modified Blue Route-Deviation Service:**
- Annual Operating Cost: $107,701
- Annual Ridership: 12,961 one-way passenger trips
- Cost per Passenger: $8.30
- Passengers per Hour: 4.9

**Modified Green Route-Deviation Service:**
- Annual Operating Cost: $113,796
- Annual Ridership: 16,306 one-way passenger trips
- Cost per Passenger: $7.00
- Passengers per Hour: 6.2

**Modified Red Route-Deviation Service:**
- Annual Operating Cost: $114,754
- Annual Ridership: 10,995 one-way passenger trips
- Cost per Passenger: $10.40
- Passengers per Hour: 4.2

**Modified Yellow Route-Deviation Service:**
- Annual Operating Cost: $114,754
- Annual Ridership: 12,624 one-way passenger trips
- Cost per Passenger: $9.10
- Passengers per Hour: 4.8

The *route-deviation service* would result in the following operational costs, ridership estimates, and performance measures:
- Annual Operating Cost: $451,005
- Annual Ridership: 52,886 one-way passenger trips
- Cost per Passenger: $8.50
- Passengers per Hour: 5.0
Service Alternatives

As shown above, the operational cost for a route-deviation service will be lower than TRPTA’s current checkpoint service at $451,005 and has a higher ridership estimate of 52,886. This operational cost does not include the need for an employee who will determine ADA eligibility based on information provided by the applicant.

In this alternative, TRPTA can deviate on these route-deviation routes (up to three-quarters of a mile) only for Americans with Disability Act (ADA)-eligible riders. This will limit the deviations and increase the reliability of the service. ADA-eligible riders could be charged $0.75 for the first deviation and $0.50 for the second deviation in addition to the base fare of $1.25. A maximum fare of $2.50 can be charged for an ADA-eligible rider. If a driver is running late on a schedule, he can request that another TRPTA bus pick up a passenger.

Fixed-Route Service

Another alternative for TRPTA is to operate a fixed-route service. Figure V-2 illustrates the fixed-route system. The route structures are similar to the route deviation service with additional stops and destinations served. This option will further improve the reliability on the routes as buses will arrive at bus stops according to a set schedule. As shown, the four routes on the TRPTA fixed-route service are as follows:

- The Blue Route serves the area west of the Yellowstone Highway—the TRPTA transit center, Walmart, Riverside senior housing, City building, and the transfer stop at the Aquatic Center. The only difference from the proposed Blue route-deviation service is that it serves the airport and businesses on Skyline Drive.

- The Green Route serves the central area of Idaho Falls around Eastern Idaho Technical College (EITC), Senior Center, DWI, and the two transfer stops—the Aquatic Center and the Grand Teton Mall. The only difference from the proposed Green route-deviation service is that it serves the YMCA and Chamberlain Avenue.

- The Red Route serves the southern area of Idaho Falls—Eastern Idaho Regional Medical Center (EIRMC), Mountain View Hospital, Gem State Dialysis Center, Shopko, Albertsons, and the transfer stop at the Grand Teton Mall. The only difference from the proposed Red route-deviation service is that it serves the Elk Creek Apartments and Dr. Linliquist south of Sunnyside Road.
• The Yellow Route serves the northern area of Idaho Falls—Walmart on Hitt, Smith’s Food and Drug, WinCo Foods, and the two transfer stops—the Aquatic Center and the Grand Teton Mall. The only difference from the proposed Yellow route-deviation service is that it serves District 7 Health on Lincoln Road.

The modified TRPTA routes that would provide fixed-route service would result in the following operating costs, ridership estimates, and performance measures:

**Modified Blue Fixed-Route Service:**
- Annual Operating Cost: $120,676
- Annual Ridership: 17,063 one-way passenger trips
- Cost per Passenger: $7.10
- Passengers per Hour: 6.5

**Modified Green Fixed-Route Service:**
- Annual Operating Cost: $125,901
- Annual Ridership: 21,000 one-way passenger trips
- Cost per Passenger: $6.00
- Passengers per Hour: 8.0

**Modified Red Fixed-Route Service:**
- Annual Operating Cost: $125,901
- Annual Ridership: 15,750 one-way passenger trips
- Cost per Passenger: $8.00
- Passengers per Hour: 6.0

**Modified Yellow Fixed-Route Service:**
- Annual Operating Cost: $122,418
- Annual Ridership: 18,375 one-way passenger trips
- Cost per Passenger: $6.70
- Passengers per Hour: 7.0

This fixed-route service would result in the following operational costs, ridership estimates, and performance measures:
- Annual Operating Cost: $494,895
- Annual Ridership: 72,188 one-way passenger trips
Service Alternatives

- Cost per Passenger: $6.90
- Passengers per Hour: 6.9

As shown above, the operational cost for a fixed-route service, at $494,895, will be lower than TRPTA’s current checkpoint service and have a higher ridership estimate of 72,188. The operational cost does not include the need for an employee who will determine ADA eligibility based on information provided by the applicant.
Service Alternatives

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Since TRPTA has a demand-response service that serves the entire Idaho Falls urbanized area, the ADA requirement for complementary paratransit service would be met by use of the existing demand-response service. The TRPTA demand-response service for ADA-eligible patrons within the TRPTA fixed-route service area will be reduced to a one-way fare of $2.50 (the fare should not exceed twice the fare on the fixed-route service).

The above two options would not involve any change in operating costs as they will have the same number of buses and the same hours of operation. In both the above options, the buses will travel along the same streets both on the inbound and outbound trips. On both the route-deviation service and the fixed-route service, TRPTA should not provide any demand-response service for the general public within the three-quarter mile buffer of the TRPTA route-deviation/fixed-route service area.

**TRPTA Demand-Response Service in Ammon, Iona, and Ucon**

Residents of Ammon, Iona, and Ucon who would be picked up from specific locations in their communities and dropped off at the nearest TRPTA fixed-route/route-deviation service would be charged a lower fare of $1.50 rather than the regular $3.00 fare for demand-response service. There would be specific trip times designated where passengers in each community would be picked up/dropped off. There would be approximately three round-trips in each community—one trip in the morning, one trip during midday, and one trip in the evening.

In the City of Ammon the designated locations would include:

- Kmart
- Ammon Road and East 17th Street

In the City of Iona the designated locations would include:

- Iona City building (3548 North Main Street, Iona)
- 6-12 EZ Mart
- South end of Iona

In the City of Ucon the designated locations would include:

- US Post Office
Service Alternatives

- The church/Ucon Elementary School
- Stop-N-Go

This scheduled service would result in the following operational costs for Ammon:
  - Annual Operating Cost: $27,991

This scheduled service would result in the following operational costs for Iona:
  - Annual Operating Cost: $34,510

This scheduled service would result in the following operational costs for Ucon:
  - Annual Operating Cost: $49,462
CHAPTER VI
Preferred Service Option

PREFERRED SERVICE OPTION

This chapter describes the proposed fixed-route service to be provided by TRPTA. Figure VI-1 presents the preferred service option—fixed-route service—also shown in Chapter V. Tables VI-1 through VI-4 detail the draft schedules for the four fixed routes.

Description of Service

This fixed-route service would be consistent in its schedule and have the exact same time on the hour for each of the trips. The printed schedule would include both the outbound and the inbound trips and should clearly indicate the hours of operation or all the times for the service should be listed only at the major time points. As shown in the schedules (Tables VI-1 through VI-4) there should be at least six major time points listed on each route. All the other in-between stops should have a time range as opposed to a specific time. The final route timing will need to be modified by driving the actual routes with a bus. The service would be similar to the existing TRPTA checkpoint service and would be provided Monday through Friday from 7:00 a.m. to 6:00 p.m.

