

Coordinated Human Service Public Transportation Plan Draft



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Draft



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Introduction

Since 1998, federal legislation has required coordinated planning efforts to address the challenges faced by older adults and individuals with disabilities, such as accessing transportation services. These groups often have limited access to private vehicles or face physical and financial barriers that prevent them from using traditional public transportation.

Transportation is a vital component of daily life, especially for older adults and people with disabilities who rely on accessible and reliable services to maintain their independence and quality of life. Recognizing this, the Bipartisan Infrastructure Law continued the requirement of a Coordinated Human Service Public Transportation Plan (49 U.S.C. 5310). The Coordinated Human Service Public Transportation Plan (Coordinated Plan) aims to bridge the gaps in transportation services for these vulnerable populations. The plan requires states, urban areas, and transportation providers to develop a coordinated, comprehensive strategy that addresses the transportation needs of these populations. It promotes cooperation among transportation providers, human service agencies, and other stakeholders to improve coordination and efficiency in service delivery.

The primary objective of this Coordinated Plan is to address the transportation needs of older adults and people with disabilities when existing services are unavailable, insufficient, or inappropriate. By targeting these specific needs, the plan ensures that all individuals have access to the necessary transportation options that enable them to participate fully in their communities.

Funding

The Federal Transit Administration allocates funds authorized in 49 U.S.C. 5310 based on each state's share of the population for older adults and people with disabilities. These formula funds are then apportioned to direct recipients, which include:

- State Departments of Transportation for rural and small urban areas
- Designated recipients chosen by the governor for large urban areas

In Idaho, the Idaho Transportation Department and the state's six Metropolitan Planning Organizations work together to fund projects and strategies identified in the Coordinated Plan.

Planning Guidance

The Federal Transit Administration Circular C.9070.1G provides guidelines on developing a Coordinated Public Transportation-Human Service Transportation Plan and the required four elements. The four required elements are:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- An assessment of transportation needs for individuals with disabilities and seniors (an individual who is 65 years of age or older);

- Strategies, activities, and projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service and delivery and
- Priorities for implementation based on resources, time, and feasibility of implementing specific strategies and/or activities identified.

Plan Development Process

This Coordinated Plan is the third version and builds upon the previous efforts and the knowledge of the experience of public transportation providers, nonprofit organizations, government agencies, and individuals. The coordinated plan will roughly follow the four elements required. The plan elements are:

- Review of activity since the last Coordinated Plan;
- Assessments of available services;
- Assessment of transportation needs and gaps in service;
- Strategies to address the identified needs;
- Prioritized strategies.

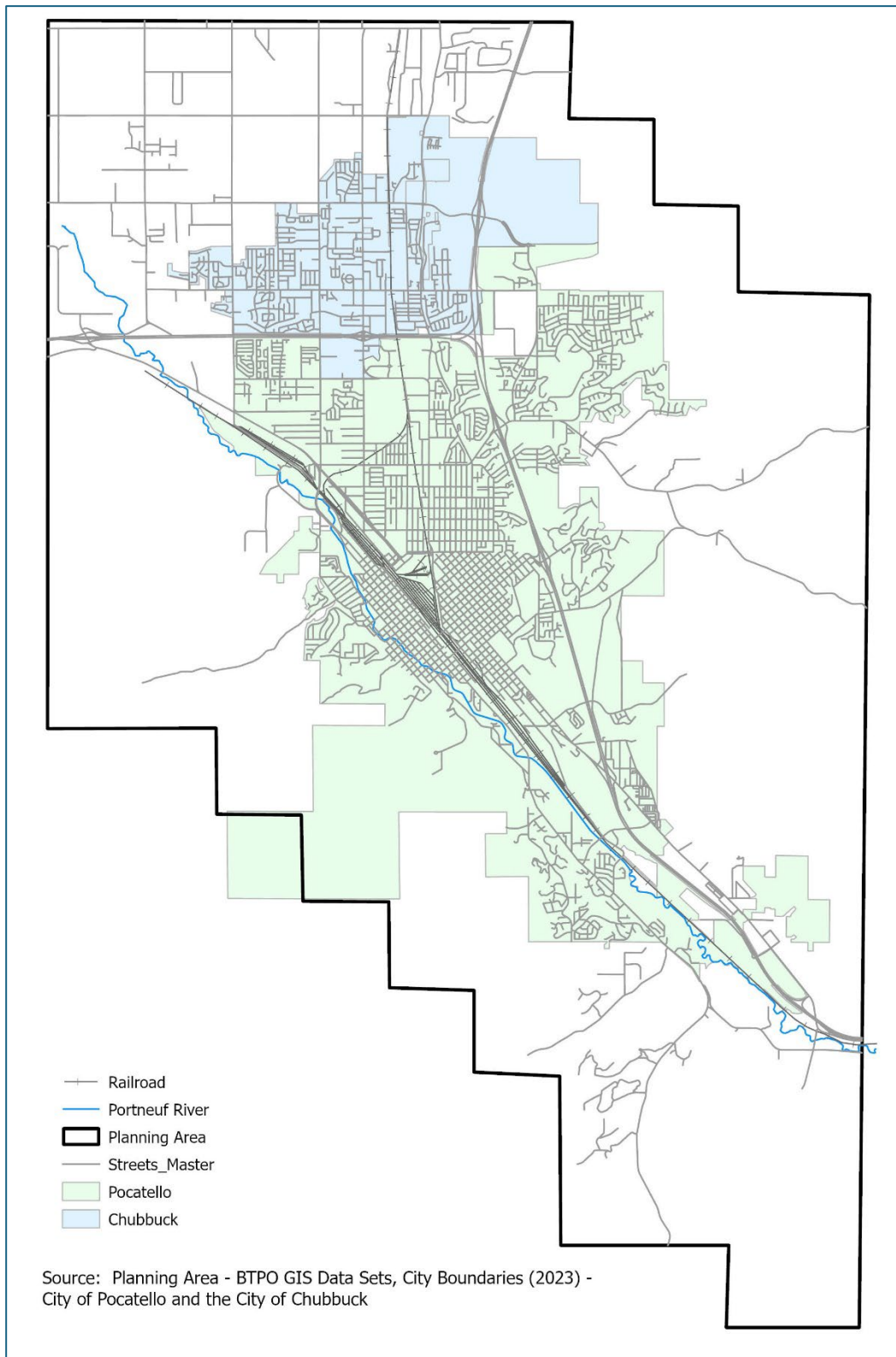
A group of agencies representing older adults and persons with disabilities was revised from previous planning efforts. They include:

