



The Idaho Public Transportation Plan is being developed through a combination of data analysis and public outreach. Data analysis tasks are currently underway. The information below briefly summarizes participant comments obtained in district meetings in January 2017 and responses to the Design Your Transit System survey.

EXISTING TRANSPORTATION SERVICES

Fixed route services offer limited geographic coverage in most districts. Service is available:

- Weekdays and seven days a week (from different providers) in Districts 1, 4, and 6
- Weekdays and Saturdays in Districts 3 and 5
- Weekdays only in District 2



Fixed route providers operate **ADA paratransit** service for people with disabilities. Other providers offer **demand-response service** for the general public or specific groups, such as seniors or people with disabilities. Many **human service organizations** operate vehicles—some acquired with Section 5310 funding—to provide access for clients to their programs and services. Transportation to eligible medical appointments for **Medicaid recipients** is provided through Veyo, the statewide broker, and its contractors in all districts.

Uber ride-hailing service is available in all districts except District 6. Service availability is limited in some districts.

Other transportation services include:

- Volunteer driver programs: Districts 2, 3, 4
- Churches: District 2
- Vanpools: Districts 1, 2, 3, 4
- Voucher program for rural area taxi rides: District 3
- Hospital/medical center services: Districts 2, 5
- Bikeshare: District 4

A wide array of partners support transportation providers in Idaho:

- Cities
- Counties
- Colleges and Universities
- Schools
- Forest Service
- MPOs and COGs
- Medical Centers
- Local businesses
- Tribes

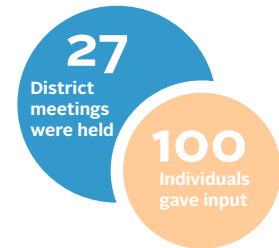
Public Transportation Riders

Transportation providers made the following comments about their current ridership:

- Seniors, people with disabilities, and students. An increasing number of choice riders.
- 50% age 20-40 and majority are employed full-time. A good number of transit-dependent riders; many do not have a license or a car.
- We are building more choice ridership, particularly in service of employers.
- Wide range of ages
- 50% are members of the general public
- Varied and diverse
- Mostly transit-dependent riders
- Number of choice riders has gone up
- Students are a huge portion
- Majority of our riders are low-income
- Seniors, low to moderate income, high portion have a disability, students, riders using employer passes
- Seniors are a huge user group in eastern Idaho's urban areas
- 75% general public, 15% youth, 5% senior, 5% people with disabilities

DISTRICT OUTREACH SUMMARY

During the week of January 9, 2017, the project team held Open Houses and Local Coordination Plan (LCP) meetings in each of the six ITD districts, and met in person with major transportation providers.



Service Gaps and Needs

Meeting participants and transportation providers identified the following types of service gaps and unmet transportation needs.

Trip Type Needs (Met and Unmet)	District 1	District 2	District 3	District 4	District 5	District 6
Employment	X	X	X			
Medical	X	X	X	X	X	X
Shopping/personal business	X	X	X	X	X	X
Airport access	X	X				
Education/campus trips	X	X	X			
Human service programs		X	X		X	X
Recreation	X	X				X
Regional destinations	X	X			X	X

Customer Groups with Needs	District 1	District 2	District 3	District 4	District 5	District 6
Older adults	X		X			
People with disabilities	X		X	X		
Dialysis patients			X			
People experiencing homelessness			X			
Workers	X		X		X	X
Students	X					X
Veterans		X			X	X
Service Gaps and Challenges	District 1	District 2	District 3	District 4	District 5	District 6
Long distances and travel times		X				
Areas or destinations without service	X		X	X	X	X
Little or no early/late hours or weekend services	X	X	X	X		X
Infrequent service	X					
Rural areas		X	X			X
Reverse commutes to rural areas			X			
Limited options for wheelchair users		X	X	X		
Inaccessible paths of travel to stops	X	X	X			X
Bus stops and shelters	X	X	X	X	X	X
Information about /image of transit	X			X	X	
Technology barriers		X				
Transportation Provider Challenges	District 1	District 2	District 3	District 4	District 5	District 6
Limited funding	X	X	X	X		X
Funding source restrictions	X					X
Difficulty obtaining local matching funds	X	X			X	X
Competition for local matching funds		X				X
Age of fleet	X	X				
Transition to Veyo		X				X
Staff limitations		X				
Procurement of services, equipment		X	X			

Recurring Themes

Employment transportation: people are using public transportation to get to work, but more services are needed, especially to and within rural areas.

Regional services: Important destinations for residents of most districts are outside of their home county or district, or in Wyoming, Washington, or Utah. Direct services or connections between providers are desired.

Transportation for **veterans:** existing services and needs were mentioned in a number of meetings/interviews.

Choice riders: a number of providers noted that the proportion of choice riders among their customers is growing, especially for work trips. However, the need for stronger **marketing and branding**, as well as more easily accessible **information** about transportation services, was identified to change the perception that public transportation is just for older adults, people with disabilities, or those without cars.

Coordination: the need for ongoing collaboration among providers and between providers and ITD was mentioned repeatedly as a way to maximize use of resources and expand mobility options.

Technology: providers recognize the potential of technologies such as reservations/scheduling software, AVL, and onboard tablets, to increase service efficiency, but may lack the funding or expertise to acquire such systems. Many customers would like and use mobile apps for real-time vehicle location, for example, but not all have smartphones with data plans.

Funding: Providers struggle with insufficient levels of funding and the restrictions that come with various funding programs. Local match to federal grants is challenging to find. On the positive side, colleges and universities, local businesses, and some employers are contributing financially to some systems.

Opportunities and Potential Solutions

Transportation providers and meeting participants specifically mentioned the following types of solutions to service gaps and other needs.

Service Gaps and Challenges	District 1	District 2	District 3	District 4	District 5	District 6
Path of travel improvements	X					
Bus shelters	X					
Expanded service areas	X		X			
Extended hours of service	X					
More funding	X		X	X		
Intercity or out of county services	X					
Mobile apps for information, reservations, real-time vehicle location	X					
Technologies: AVL, reservations/scheduling software, power or Wifi on vehicles	X					
Volunteer driver services	X					
Centralized transportation information	X			X	X	X
Travel training		X				
Branding/marketing/outreach		X	X	X	X	X
Coordination and Mobility Management	X	X		X	X	X
Local option transit taxing ability			X			
TNC partnerships			X			
Flexible transportation voucher program					X	

Role of ITD

Providers are generally very positive about their relationships with ITD, considering the agency as a partner rather than an entity that is primarily concerned with oversight or compliance monitoring. Recent improvements in structure and responsiveness are appreciated, as are training

opportunities provided by ITD. Suggestions for the future include more local or Idaho-specific training sessions, earlier involvement of providers in initiatives or plans, and a stronger role in advocating for public transportation services.

DESIGN YOUR TRANSIT SYSTEM SURVEY

The online Design Your Transit System survey conducted in December 2016 was completed by 710 individuals.

Top transit service improvement priorities among survey respondents from urban areas were:

- New fixed route service
- Mobile apps and new technologies
- Expanded intercity or regional transit options

Respondents in rural areas identified these top priorities:

- New fixed route service
- Safer sidewalks and crossings
- Mobile apps and new technologies

Preferences among all the available service improvement options are shown to the right.