<table>
<thead>
<tr>
<th>Major Time Points/Locations</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRPTA Transit Center</td>
<td>:00</td>
</tr>
<tr>
<td>Airport</td>
<td>:07</td>
</tr>
<tr>
<td>Walmart</td>
<td>:17</td>
</tr>
<tr>
<td>Riverside Sr. Housing</td>
<td>:25</td>
</tr>
<tr>
<td>City Building</td>
<td>:27</td>
</tr>
<tr>
<td>Aquatic Center</td>
<td>:30</td>
</tr>
</tbody>
</table>
### Table VI-2
**Green Route Schedule on the Fixed-Route Service**

<table>
<thead>
<tr>
<th>Major Time Points/Locations</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Teton Mall</td>
<td>:00</td>
</tr>
<tr>
<td>EITC Ashment</td>
<td>:03</td>
</tr>
<tr>
<td>12th &amp; Hoopes Ave</td>
<td>:05</td>
</tr>
<tr>
<td>Hawthorne Elementary</td>
<td>:15</td>
</tr>
<tr>
<td>DWI</td>
<td>:22</td>
</tr>
<tr>
<td>Aquatic Center</td>
<td>:30</td>
</tr>
</tbody>
</table>

### Table VI-3
**Red Route Schedule on the Fixed-Route Service**

<table>
<thead>
<tr>
<th>Major Time Points/Locations</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Teton Mall</td>
<td>:00</td>
</tr>
<tr>
<td>EIRMC</td>
<td>:04</td>
</tr>
<tr>
<td>Dr Linquist</td>
<td>:06</td>
</tr>
<tr>
<td>Teton Medical</td>
<td>:14</td>
</tr>
<tr>
<td>Albertsons</td>
<td>:20</td>
</tr>
<tr>
<td>Aquatic Center</td>
<td>:26</td>
</tr>
</tbody>
</table>

### Table VI-4
**Yellow Route Schedule on the Fixed-Route Service**

<table>
<thead>
<tr>
<th>Major Time Points/Locations</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Teton Mall</td>
<td>:00</td>
</tr>
<tr>
<td>Walmart- Hitt</td>
<td>:03</td>
</tr>
<tr>
<td>Smith’s</td>
<td>:09</td>
</tr>
<tr>
<td>District 7 Health</td>
<td>:16</td>
</tr>
<tr>
<td>Post Office</td>
<td>:25</td>
</tr>
<tr>
<td>Aquatic Center</td>
<td>:30</td>
</tr>
</tbody>
</table>
Preferred Service Option

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RECOMMENDATIONS

ADA Paratransit Policies

TRPTA should follow the guidelines for ADA-paratransit-eligible people who could access services within the three-quarter-mile radius of the fixed route. The service days and hours should be consistent with the TRPTA fixed-route service. The ride time should be comparable in length to the ride time on the fixed route. The ride time on the ADA paratransit service should not exceed one-and-a-half times that of the fixed-route service. ADA-paratransit-eligible people should call at least the day before the scheduled trip. This ADA paratransit service can be provided on the existing TRPTA demand-response service.

The ADA allows transit agencies to charge ADA-eligible persons using the complementary paratransit service a maximum of twice the base fixed-route fare. Based on the proposed fixed-route fare of $1.25, TRPTA could charge as much as $2.50 for its ADA-eligible passengers on the TRPTA existing demand-response service.

TRPTA will be required by ADA regulations to provide ADA trips within plus or minus one hour of the customer's requested pick-up time. If trip capacity is not available within plus or minus one hour of a customer's requested pick-up time, an ADA trip denial will be recorded.

Based on demand for the ADA service, TRPTA may decide to do conditional/seasonal eligibility for people who cannot access or walk to the fixed route in winter.

TRPTA should create a separate brochure informing people about what ADA paratransit service is, eligibility and ways to apply for ADA service, customer guidelines, policies explaining scheduled pick-up time and window time, cancellation, no shows, and late cancellations.

It is important that TRPTA develop an ADA paratransit plan to show how it would comply with paratransit requirements of the ADA by including the policies described above. This paratransit plan should be approved by the Federal Transit Administration (FTA). Requirements for complying with federal regulations on ADA
Preferred Service Option

Paratransit services can be found at 49 CFR Part 37. Additional information can be found in *ADA Paratransit Handbook: Implementing the Complementary Paratransit Requirements of the Americans with Disabilities Act of 1990* (Urban Mass Transportation Administration, September 1991).

Other Policies

TRPTA should not provide demand-response services within the three-quarter-mile radius of the new fixed-route service. This is to encourage users to use the fixed-route service provided.

Also, TRPTA should encourage users who do not live near the fixed route (those who live outside the three-quarter-mile radius of the planned fixed routes) to access the fixed-route service. For example: If a rider calls from a location outside the three-quarter-mile radius of the fixed routes and would like to access the fixed-route service, a bus could link them from their origin to the nearest transfer point. A $2.50 one-way fare could be charged for those individuals needing service to the closest transfer point to access the fixed-route service. Transfer to fixed-route services should not be charged for that individual. This policy may also encourage demand-response patrons (living outside the three-quarter-mile radius of the planned fixed routes) to be taken to the nearest fixed-route transfer point and be charged $2.50 instead of the current $3.00. A similar policy would apply for residents of Ammon, Iona, and Ucon who would be picked up from a specific location in their communities and dropped off at the nearest TRPTA fixed-route/route-deviation service. The general public demand-response service (outside the three-quarter mile radius of the planned fixed routes) that would provide a door-to-door service would charge $4.50 instead of the current $3.00.

Proposed Fare Structure

The proposed fares are shown in Table VI-5.
<table>
<thead>
<tr>
<th>Fare Category</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Public Cash Fare (same as current)</td>
<td>$1.25</td>
</tr>
<tr>
<td>Senior, Students, and Disabled Cash Fare (same as current)</td>
<td>$0.60</td>
</tr>
<tr>
<td>Transfer Between Routes (same as current)</td>
<td>Free</td>
</tr>
<tr>
<td>Children Age 5 and Younger Accompanied by Adult (same as current)</td>
<td>Free</td>
</tr>
<tr>
<td>Americans With Disabilities Act (ADA) Eligible <em>(new)</em></td>
<td>$2.50</td>
</tr>
<tr>
<td>General Public (outside the three-quarter mile radius of the planned fixed routes) needing a trip to the nearest transfer point. Transfer to the fixed route would then be free. <em>(new)</em></td>
<td>$2.50</td>
</tr>
<tr>
<td>General Public Demand-Response Service (outside the three-quarter mile radius of the planned fixed routes) <em>(increase in fare)</em></td>
<td>$5.00</td>
</tr>
</tbody>
</table>

**TRPTA Transit Route Stops**

Currently, TRPTA operates a checkpoint service and stops at designated stops. While there is signage for most of the bus stops, there is no signage at businesses such as Albertsons, Shopko, Smiths Food and Drug Store, Walmart, the Aquatic Center, and the Grand Teton Mall. The bus stop signs should be attractive and easy to see. Designated bus stops throughout the community provide a number of advantages. They provide consistency for where passengers will be picked up or dropped off and they eliminate the need to stop every block, especially on arterials. Signing also provides visibility for the transit system and serves as a marketing tool. TRPTA should designate fixed stops on all major arterials and at major intersections. Several factors go into designing where stops should be placed. Designated stops can be spaced up to approximately one-quarter mile between stops. Stops farther apart increase bus travel speed on routes. However, a balance between route timing and ridership along the routes should be kept in mind when designing the placement of designated stops. The more stops, the lower the travel speed, but inversely, the possible higher number of riders. Factors to be considered include the spacing of cross streets, the availability of pedestrian access, and the location of major trip generators.
Preferred Service Option

At this time, numerous existing bus stop signs may need to be moved or removed. However, future demands may warrant the installation of new shelters throughout the system. At this time, no new shelters are required, but thought should be given to key locations for shelter placement. Advertising revenue can be generated from the stops and shelters as well.

Benches at TRPTA Bus Stops

Passenger amenities such as bus stops, shelters, and benches are significant elements in attracting public transportation users. ADA-compliant benches should be planned next to TRPTA bus stops in the Idaho Falls urbanized area, especially areas with high passenger activities and transfer stops located at the Idaho Falls Aquatic Center and the Grand Teton Mall. Passenger amenities including bus stops and benches should be located within the public right-of-way and should not impede vehicle/bus traffic, bicycles, or pedestrian flows. The number of passenger boardings at each stop is a good criterion recommended to determine the location of a bench.

Currently, in the Idaho Falls urbanized area there are benches that are not on bus routes or at bus stops. Patrons often think that these benches are TRPTA stops and wait at those locations for the bus. These benches add confusion to the location of TRPTA stops.