- Area Agency on Aging
- Aid for Friends
- Southeast Idaho Council of Governments
- Pocatello Regional Transit
- Bannock County Veterans Services
- Housing Alliance and Community Partnerships
- Idaho Commission for the Blind and Visually Impaired

Study Area

The BTPO planning area is the study area (Figure 1). The study area includes the cities of Pocatello and Chubbuck and the Pocatello Urbanized Area.

Figure 1 Planning Area



Objectives

The Coordinated Plan has three primary objectives that guide its implementation:

- Improve access to transportation services: The plan aims to increase access to transportation services for individuals with disabilities and older adults by identifying gaps in existing services and developing strategies to fill them.
- Increase involvement of stakeholders: The plan encourages expanding mobility management services and additional outreach to ensure stakeholders know the transportation choices available and how to access these options.
- Improve the bus and physical infrastructure to improve mobility of the elderly and persons with disabilities.

Demographics

The data for this analysis comes from the U.S. Census Bureau American Community (ACS) Survey, 2018-2022 ACS 5-Year Estimates, based on data collected from January 1, 2018 to December 31, 2022.

The BTPO planning area includes a sliver of Power County (Census Tract 9601). The majority of the planning area, including the focus area of this plan, is in Bannock County. The maps and tables show Census Tract 9601 data, but the area of the tract within the planning area has few households or people.

Census Tracts 2 and 9818 are not completely contained within the BTPO planning area. An analysis of the area outside the planning area concluded that it was very similar, so no adjustments were made. Additionally, a large portion of these Tracts include federal or state-owned land.

The demographics included are those characteristics that impact the delivery of services or the ability to access those services. The first two target demographics (elderly and persons with a disability) are directly related to the program and provide location information. The last two target demographics (households without access to a vehicle or internet subscription) affect the need for services and the ability to get information about transit or rider services.

Knowing the percentage of each characteristic helps to identify the general regional trends. BTPO uses 150 percent of the regional average to determine Census Tracts with a high concentration of a characteristic. The data helps to identify those Census Tracts with a high concentration of characteristics and where specific efforts should be focused.