TRPTA Buses

Presently all TRPTA’s buses on the checkpoint service and demand-response service look the same. The primary advantage of uniformity relates to maintenance and repairs, as it is simpler and cheaper to acquire and keep a parts inventory. It also makes vehicles interchangeable and reduces the need for spares. TRPTA has a spare ratio that allows TRPTA’s buses that would provide the fixed-route service to look different from the ADA paratransit/demand-response service. This would avoid confusion for patrons who are waiting at a fixed-route stop and see a TRPTA bus that is providing ADA paratransit service that does not stop at the fixed-route stop where they are waiting.
IMPACT ON THE EXISTING TRPTA DEMAND-RESPONSE SERVICE

With the proposed ADA paratransit service which would be available only for ADA-paratransit-eligible people, the existing TRPTA demand-response service will be converted into a ADA paratransit service within the three-quarter mile radius of the fixed-route. This will greatly reduce the rides on the existing demand-response service that has been currently open to the general public. This will reduce the need for the existing TRPTA demand-response service. There will be an estimated 15 percent decrease in the number of rides on TRPTA’s existing demand-response service. A 15 percent decrease in vehicle-hours and vehicle-miles is assumed for the proposed ADA paratransit/demand-response service. This will result in cost savings due to reduction in the number of vehicle-hours and vehicle-miles.

- Existing Demand-Response Service = $729,091
- Estimated Cost for the ADA Paratransit Service/Demand-Response Service (assuming a 15 percent decrease in vehicle-hours and vehicle-miles) = $619,728
- Estimated Cost Savings = $109,364

TRPTA’S BUDGET IMPLICATIONS DUE TO MEDICAID

Presently, TRPTA has a Medicaid contract with the Medicaid broker American Medical Response (AMR). TRPTA charges AMR a contracted rate for Medicaid passengers. With the change to fixed-route and ADA paratransit service for the three-quarter-mile buffer radius of each fixed route, a lot of Medicaid passengers will not be eligible for ADA paratransit services. They may start riding the new TRPTA fixed-route service. The broker may then reimburse passengers the fixed-route fare as opposed to giving TRPTA a contracted fare. This will greatly reduce the Medicaid revenue for TRPTA and their local match for FTA Section 5307 program. It is estimated that 45 percent of Medicaid riders who use wheelchairs would be eligible on the ADA paratransit service. This percentage does not take into account seniors and people with disabilities without a wheelchair who may be eligible to use the ADA paratransit service, some of whom may be eligible due to physical/mental impairment or a conditional/seasonal eligibility on the ADA paratransit service in winter. It is assumed that 55 percent of Medicaid funding could possibly be lost in the Idaho Falls urbanized area because the Medicaid broker could choose to reimburse the passenger a fare rather than offer a
Preferred Service Option

contracted rate with TRPTA. Please note that the Medicaid broker could choose to reimburse passenger fares irrespective of whether TRPTA modified its checkpoint service to a fixed-route/ADA paratransit service or whether TRPTA continued its existing checkpoint/demand-response service. TRPTA’s loss of Medicaid funding (Idaho Falls urbanized area) would also mean a loss of 5307 funding, since TRPTA uses Medicaid contracts as local match for 5307.

TPRTA’s total annual loss (Medicaid and 5307 funding) = $275,310

TRPTA’s budget in the urbanized area would then be $953,903, a reduction of approximately 25 percent, which in turn would affect the services provided by TRPTA in the Idaho Falls urbanized area.

FTA Section 5307 Funding

TRPTA receives approximately $591,800 annually from FTA Section 5307 funding. Operational assistance, capital improvements, and planning are eligible expenses under this funding source. The amount of 5307 funding available to TRPTA annually is approximately $950,000. Thus, approximately $360,000 of funding has not been used by TRPTA because they do not have local match. The City of Idaho Falls could provide funds for capital improvements such as sidewalk improvements at an 80/20 matching rate where the City would fund 20 percent of these improvements and the FTA would fund the remaining 80 percent. These sidewalk improvements would then benefit both the community of Idaho Falls and improve people’s access to TRPTA services. The sidewalk improvements for pedestrian access to TRPTA bus stops are outlined in the section below. An example of how the City could benefit and TRPTA funding could be increased is based on having a City budget of $100,000 to improve sidewalks. If the City uses $20,000 of that line item and is matched by $80,000 from FTA, the full improvements are made and the City will have spent $20,000. If the remaining $80,000 is directed to TRPTA for transit operating services, that will match an additional $80,000 in FTA funds for operating, thereby increasing the TRPTA operating budget by $160,000 at no additional cost to the City. This approach will work as long as TRPTA is not using all of the FTA Section 5307 funds allocated to the Idaho Falls urbanized area. The City could also fund TRPTA’s transit operations
at a higher level and improve TRPTA’s services. For every $1 of local funds, there could be $2 worth of services.

IMPROVEMENTS FOR PEDESTRIAN ACCESS

At TRPTA bus stops, it is important to make improvements for pedestrian access so that TRPTA stops are accessible. It is important for a bus patron to travel to and from each bus stop to their final destination. The connectivity to these stops is vital to allow disabled bus patrons access both to TRPTA stops as well as their final destination. This section provides a general discussion of the planning considerations and standards that must be addressed as part of the needed improvements for pedestrian access. This section discusses the following:

- Pedestrian Access Ways
- Bus Stop Placement
- Bus Stop Spacing

Pedestrian Access Ways

Pedestrian access ways affect the safety, comfort, and convenience of bus patrons. Well-planned access ways to bus stops are critical to passengers as all bus passengers are also pedestrians. Access must be provided for those pedestrians with disabilities according to the ADA and US Access Board. Access, however, is not strictly limited to the bus stop waiting area, but also the access to that waiting area. Adequate sidewalks must be provided which connect to waiting areas for passengers, especially those in wheelchairs, who may not be able to reach a waiting area.

Sidewalks and Curbs

Access to and from bus stops should be clearly defined and as direct as possible. Surfaces should be non-slip, well-drained, and constructed of concrete, or similar materials. Abrupt changes in grade should be avoided, and according to the US Access Board, changes in grade from 8.33 percent to 10 percent may preclude independent use of a curb ramp. According to the Access Board:

"Sidewalks are walkways that parallel a street or highway within the roadway border width. The term generally implies a separated
Preferred Service Option

(horizontally and/or vertically) and paved surface. Sidewalks in the public right-of-way most commonly border and take the slope of adjacent roadways. Shared-use paths may also serve a pedestrian circulation/transportation function, particularly in suburban and rural rights-of-way. Where such a route is located in a public right-of-way and provides a direct pedestrian connection between neighborhoods, residential areas, schools, employment centers, and other origins and destinations, it must be accessible."

Walkway width recommendations in current transportation industry guidelines generally exceed the 36-inch minimum needed for accessible travel. The Institute of Transportation Engineers (ITE), in its 1998 recommended practice publication Design and Safety of Pedestrian Facilities, recommends planning sidewalks that are a minimum of five feet wide with a planting strip of two feet in residential and commercial areas. AASHTO’s "Green Book" recommends a minimum paved width of approximately 10 feet for shared-use paths.

All sidewalks should be equipped with wheelchair ramps (curb-cuts) at all intersections. Sidewalks should be well-lit to provide an acceptable level of safety and security. When possible, the construction or major repair of sidewalks should be coordinated with roadway improvements.

Cross Slopes

Excessive cross slope is a major barrier to travel along sidewalks for pedestrians who use wheelchairs and scooters. Sidewalk cross slope should be limited to 1:48 (two percent). Pedestrians who use manual wheelchairs and walking aids must expend additional effort to counteract the effects of cross slope. This is particularly difficult when the sidewalk running slope is steep. A wheelchair or walker needs a planar surface for travel. Where a drive wheel, caster, or leg tip loses contact with the surface, control and stability are at risk. Not only can this cause a risk of tipping, the undue stress on wheel bearings and drive motors can be a costly expense to individuals. Figure VI-2 illustrates the problematic issues with excessive cross slopes.
Walled Residential Areas

Walled communities are becoming more and more prevalent in the design of modern subdivisions. These subdivisions limit the access to the areas by prohibiting at least vehicular traffic from entering and exiting at numerous locations. However, these walled residential areas can allow more pedestrian entries in and out of the area to provide more access specifically for pedestrian movements. These types of developments generally create barriers to bus stop access and increase the time required to travel to a stop. It is necessary that transit coordi-
Preferred Service Option

nators work with local developers and planners to ensure subdivision guidelines are followed and to ensure local residents have adequate access to a bus stop. Research has consistently shown that most passengers are not willing to walk more than one-quarter mile to reach a bus stop. Poor coordination between bus stops around walled communities can all but eliminate potential ridership.

Idaho Falls has many areas like the area south of Sunnyside Road that are characterized by fences between developments and neighbors. These barriers must be carefully planned so that at least pedestrian ways are allowed and placed throughout the barriers so that no development is completely enclosed. The main point of the walled communities is to minimize unnecessary vehicle traffic and to incorporate a sense of place and community. While this is vitally important to those who reside in the area, it is also important to realize and understand the connectivity of the pedestrian network. Figure VI-3 illustrates examples of recommended and not recommended methods of providing bus stop access from a walled residential area.
Figure VI-3

Examples of Recommended and Not Recommended Bus Stop Access From a Walled Residential Area
Source: TCRP Report 19, Guidelines for the Location and Design of Bus Stops

Examples of Recommended and Not Recommended Bus Stop Access in a Rural Area
Source: TCRP Report 19, Guidelines for the Location and Design of Bus Stops

WALLED RESIDENTIAL ACCESS & RURAL ACCESS
Preferred Service Option

Bus Stop Placement

The decision regarding the placement and spacing of bus stops and their amenities needs to be carefully analyzed to ensure that placement meets the needs of residents and patrons. This should be based upon passenger requirements, services provided, and the interaction of stopped buses with traffic.

Industry Standards

Standards for bus stops include, but are not limited, to the following:

• Stops should meet minimum ADA Standards. Minimum ADA dimensions for bus stop design are provided in Figure VI-4, although the three-foot sidewalk width should be increased to five feet.

• Bus parking pads should be a minimum of eight feet in width, preferably ten feet. Stop pads should be constructed of concrete, especially if they are served by four or more buses per hour. Currently, the Aquatic Center may be the only one served at this high a frequency. However, concrete surfaces may have a longer life cycle than asphalt.

• If asphalt is to be used, a minimum of three inches of asphalt over a minimum of five inches of base materials is recommended. Concrete bus pads should be a minimum of eight inches of reinforced concrete.

• Curb heights should be no less than four inches and no more than eight inches to minimize passenger falls when alighting from a bus.

• A minimum horizontal clearance of two feet should be provided between the curb and any obstruction (bench/sign).
Figure VI-4

ADA Minimum Dimensions of a Passenger Loading Pad and Shelter

10’ Typ.

6’-8” Min.
Minimum Clear Floor Area
(2’-6” Wide by 4’ Dept)
Entirely within Perimeter
of Shelter to Permit Wheelchair
or Mobility Aid User Access

2’-8” Min.

8” Min.

3’ Sidewalk

5’x8’ Wheelchair Pad

SOURCE: TCRP REPORT 19, GUIDELINES FOR THE LOCATION AND DESIGN OF BUS STOPS

ADA MINIMUM BUS STOP REQUIREMENTS
Preferred Service Option

Roadway Configurations

A number of roadway configurations can be used for bus stops.

- Curb-side stop: A curb-side stop is a bus stop without any alterations to the existing roadway configuration.
- Bus bays: A bus bay is a stop that is specially designed to allow the bus to pull out of the traffic lane. An acceleration/deceleration lane is included.
- Open bus bays: A bus bay that utilizes an adjacent cross street for one or both acceleration/deceleration lanes.
- Nub: A curb extension the length of a bus built into a parking lane, specially designed for buses to stop without having to pull out of and into travel lanes.

Figure VI-5 illustrates these roadway configuration principles clearly. The current standards should be evaluated on the basis of design speed of the roadway and passenger activity. The adopted standards represent the minimum taper lengths. Based upon the roadway speeds, it is likely these tapers are not long enough.

Placement of Amenities

Passenger amenities should be located within the public right-of-way (ROW) and should not impede pedestrian flows. Amenities must meet ADA requirements for passenger boarding pads and shelters.
Figure VI-5

**URBAN ENVIRONMENT**

- **120’**
- **30’**
- **6’ SIDEWALK**

**SOURCE:** Transit Design Standards and Guidelines, Grand Junction/Mesa County MPO

**FAR-SIDE TURNOUT**

- **BERTH AREA**
- **DEPARTURE TAPER**

**MID-BLOCK TURNOUT**

- **APPROACH TAPER**
- **BERTH AREA**
- **DEPARTURE TAPER**

**NEAR-SIDE TURNOUT**

- **APPROACH TAPER**
- **BERTH AREA**

**FAR-SIDE, MID BLOCK, AND NEAR SIDE TURNOUT REQUIREMENTS**

**Bus Pullout Design**
Bus Stop Spacing

Carefully placed stops have the potential to improve bus service for patrons. Bus stop spacing can range from 300 to 1,000 feet in Central Business Districts (CBD) or from 650 to 2,600 feet in rural areas. Typical spacing standards are established by each transit agency, but should be evaluated regularly to determine if the spacing is adequate or changes need to be made.

Spacing Standards

Currently, the standard of one-quarter mile (1,250 to 1,300 feet) in the Idaho Falls area is used as the minimum bus stop placement standard. Table VI-6 provides typical bus stop spacing standards. As shown, bus stop spacing in the Idaho Falls area is consistent with typical spacings for rural areas. However, some areas may need to have decreased spacing between stops. This should be evaluated in more detail to determine if the spacing is adequate for residents’ needs. Also, determining the level of pedestrian access to these stops is an important function in spacing. It would not make sense to have stops every 800 feet if there are no adequate pedestrian facilities to access these stops. Figure VI-6 illustrates the recommended spacing.

<table>
<thead>
<tr>
<th>Table VI-6</th>
<th>Typical Bus Stop Spacing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Land Use</strong></td>
<td><strong>Range of Spacing</strong></td>
</tr>
<tr>
<td>Central Business District</td>
<td>300 to 1,000 feet</td>
</tr>
<tr>
<td>Urban Areas</td>
<td>500 to 1,200 feet</td>
</tr>
<tr>
<td>Suburban Areas</td>
<td>600 to 2,500 feet</td>
</tr>
<tr>
<td>Rural Areas</td>
<td>650 to 2,640 feet</td>
</tr>
</tbody>
</table>

*Source: TCRP Report 19, Guidelines for the Location and Design of Bus Stops.*
Figure VI-6

CBD CENTRAL CORE AREAS

OTHER URBAN AREAS

SUBURBAN AREAS

RURAL AREAS

RECOMMENDED BUS STOP SPACING
IMPACT ON TRPTA FROM LOSS OF CITY FUNDING

This section discusses what would happen if the City of Idaho Falls decided not to fund the service. With a loss of Medicaid revenue (as discussed above), TRPTA will get a much smaller portion of FTA 5307 funding. With a loss of local match from the City of Idaho Falls, TRPTA will not be able to continue operating. The next possible steps for TRPTA would be to not operate a public transit service but operate a few buses that would provide Medicaid trips solely using Medicaid funds. TRPTA would not be eligible for any FTA 5307 funding as it would no longer be a general public transit service.

From a 2006 onboard interview of 40 TRPTA riders, the majority of these respondents (79 percent) were transit-dependent. These transit riders generally use the system to travel to work and shopping, they have no access to a vehicle and no driver’s license. This translates to approximately 63,000 one-way trips. From the onboard interview it was estimated that each rider takes 3.5 round-trips per week or seven one-way trips per week. This translates to 173 people who are dependent on TRPTA and will have no way to access jobs and/or services in the community.

MARKETING PROGRAM

Marketing programs can be one of the most overlooked components of providing transit services. The marketing of any service is dependent upon providing a quality product or service. This chapter details developing a sound system identity as well as recommends a marketing and promotion program for the existing services and the newly planned fixed-route service. Marketing functions influence every aspect of a transit system, from the way the telephone is answered to the color of the vehicles. The following marketing plan provides steps to develop a positive environment and image for TRPTA.