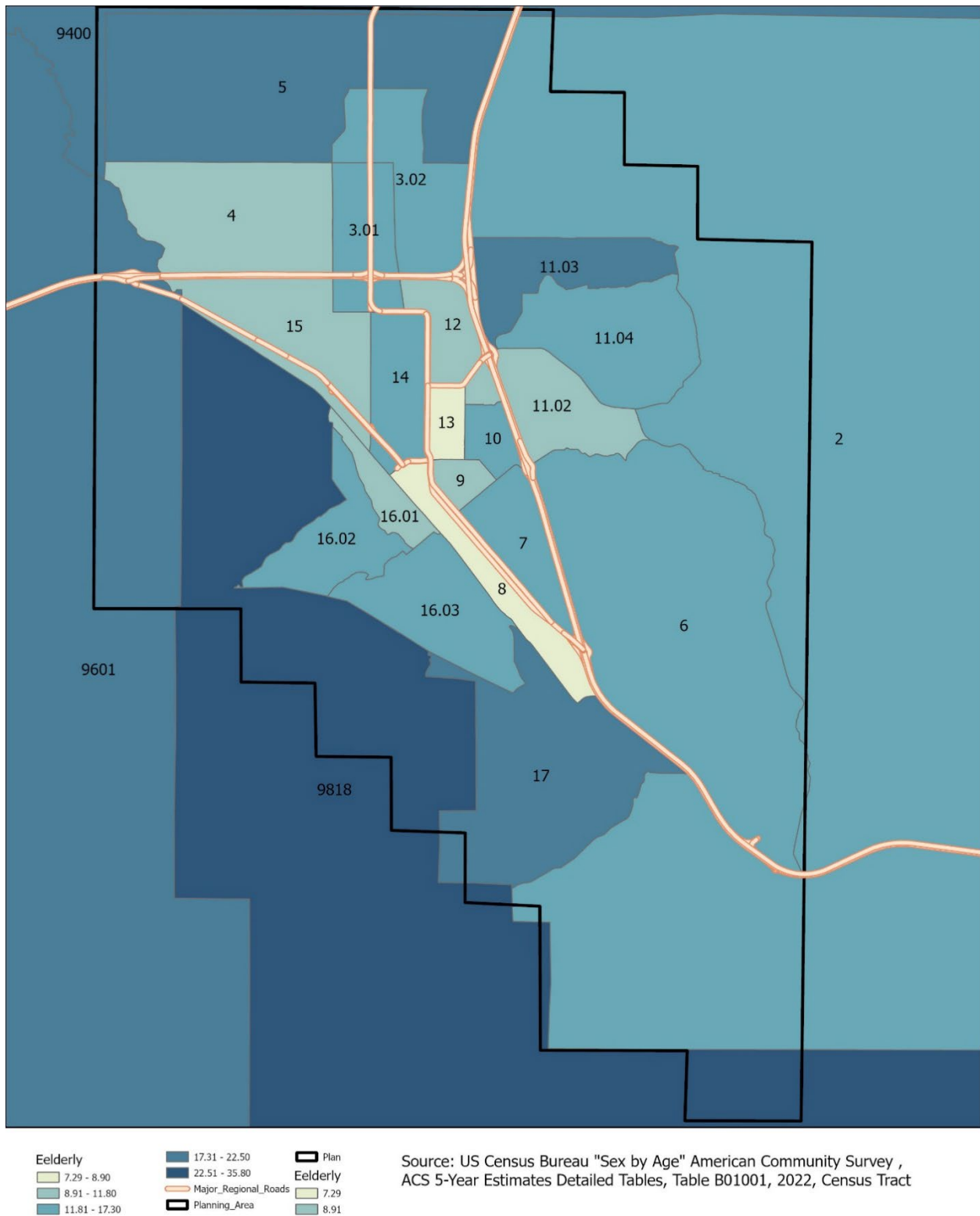
Elderly

According to the ACS 2022 data, persons 65 years and older represent 15% of the population in the BTPO planning area. Table 1 lists the Census Tract population and the population and percentage of persons 65 years of age and older.

Table 1 Elderly Population Data for the BTPO Planning Area

Tract	Total Population	65 and Over	Percent 65 and Older
Census Tract 2	4076	707	17.3%
Census Tract 3.01	3872	643	16.6%
Census Tract 3.02	5465	871	15.9%
Census Tract 4	6693	754	11.3%
Census Tract 5	1980	383	19.3%
Census Tract 6	3478	538	15.5%
Census Tract 7	4706	676	14.4%
Census Tract 8	3034	219	7.2%
Census Tract 9	2199	259	11.8%
Census Tract 10	3107	428	13.8%
Census Tract 11.02	3934	437	11.1%
Census Tract 11.03	4536	810	17.9%
Census Tract 11.04	3287	524	15.9%
Census Tract 12	3730	378	10.1%
Census Tract 13	2591	231	8.9%
Census Tract 14	4132	562	13.6%
Census Tract 15	5937	618	10.4%
Census Tract 16.01	2711	302	11.1%
Census Tract 16.02	3787	624	16.5%
Census Tract 16.03	2825	388	13.7%
Census Tract 17	3571	773	21.6%
Census Tract 19	5716	1242	21.7%
Census Tract 9400	1642	316	19.2%
Census Tract 9818	425	152	35.8%
Bannock	87,434	13,076	15.4%
BTPO	75,575	10,659	15.0%
High Concentration Tract			22.5%
Census Tract 9601 Power County	1,661	315	19.0%

Figure 2 Percent of Population Over 65 Years Old



Persons with Disabilities

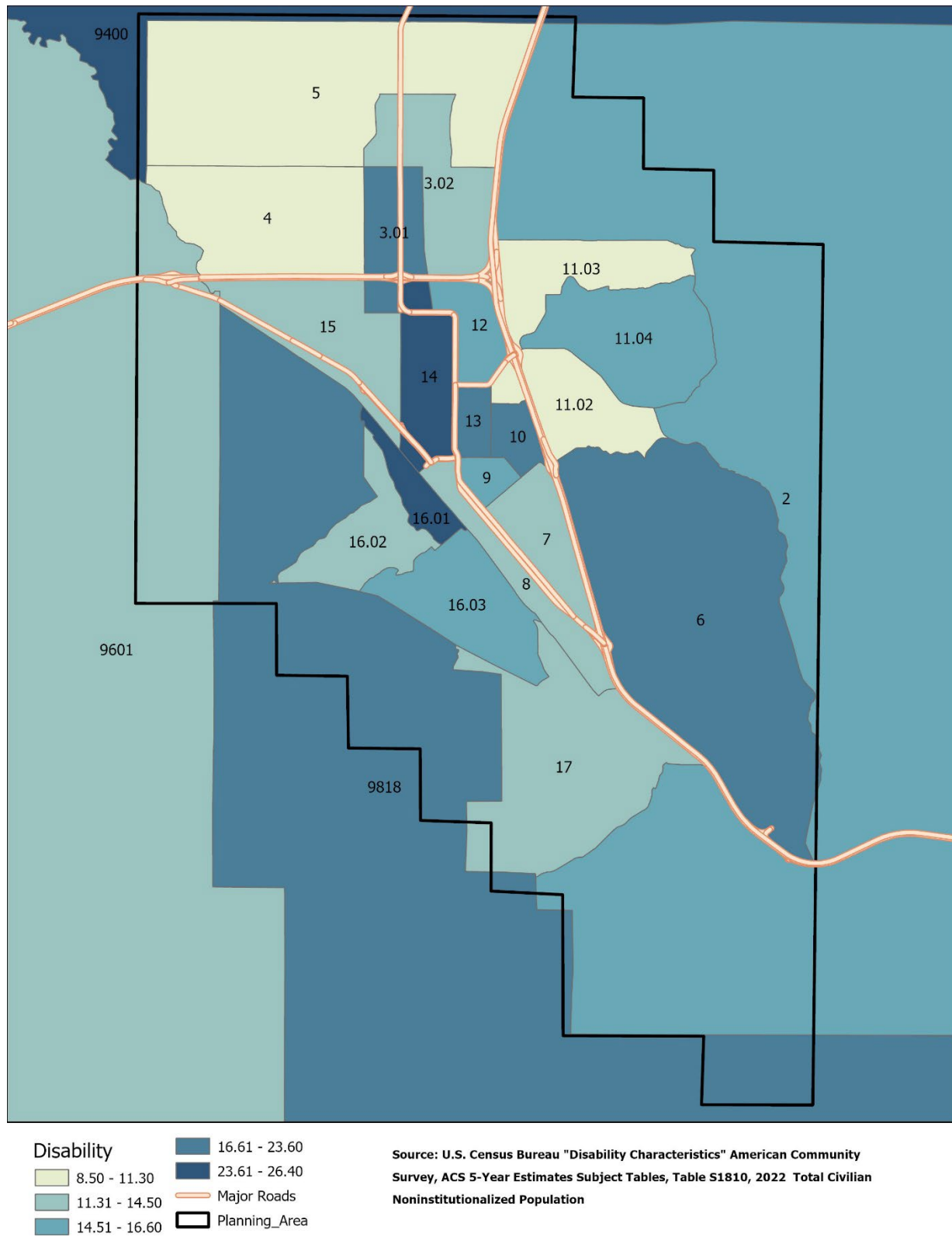
The ACS survey covers six disability types: hearing, vision, cognitive, ambulatory, and Self-care difficulty. Respondents who report any of the six disability types are considered disabled.

According to the ACS 2022 data, Persons with a Disability represent 15.7% of the population in the BTPO planning area. Table 2 lists the Census Tract non-institutionalized population and the percentage with a disability.