A strategic marketing plan can be a very effective tool in making transit service successful. Many factors can affect the success of marketing efforts, primarily the resources available to accomplish the objectives and strategies appropriate for a system of this size. The strongest marketing which can be done is to offer efficient and convenient transit service. The next logical step is to develop strategies that
can realistically be accomplished with limited staff and financial resources. One such strategy is the design of brochures (with the new fixed-route service and the ADA paratransit service incorporated) to be distributed to patrons and placed at key locations. Some of the key locations are hospitals and medical facilities such as the Eastern Idaho Regional Medical Center (EIRMC), Mountain View Hospital, Heart Institute, Gem State Regional Dialysis, the TRPTA office, the Senior Center, businesses/agencies and transfer stations at the Grand Teton Mall, Aquatic Center, Walmart, Albertsons, the Department of Labor, and other businesses/agencies that are served by TRPTA. The brochure must convey the message that the bus service is a **reliable and consistent transportation alternative**, and can be used by anyone in the area. This brochure should be designed around the concept of attracting new transit ridership.

**Develop Marketing/Promotional Materials**

Marketing and promotional materials will be needed to publicize the new type of service to be offered by TRPTA. The best marketing that can be done is to provide services that people want. Many of the actions discussed in this section are a part of marketing. Providing high-quality service is an element of marketing because it provides a desirable service to those who will use it. In order to provide good service, it is essential to have information which may be used by management for evaluation of the service and continuous improvement of that service. Several specific promotion activities have been identified that will enhance the overall implementation and marketing efforts.

Brochures should describe the services and include a map of the area to be served. The brochures should include the schedule with times shown for each designated stop. The brochure should also describe the ADA paratransit feature of the service and how to request a ride on that service. The brochure should be attractive and informative.

Posters and signs should be prepared which may be displayed in businesses, places of employment, hospitals, and community bulletin boards. The signs or posters should provide a brief description of the service with a source such as a phone number and a website to obtain more information.
**Preferred Service Option**

Announcements should be made through local media such as newspapers and radio. Articles should be written and submitted to the local news media describing the new service with information about when the service will start, why it is being provided, what people must do to use the service, and any other information of general interest.

TRPTA should work with the local newspaper to provide periodic human interest stories. Human interest stories can be used to reinforce the benefit of transit service for the community. Examples of good stories would be individuals who are able to work or attend school because of the availability of public transportation. Another example is someone with a disability who is able to make a contribution in the community because of public transportation or who is able to obtain medical treatment because of the new fixed-route service.

Recent research has cataloged marketing efforts that have helped transit systems around the country increase their public exposure and their ridership, and some of these successful initiatives may be useful for implementing TRPTA’s fixed-route service. Many systems have found print advertising (e.g., newspapers, flyers, and direct mail) to be the most effective use of advertising dollars. Examples of successful marketing strategies are listed below.

- **Color Coding:** TRPTA has four color-coded routes—Red, Blue, Green, and Yellow—and should use those four colors in the advertising of their routes on their bus stops, brochures, buses, display on the front panel of the bus, and through a large colored strip that goes around the bus. The fixed-route buses should be clearly distinguished from the ADA paratransit service/demand-response buses so as not to confuse fixed-route passengers who may be waiting at a particular bus stop when a demand-response bus passes by.

  For bus stop signs, a colored dot on the bus stop sign could indicate whether it is served by a particular route. For example, a bus stop sign with a green and a yellow dot could indicate that the bus stop is served by the Yellow and Green routes. This color coding system will also help passengers who are not familiar with the area to get around even if English is not their first language.

- **Volunteers to Assist Potential Riders:** Under this program, a volunteer could be used to explain the working of the transit system to the potential patron and to accompany the person on a round-trip ride. Such programs have resulted in a newfound independence for residents, particularly elderly persons and
persons with disabilities who are now able to travel throughout the community without relying on friends and family to provide them with mobility.

- **Publish transit schedules and service hours in the newspaper:** Publication of the transit schedule and basic information about the system in the local newspaper twice a year would be a cost-effective way to ensure that residents of the community are familiar with the transit service. The newspaper may agree to print the schedule as a public service. Alternatively, some systems have covered the cost of such an initiative through a reciprocal agreement to carry advertising for the newspaper on the buses. Coupons for free rides on the transit system may be published occasionally in the local newspapers.

- **Free-Ride Promotions:** Since TRPTA is changing from a checkpoint service to a fixed-route service, a free-ride promotion would help users transition to this new service and help new riders learn how to use the service. This free-ride promotion could be as short as one day or a week to as long as one month. The free ride needs to be publicized as “Try Transit Day/Week/Month.” This free-ride promotion is intended to entice individuals to try transit, with the hope that they may use it on a regular basis. This may help raise the image and build support for TRPTA. Many people may get used to getting to work on the bus and may choose to use TRPTA service on a regular basis.

**Timing**

Brochures, signs, and posters should be prepared one month prior to implementation. Signs and posters should be displayed one month before beginning the service with information about the start date. Speaking engagements should begin immediately to develop support for the service.

**Business Outreach**

A business outreach program is included in the marketing vision as it represents an effective advertising tool as well as potential financial backing through local businesses and employers. An outreach program should be planned, implemented, and responsive to employer/employee/business/user feedback. This program can entail activities such as the following:

- Employer/employee on service needs.
- Partnerships with local businesses/employees to help meet employment transit demand.
- Outreach to local radio and/or newspapers for discounted advertisements.
Preferred Service Option

These are just a few outreach ideas that the service could choose to implement. An outreach program need only be a list of ideas that could potentially be implemented to form future partnerships within the communities.

FUTURE SERVICE ENHANCEMENTS

The BMPO Short-Range Transit Plan prepared in 2006 recommended a number of service enhancements. The long-term enhancements have not been implemented, but remain a part of the longer-term vision for transit services and the goals presented in Chapter IV. The specific recommendations may be reviewed in the BMPO Short-Range Transit Plan.

Evening Service

The evening transit service would expand the daily operating hours from 6:00 to 9:00 p.m. Monday through Friday. This will add an additional 27 revenue-hours per day, for a total of 6,885 revenue-hours per year. No additional fleet vehicles would be needed for the evening transit service.

Commuter Service

Commuter service would operate two regional routes to link the rural communities with Idaho Falls. The commuter service is designed to operate during the morning and evening peak hours for nine daily revenue-hours, or 2,295 annual revenue-hours. Based on the estimated number of riders, the commuter service could start with vanpools. As the number of riders increases, traditional transit buses could be implemented. If the commuter service was operated as a vanpool as part of the rideshare program, the operating cost would be a part of the rideshare program costs. One additional vehicle would be needed for the commuter service.

Increased Service Frequency

The recommended fixed-route service will operate with a 60-minute frequency. A future enhancement called for in the previous plan and the goals for transit is to increase the frequency of service so that buses operate every 30 minutes. This will require a significant increase in the operating budget and will require purchase of additional vehicles.
Service Expansion

Future expansion of the fixed-route service would include routes serving Iona and Ammon. These additional routes will require additional vehicles and increased operating funds.
Q11. Based on your knowledge and experience, please list places or destinations in the Idaho Falls urbanized area that should be accessible via public transportation.

- 12th/Hoopes, Winco, Senior Citizen Center, Development Workshop, Mountain View Hospital, Elk Creek Apts. Mtn Falls Apts., Fred Meyer, Dept. of Labor, Washington Pkwy.
- All of 17th, all of Sunnyside, all Walmarts, all schools, doctor offices, hospitals, Ammon!!
- Development Workshop.
- Doctor, dentist, grocery store, church, work.
- Elk Creek.
- Fred Meyer, DMV, Dept. of Labor.
- Fred Meyer, Winco.
- From County Road to downtown Senior Center.
- Grocery stores, malls, doctor offices.
- Grocery stores, malls, doctor offices, banks, employment groups.
- Grocery stores, Walmart, entertainment, mall, hospital, assisted living/elderly homes.
- ISU Campus, Skyline High School, Hillcrest High School, Kmart, Fred Meyer, Reeds Dairy, Melaleuca, Tauthaus Park, Walgreens (Ammon).
- Kmart, Fred Meyer, Winco, Post Office, Senior Center, Courthouse.
- Monthly shopping in Idaho Falls.
- Parks, churches, schools, mall, other businesses.
- Senior Citizens Center.
- Skyline-Tulane; Lomax-Freeman.
- Stores, hair/nail shops, doctor office, theaters.
- Sunnyside.
- Target, Kmart, Fred Meyer, Dedricks.
- Target, Kmart, TJ Maxx, movie theater on Friday nights.
- Temple.
• Winco IF Library, IF Downtown, Target, mall, Walmart.
• Winco, Kmart, Target, Walgreens, Fred Meyer.
• Winco, zoo, ISU, 17th St from Yellowstone to Ammon Road.
Unmet Needs

Q12. Please identify other public transportation needs you feel are not being met and/or how TRPTA meet those needs. You may attach additional information.