Table 2 Percent of Population with a Disability

Tract	Total civilian non-institutionalized population	With a disability	Percent Population with a disability
Census Tract 2	4,076	607	14.90%
Census Tract 3.01	3,868	730	18.90%
Census Tract 3.02	5,431	675	12.40%
Census Tract 4	6,693	572	8.50%
Census Tract 5	1,980	199	10.10%
Census Tract 6	3,121	586	18.80%
Census Tract 7	4,572	602	13.20%
Census Tract 8	3,018	427	14.10%
Census Tract 9	2,199	353	16.10%
Census Tract 10	3,104	625	20.10%
Census Tract 11.02	3,856	347	9.00%
Census Tract 11.03	4,491	436	9.70%
Census Tract 11.04	3,287	545	16.60%
Census Tract 12	3,730	575	15.40%
Census Tract 13	2,591	502	19.40%
Census Tract 14	4,123	1,087	26.40%
Census Tract 15	5,893	763	12.90%
Census Tract 16.01	2,706	664	24.50%
Census Tract 16.02	3,787	513	13.50%
Census Tract 16.03	2,452	400	16.30%
Census Tract 17	3,568	502	14.10%
Census Tract 19	5,713	823	14.40%
Census Tract 9400	1,642	418	25.50%
Census Tract 9818	425	91	21.40%
Bannock	86,326	13,042	16.1%
BTPO	74,470	11,103	15.7%
High Concentration Tract			23.6%
Census Tract 9601 Power County	1,661	241	14.50%

Figure 3 Person of Non-Institutionalized Population with a Disability



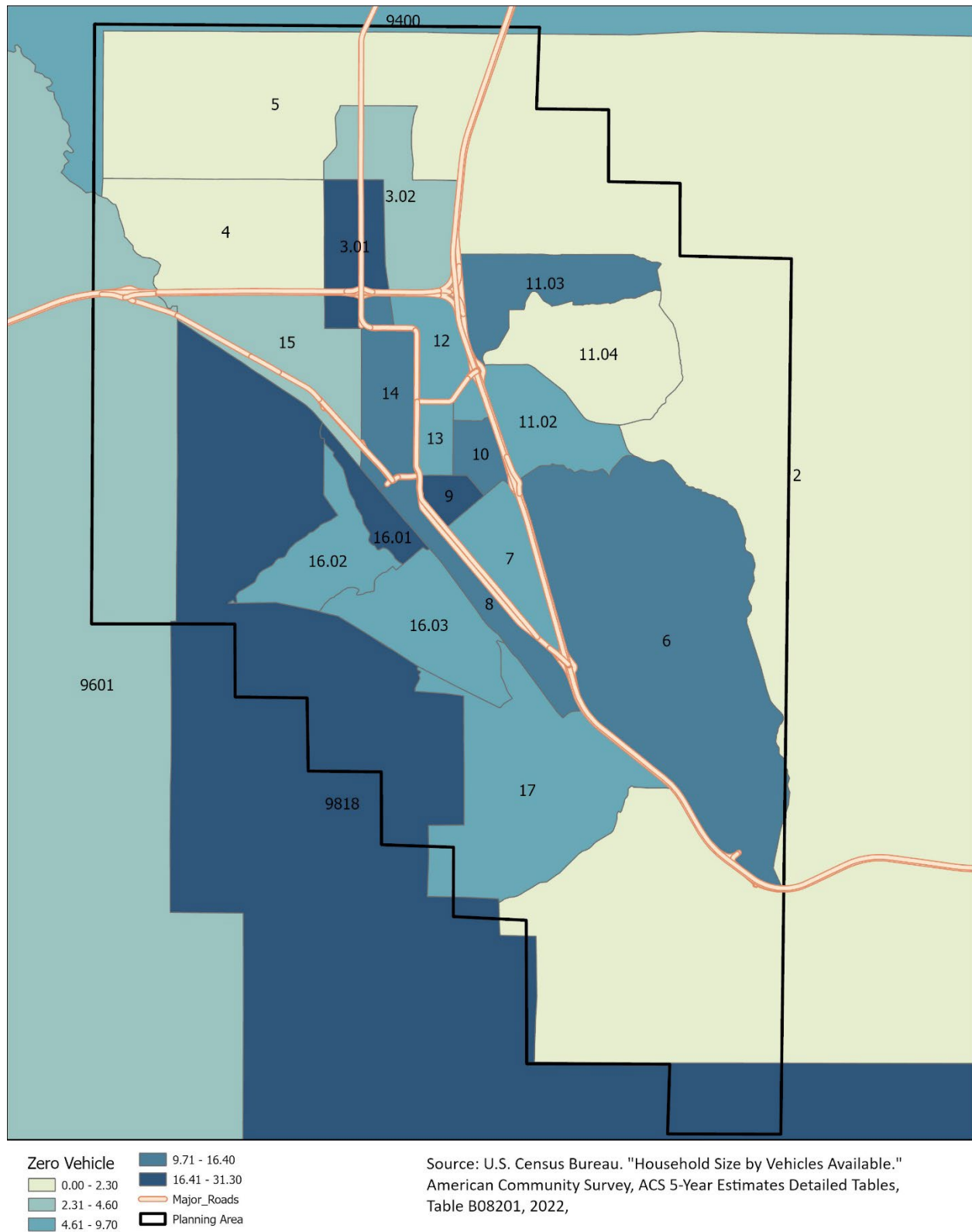
Zero Vehicle Households

The ACS survey question asks how many vehicles are available and kept at home for household members. According to the ACS 2022 data, households with no access to a vehicle represent 10.9 % of the households in the BTPO planning area Table 3.

Table 3 Percent of Households with Zero Vehicle Available

Census Tract	Households	No Vehicles	Percent Zero Vehicle Households
Census Tract 2	1,376	11	1.6%
Census Tract 3.01	1,685	510	30.3%
Census Tract 3.02	1,887	76	4.0%
Census Tract 4	2,258	0	0.0%
Census Tract 5	687	16	2.3%
Census Tract 6	1,177	124	10.5%
Census Tract 7	1,497	134	9.0%
Census Tract 8	1,213	138	11.4%
Census Tract 9	1,064	290	27.3%
Census Tract 10	1,423	172	12.1%
Census Tract 11.02	1,350	114	8.4%
Census Tract 11.03	1,524	162	10.6%
Census Tract 11.04	1,108	24	2.2%
Census Tract 12	1,173	102	8.7%
Census Tract 13	990	84	8.5%
Census Tract 14	1,702	178	10.5%
Census Tract 15	2,180	84	3.9%
Census Tract 16.01	1,482	464	31.3%
Census Tract 16.02	1,487	140	9.4%
Census Tract 16.03	1,237	90	7.3%
Census Tract 17	1,355	130	9.6%
Census Tract 19	2,031	94	4.6%
Census Tract 9400	620	60	9.7%
Census Tract 9818	198	42	21.2%
County	32,704	3,239	10.6%
BTPO	28,479	3,032	10.9%
High Concentration Tract			16.4%
Census Tract 9601 Power County	589	18	3.00%