• As a substitute teacher, I need to be able to rely on TRPTA service in school districts 91 (IF) and 93 (Ammon).
• Be on time.
• Bus on Saturday/Sunday.
• Bus stops closer together (every 1/4 mile).
• Do away with deviations so routes can stay on schedule.
• Each company should have accessible vehicles!
• Evening routes for working people.
• Evening service.
• Green Route - 12th/Hoops; delete Oxford stop; Yellow Route - add Peppertree and Winco stops; Blue Route - delete Saturn Loop and add McDonalds and airport stops; Add route for north borders Lincoln Rd Homes to Ammon Rd stopping at Fred Meyers, Dept. of Labor, and Maverick, then down Ammon to 17th St to mall. Also consider southern route from Yellowstone to Hitt/ Sunnyside.
• Holiday service for specific needs such as dialysis.
• More routes that include Ammon to downtown Idaho Falls.
• Need more bus stops on current routes.
• Pick-up time around 4:30 p.m.
• Reserved service limited because of scheduling and bus availability. I would ride more if I could.
• Saturday service.
• Sometimes late, sometimes dispatch doesn’t understand me.
• Weekend service.
• When I needed help to get my daughter to school/work, TRPTA came to my rescue, so I’m happy.
IONA TRANSPORTATION SURVEY

Please return by July 18, 2012

Iona Resident,

Please take a few minutes to answer the following questions about your personal/household transportation needs. Your answers will help the City of Iona and Targhee Regional Public Transportation Authority (TRPTA) better serve the transportation needs of Iona residents.

1. Do you think there is need for a transit system in the Iona area? (check only one)
   ☐ Yes, for the general public    ☐ Yes, but only for the poor, elderly, and disabled
   ☐ No                         ☐ Don’t know

2. Please list places or possible bus stop locations in Iona that you or a member of your household would like TRPTA to serve.

   Place/possible bus stop ______________ Address/ Intersection_____________________

   (Example: N. Main Street and Hansen Ave, Iona)

   Place/possible bus stop ______________ Address/ Intersection_____________________

3. What do you think the days of operation should be? (check all that apply)
   ☐ Monday    ☐ Tuesday    ☐ Wednesday    ☐ Thursday
   ☐ Friday    ☐ Saturday    ☐ Sunday

4. What should the hours of transportation be? (check all that apply)
   ☐ Early morning (6-8 a.m.)    ☐ Morning (8-10 a.m.)    ☐ Mid-morning (10 a.m.-noon)
   ☐ Afternoon (noon-2 p.m.)    ☐ Mid-afternoon (2-4 p.m.)
   ☐ Evening (4-6 p.m.)         ☐ Late evening (6-8 p.m.)
   ☐ Other (please specify): __________________to__________________

5. Additional Comments:

Please return completed surveys to:
Iona Survey Additional Comments

• Whenever -- twice a day would be great!
• Poor/elderly/disabled should call for service when needed. This could be OK for public if enough have a need. I think most people drive.
• I was thinking of someone who would need help getting from Iona to town (Idaho Falls) that couldn’t drive and return to Iona.
• Like the idea - not sure of the need! Running from RxBiblo (?) to Iona on weekends could be useful for college students.
• For it to work for me, I’d have to be able to ride to and from downtown Idaho Falls night and morning.
• A good idea for our community.
• 1-2X/week. I think it would help those who can’t drive.
• I don’t have a need. What does the poor/elderly/disabled group say?
(This page intentionally left blank.)
Ucon Resident,

Please take a few minutes to answer the following questions about your personal/household transportation needs. Your answers will help the City of Ucon and Targhee Regional Public Transportation Authority (TRPTA) better serve the transportation needs of Ucon residents.

1. Do you think there is need for a transit system in the Ucon area? (check only one)
   ☐ Yes, for the general public  ☐ Yes, but only for the poor, elderly, and disabled
   ☐ No  ☐ Don't know

2. Please list places or possible bus stop locations in Ucon that you or a member of your household would like TRPTA to serve.
   Place/possible bus stop ___________________ Address/ Intersection______________________
   (Example: Broadway Street and 41st Street E, Ucon)
   Place/possible bus stop ___________________ Address/ Intersection______________________

3. What do you think the days of operation should be? (check all that apply)
   ☐ Monday  ☐ Tuesday  ☐ Wednesday  ☐ Thursday
   ☐ Friday  ☐ Saturday  ☐ Sunday

4. What should the hours of transportation be? (check all that apply)
   ☐ Early morning (6-8 a.m.)  ☐ Morning (8-10 a.m.)  ☐ Mid-morning (10 a.m.-noon)
   ☐ Afternoon (noon-2 p.m.)  ☐ Mid-afternoon (2-4 p.m.)
   ☐ Evening (4-6 p.m.)  ☐ Late evening (6-8 p.m.)
   ☐ Other (please specify): __________________________to __________________________

5. Additional Comments:

Please return completed surveys to:
Ucon Survey Additional Comments

- If serving only elderly, they will need pick-up at their door!!
- What is the cost? Even if it is "free," someone is paying for this service -- who buys the gas? We like our cars so much to get to specific business, I wonder if it is practical for us. I'm sure some would use it after we learned the routes and times, but I suspect it would be few!
- I need more information before commenting: Where does it go? How about the return trip? Cost (cash, card, etc.)? Do you call for ride or is it pre-scheduled?
- How much will we be taxed for it? Will it be a use fee?
- Taxpayers are burdened enough. If you're going to provide public transportation, you better find somewhere else to cut.
- These addresses are around Miller Country Estates and don't know if they qualify in the "Ucon area." I based my answers if I was in need of transportation.
- Need: 1) education about it; 2) advertisement; 3) consistency.
- I would think morning to Idaho Falls and afternoon back to Ucon.
- Depends on cost. If system can't self-sustain, it should go away. Depends on stop locations in town. It could be interesting if they can go to IF and back on $5, then it could work to commute to INL bus or work.
- For me, because I'm 91, it would be nice. However, I don't know enough about the situation here to know if it's needed or what the cost would be. Thanks for thinking about it.
- I think we need to know how many people need transportation. Based on that, we can choose.
(This page intentionally left blank.)
Ammon Resident,

Please take a few minutes to answer the following questions about your personal/household transportation needs. Your answers will help the City of Ammon and Targhee Regional Public Transportation Authority (TRPTA) better serve the transportation needs of Ammon residents.

1. Do you think there is need for a transit system in the Ammon area? (check only one)
   ☐ Yes, for the general public   ☐ Yes, but only for the poor, elderly, and disabled
   ☐ No   ☐ Don't know

2. Please list places or possible bus stop locations in Ammon that you or a member of your household would like TRPTA to serve.