Figure 4 Percentage of Households with Zero Vehicles Available



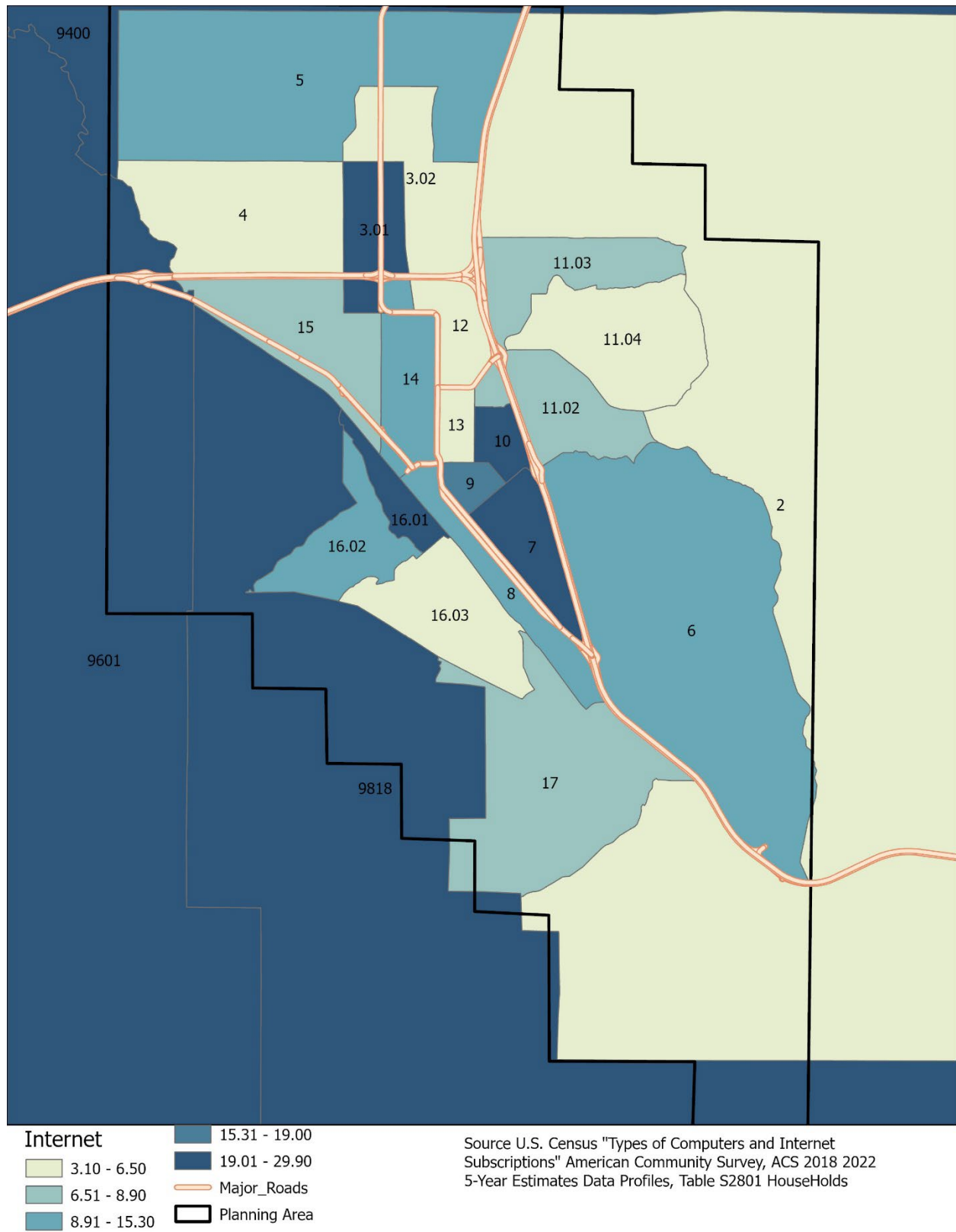
Internet Availability

Whether it is scheduling a ride or looking up travel information, access to the internet is critical to people's ability to access transportation services. Applications and websites are becoming increasingly important in personal mobility. The ACS data has questions about computers and smartphones. The ability of those devices to access the internet is a critical component. Table 4 shows that 12.6% of the planning area's households do not have an internet subscription. An Internet subscription includes Broadband, Cellular data plan, or Satellite Internet service.

Table 4 Percentage of Households without an Internet Subscription

Tract	Total households	Without an Internet subscription	Without an Internet subscription
Census Tract 2	1,376	89	6.47%
Census Tract 3.01	1,685	503	29.85%
Census Tract 3.02	1,887	85	4.50%
Census Tract 4	2,258	101	4.47%
Census Tract 5	687	86	12.52%
Census Tract 6	1,177	152	12.91%
Census Tract 7	1,497	372	24.85%
Census Tract 8	1,213	186	15.33%
Census Tract 9	1,064	201	18.89%
Census Tract 10	1,423	284	19.96%
Census Tract 11.02	1,350	117	8.67%
Census Tract 11.03	1,524	127	8.33%
Census Tract 11.04	1,108	72	6.50%
Census Tract 12	1,173	36	3.07%
Census Tract 13	990	64	6.46%
Census Tract 14	1,702	226	13.28%
Census Tract 15	2,180	195	8.94%
Census Tract 16.01	1,482	368	24.83%
Census Tract 16.02	1,487	205	13.79%
Census Tract 16.03	1,237	74	5.98%
Census Tract 17	1,355	120	8.86%
Census Tract 19	2,031	261	12.85%
Census Tract 9400	620	148	23.87%
Census Tract 9818	198	39	19.70%
County	32,704	4,111	13.1%
BTPO	28,479	3,574	12.6%
High Concentration Tract			
Census Tract 9601 Power County	598	123	20.6%

Figure 5 Percent of Households without Internet Subscription



Assessments of Available Services

The section provides information on the availability of transportation services within the planning area. The information was compiled using surveys, phone calls, internet searches, and stakeholder interviews. Public and client-based are the two types of transportation providers. Public transportation are those services open to the public with no or limited restrictions. Public transportation providers in the region include:

- Pocatello Regional Transit
- Shoshone-Bannock Tribes Public Transit Services
- Uber (Limited ADA vehicles)
- Lyft (Limited ADA vehicles)

Client-based services are those that provide transportation services to only clients. Most of the providers on the list that follows only provide non-emergency medical transportation from Medicare. Some will provide other transportation services to clients. Client providers include:

- Pocatello Regional Transit Paratransit (Door-to-Door services)
- Idaho Transportation Company (Limited taxi services to clients with 24-hour notice)
- Joann's Shuttle
- SHUDL
- Joe's Shuttle Service LLC
- Diamon Peak Health Care
- United Way of Southeastern Idaho