   Place/possible bus stop ______________ Address/ Intersection_______________________
   (Example: Ammon Road and E. 17th Street, Ammon)

   Place/possible bus stop ______________ Address/ Intersection_______________________

3. What do you think the days of operation should be? (check all that apply)
   ☐ Monday       ☐ Tuesday       ☐ Wednesday       ☐ Thursday
   ☐ Friday       ☐ Saturday       ☐ Sunday

4. What should the hours of transportation be? (check all that apply)
   ☐ Early morning (6-8 a.m.)   ☐ Morning (8-10 a.m.)   ☐ Mid-morning (10 a.m.-noon)
   ☐ Afternoon (noon-2 p.m.)   ☐ Mid-afternoon (2-4 p.m.)
   ☐ Evening (4-6 p.m.)   ☐ Late evening (6-8 p.m.)
   ☐ Other (please specify): ___________________________ to ___________________________

5. Additional Comments:

Please return completed surveys to:
Ammon Survey Additional Comments

- Passes should be issued. Elderly and disabled free. General public should pay a fee.
- Utility bills are already too high in Ammon. The cost of a general transit system in Ammon without an associated system in Idaho Falls would be expensive and it would serve no purpose.
- 17th St. East of Ammon Road is too dangerous to walk. Ammon Road from 17th to 1st hasn't any sidewalks. All these new housing areas need access to transportation.
- We do not feel we can answer this survey as you did not say how this would be funded.
- Expenses here have increased quite enough! It is time to let people be responsible for themselves. There are plenty of alternatives for elderly—family for instance—neighbors, friends. It's not cost smart.
- No! No need! Don't want to pay more taxes for it!!!
- Stops at all major grocery stores, gas stations, post office, the mall, etc.
- Why don't you work on getting a post office in Ammon?
- I think it would be nice to be able to call if needed. You never know when car is in the garage.
- Drivers can decide bus stops.
- I really don't know because I won't be interested for now. Thanks.
- Instead of a transit system, it would be nice to install traffic lights at the intersections of Ammon/1st and Ammon/Lincoln Road.
- No more expenses set on our backs!!!
- At this point I have my own car and I don't know how many others would use it, but they need to have a way to get around.
- Lynne Seymore and TRPTA think that this area has to have this service just because larger cities do. It is highly impractical for this area. Just look at how empty the TRPTA buses in IF are right now. Federal funds are what subsidize this service. My tax dollars. Just to "keep up with the Jones's" Not needed!
- We're 77 yrs old and my husband won't be driving much longer. It is very important to be able to have transportation to be independent.
- There is a bus that stops on Stonegate, about 1/2 way down. I have seen this bus several times often wait to Sunnyside and back.
- Dismantle TRPTA! TRPTA is a total government boondoggle. The buses I see are almost always empty! What a waste of money!
- We need stop lights at 1st/Ammon before transit system.
• This is not a self-sufficient program. Ammon residents should not be asked to subsidize that which benefits a very small portion of our population. The fees charged to live in Ammon are already too high.

• Is TRPTA subsidized by taxes on the local, state, or federal levels? Or all three methods of tax collections?

• No one at our house is in need of public transportation.

• At this point in time, transportation needs are not on our radar. Nobody in our household is in need of TRPTA.

• We aren't in need of this service right now, but are in our 80s, so we may need it in the near future.

• There is plenty of transportation for the elderly by calling the already in place transit systems. We sure don't need public transportation. Use your budget to reduce utilities if you have so much money left over!

• I think there should be a transit or bus system for all the schools. It would cut down on the traffic on Tiebreaker.

• They might try with a large van-type vehicle and see what amount of people used it. Run it on a schedule but all day. See what happens. Older people might like to get to the senior center or shopping mall. Some younger might not have a car.

• I can't walk too far so I am limited.

• There are some people who may need rides, that don't have their own transportation.

• Quit spending our money.

• Would very much like public transportation around this area.

• Possible destinations: Idaho Falls Temple, Idaho Falls Library, Winco, Ammon Walmart.

• I am not certain how TRPTA works or operates. I would appreciate some information on it. Thank you.

• Repair Midway south of Southwick.

• If there doesn't seem to be enough people, adjust hours as needed.

• If a transit system comes to Ammon, bus stops should be placed at reasonable places for access to all.

• How much of this are you going to add to our sewer bill for this service?

• Sorry we are not in need for public transportation at this time in our lives so don't know how to answer these. As gas prices rise there may be more need for the service. You really need to do something for Midway end of Hillcrest zone to Midway. It is becoming dangerous not only for cars and trucks, but students trying to get home from Ammon, Sandcreek, and Hillcrest.

• The city of Logan, Utah funded a bus system in the late 1980s and early 1990s. See how they did it.

• I think we need a walking path down 17th between Crowley and Ammon.
• Ammon is too small for a transit system.

• The City of Ammon does not have enough destinations for transit service within Ammon city limits. Shopping is within walking distance for apartment dwellers. People who live in the foothills can surely afford their own transportation. It might be feasible for Ammon to participate—further—in a transit system serving the greater Idaho Falls area.

• Ammon is too small for public transportation. Ward members will help each other for transportation needs.

• I see no reason to have one. All my neighbors have cars.

• I don’t think that is a good use of my tax dollars.

• Please stop taxing us to death! If someone needs transportation, let them pay for it. The rest of us are broke!!!!

• My family would not use this service but others may so I will let them speak for themselves about times, locations, etc.

• It would help my family out a lot!

• This would help workers get to major crossroads to get to work and shopping. Great idea!

• Stops: Every second block on Ammon Road, Hitt Road and 17th Street. Near schools, banks, business district. Frequency of buses traveling the routes might be reduced at certain times, but needs to be at least once every 1/2 hour during busy parts of the day.

• TRPTA needs the business. Maybe many people need transportation.

• I do not use public transportation, and do not feel I know enough about the need to answer this survey.

• I have no need for a transportation system at this time so I can’t answer these questions. Thanks. P.S. My neighbor across the street used the present bus system for her invalid husband and has found it very satisfactory.

• The system will lose money. This will be reflected in an increased water bill; we don't need it.

• A transit system would be busy. I had to give up driving and my car.

• More sidewalks, jogging, and bike paths would be an even better form of healthy public transit.

• Don't raise my rates any more with these stupid ideas!

• Businesses could be offered advertising to attract riders to their stores and services. Destinations: Wal-Mart, the mall, K-mart, Target, doctors and clinic.

• I would find improvements to bike lanes much more useful to my family than public transit. Wider shoulders on 21 Street S and Crowley Road would allow my children to safely ride to school.

• Don't plan on using TRPTA.

• I think any stop by the Mall and Walmart would be good.
• Stupid teenagers and their boom boxes back and forth all day will never use it!!
• Need question or service to what destinations/ to greater Idaho Falls? Airport?
• For those with a need.
• The fare should be no less than 75% of the cost to purchase and run the buses.
• I wouldn’t use, but if the poor, elderly and disabled would, then that would be okay.
• Due to probable low ridership, taxpayers would likely need to subsidize this service. As a retired taxpayer, we do not want, nor need, additional public services that only serve a few citizens. Federal monies, state monies, county monies, city monies... all come out of our pocket. ENOUGH!
• At this time our family doesn’t have a need for this service.
• I think we should be thinking of ways to save, not spend! On several occasions we have seen 3-5 men doing the job of 1 or 2!
• No opinion - perhaps for elderly and disabled needing transport for doctor appointments, food, clothing M-F all day.
• I believe TRPTA services would be nice for our area.
• I think it is a good idea, I just don’t know enough to make an informed decision. I came from a big city that had a mass transit and there are times after 30 years here that it seems criminal to not have it, but after doing without, I can’t imagine it available either.
• There are too many bus stops for those working at the site! They are every few blocks on 17th Street and traffic has to stop behind them. Can those areas be changed so they are not on the busiest street in town?
• No needs from my family at this time.
• Don’t use.
• Let’s make bike paths. Reduce our need for cars.
• I don’t think there are that many people that would ride the bus.
• Some public transportation is needed so badly in Idaho Falls and Ammon. Ammon is a beautiful area. We should make it easy to get around.
• I do not see a need for this service. Especially if it raised my utilities.
• This survey is difficult to answer. 1. Probable routes, because some could be useless. 2. Would there be an increase on our monthly bill? If so, how much?
• We personally do not need this service at this time; however, there are others that probably would find it helpful.
• I think every city should have mass transit available to the public, but especially for the poor, elderly, and disabled.
• Put $$$ in stop lights at Ammon Road and 1st Street.
• I do not feel qualified to answer any of these questions since I can still drive, but I’m old so in the future I may need help, but I’m not sure of any of the above.
• It would help if there very several regular routes through Ammon—i.e., a route in different locations a person could pick up a bus ride.

• I have a disabled son, who is an adult - does not drive an auto.

• Not needed.

• Honestly, Ammon is small enough you could walk or ride your bike anywhere. Making the roads safe for these activities would be a higher priority.

• Stops anywhere but around my residence. There is enough loud and noisy traffic in this area. Willow Canyon Drive.

• I think that with the expenses (drivers, maintenance, etc.) that the cost for users would probably be too high.

• #1 The general public would be welcome too! But the first priority should be for the citizens checked. An individual without “wheels” is a prisoner in their own home.

• To accommodate schedule, work schedule, EITC etc.

• How are they to get to the bus stop?

• Not sure where to locate a bus stop(s) city wide; some may need pick up at their residence.

• Please do not assess any more expenses to our city of Ammon payment. We are already deeply in debt with our sewer, with expenses far exceeding the amount first agreed upon. I am deeply opposed to your implementation of a water meter to bill us for every gallon of water we use. This is a time we need to tighten our budget, not expand it. Look at the example of Idaho Falls when they tried to raise taxes. Ammon residents feel the same way. Now is not a good time to implement costly expenses to our city.

• We really have no idea.

• There are many people that cannot afford their own transportation. This is a great idea to help our community

• As we have never used this service I can’t answer these questions so I have no opinion. If people use this service and it is needed, we are for it.

• Drug stores, grocery stores, doctors’ offices, urgent and community care centers, mall?! Not all people can drive even if they’re not old or disabled.

• It is critical to serve the people who can’t drive and people who are ill or disabled.

• I would provide an off-sidewalk bench and trash can at 17th/Curlew as well as keeping it clean if the service is implemented in our city.

• Medicaid will provide if needed. Let’s widen roads and have more bike lanes and a turn lane from Ammon Road to 49th Road on 17th Road.

• I thought TRPTA was already running in Ammon.

• Most of the ones in the housing by the time they are unable to drive themselves will need to have service at their doors. They will be unable to walk to a special stop or to carry groceries etc. from a stop home. There are several at this time that have problems walking, especially when it is storming and icy out.

• Just my idea.
• This would be great, because a lot of my tenants here @ Creekside Apartments don't have means of transportation.
• Stop spending tax payer money on CRAP!
• For Monday, Friday and Saturday – 10am-noon, noon-2pm, 2-4 pm, 4-6pm. For Wednesday, Tuesday & Thursday – 10-noon, noon-2pm, 2-4pm.
• My household does NOT need the public transportation system. It would have been very helpful had you included the current times and stops as well as what it costs in tax payer dollars to run. Also would have been helpful to know how much use it currently gets.
• I really wasn't sure what to fill out. This really doesn't pertain to us, but I think it is a really good idea that a lot of people could benefit from.
• Water and sewer rates too high - unhappy.
• My grandson is disabled and it would be nice if the bus could bring him to my house when needed.
• Also suggests Ammon/Sunnyside and Ross/17th Street.
• We think they need to put stop lights at the two busy intersections w/ 4-way stops on Ammon Road!
• Available for emergencies for elderly or disabled.
• Why doesn't the City of Ammon have a library? I looked online but I don't want to go all the way to Idaho Falls library.
• I do think we need a 4-way stop at Princess and Wanda.
• Don't want my tax money going to a bus system that no one rides. TRPTA is a failure in IF. The area has many private taxi companies that don't use our tax money and are more efficient.
• Door to door for elderly would be nice.
• Ammon does not need a bus system. It's a waste of my tax money. No one rides it in IF and it is a failure. The area has many private taxi companies that are more efficient than a bus with one rider. Private taxi service also runs more hours a day than TRPTA . I don't want to pay for a bus service that the city of Ammon does not need, and my tax money does not support a private taxi that does a better job.
• Great job blocking the entire length of 45th Street for weeks at a time. I love spending twice as much money on gas every week to get to work. Your construction manager is MORON! I hope the city saved our tax money at the taxpayers’ expense in fuel and additional pollution so the city could look like they saved tax money by blocking the entire length of 45th Street.
• More bike trails.
• In Bolivia we were served by minivan and small buses rather than big city buses. It was convenient, economical, and the stops were in neighborhoods as well as shopping/business districts. They also had a taxi service called a truffi that functioned like a bus. It left from a central location and went to other cities. You purchased a seat in the taxi for the location. The truffis didn't have set departure
times but left when they were full. I'm legally blind and would welcome a public transit system.

- With low population density and a lack of significant generators, I do not believe that fixed-route transit service in Ammon is viable. Paratransit is the only thing that makes sense to me. I don't want to see a bunch of taxpayer subsidized empty or mostly empty buses running around Ammon, but that's exactly what we'll have with fixed-route service. The demographics and layout of the community just don't support it.

- This is a huge need in this area.

- Think it wouldn't be used enough at this time to warrant the expenditure. What we do need is a "Ross Park" for our area. If you haven't checked out the one in Pocatello or similar one in Rexburg, that is what we need. It would pay for itself. Lots of IF/Ammon people go there daily.

- Although a comprehensive public transportation system would be nice for the Ammon/Idaho Falls area, I don't think that this is something that we can afford at this time. Unless such a system could pay for itself, I would not support it. Instead, I would prefer safe bike and pedestrian walkways that connect all areas of Ammon. For example, there currently is no safe way for residents of Quail Ridge, Hawks Landing, Woodland Hills, Courtland Ridge, etc. to commute by bicycle or walking outside of their neighborhoods. Bike paths and sidewalks along the major arterials would be benefit Ammon residents. Also, there currently are many government funded private transportation companies that provide services to the disabled.

- I personally am a family of 3. We are young and newly married. We have 2 cars and are in no need of TRPTA transportation. However, I know that there are quite a few elderly people in our area that might benefit from TRPTA.

- I think if you're going to do a bus system it has to run all day, and I just don't think it would be supported that well. It also needs to stop in actual neighborhoods. Go to the Mall, Walmart, Kohls, the Movie Theater also possible stops down 17th also. I just don't see the city of Ammon having the resources to make this work without significantly raising taxes...I don't see people here giving up their cars easily either. I remember living in Logan when they implemented the busing system there...it took a long time for people to start using it, it's a part of the community now and is used regularly, but traffic is horrific in Logan so I don't think it's used enough.

- Certainly not worth the tax burden.

- The number of Ammon residents that would utilize this service would be minimal. The cost of offering this service would not be justified.

- We have benches outside and also a place inside to watch and wait. Public rest-rooms also available.

- We would be very interested in using a public transit system to commute to and from work.

- I can't offer suggestions on a service I will not use, but I have seen elderly neighbors use the service and I prefer that they have transportation than to see some of them still trying to drive.
• The on-demand buses available have been a valuable service, but the costs make them unreasonable for frequent use. A regular bus stop available out near the Eagle Point housing complex would be beneficial for the community.

• I would love to be able to use a transportation system instead of having to use my car for everyday shopping.

• An upscale bus system with higher rates could tap into a new demographic that could use the transportation for shopping, entertainment, and recreation in the Ammon/Idaho Falls area while still being cheaper than using a car.

• What a waste of city and taxpayers’ money. Ammon is a small town and let’s keep it that way.

• I see several people walking down 17th Street daily. I’m not sure if they all would benefit from public transportation, but it could be helpful to some of them.

• TRPTA on request ONLY!!

• The taxpayers are burdened enough and if you’re going to provide public transportation, you better fire someone that works for the city so you’ll have enough money to pay for it.

• I would not need this service, but it would be nice for those that don’t have vehicles, or cannot drive.

• I feel it would be unsafe for people to use a bus service anywhere near 1st Street. There are NO sidewalks, NO turnout lanes, and NO stoplight at "1st & Ammon". Once the city finds money to upgrade this street then a bus service could be considered. Buses would only add to the congestion of this area.

• I am most concerned about how the lack of door-to-door pickup and drop off will affect those that have limited mobility. These individuals are unable to walk to a bus stop location, and therefore would not be able to take advantage of TRPTA. As there are very limited public transportation methods in Idaho Falls/Ammon that are affordable to these individuals, they would be left without transportation to doctor's visits, groceries, etc.

• Good idea.

• If this will increase our city bill again… Then NO we do not need this. I can’t believe how much our bill has gone up over the past 2 years.

• Biggest concern of mine is the cost for our spread out town. If you were to start, please start with smaller vehicles with good gas mileage.