Public Transportation Services

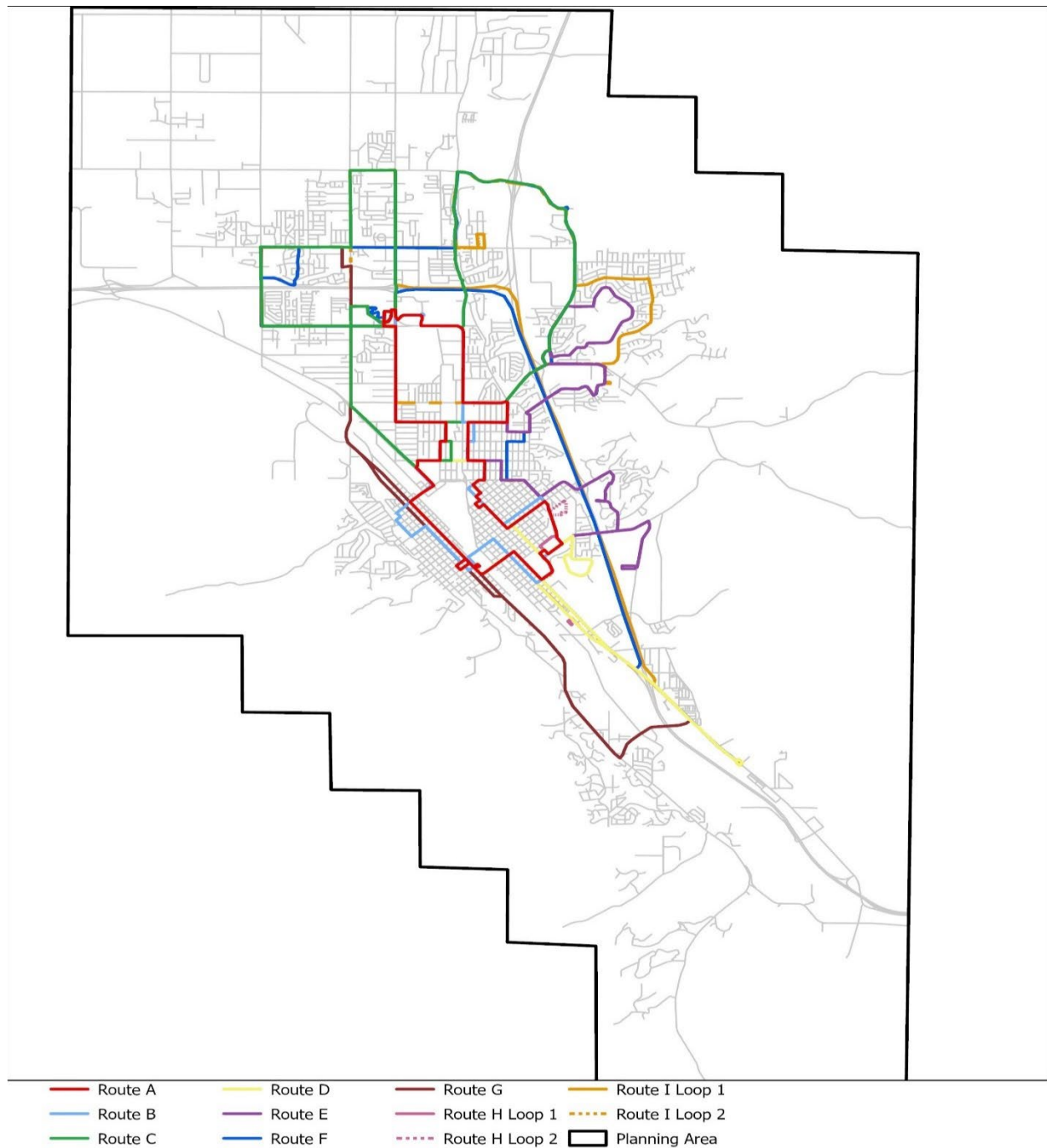
Shoshone-Bannock Tribes Public Transit Services operates an on-demand fixed route service from Fort Hall to Pocatello. Services must be scheduled a day in advance of service. The route operates from 6 am to 6 pm Monday and Tuesday, 6 am to 10 pm Wednesday -Friday, and 10 am to 6 pm Saturday and Sunday. The stops in the study area are the Pine Ridge Mall, Walmart, and Idaho State University.

Pocatello Regional Transit (PRT) is the region's designated public transit service provider. PRT operates fixed routes and paratransit within the urban area. PRT operates a fixed route system from Monday through Friday from 6:00 am to 7:00 pm, with a slightly shorter service on Saturday (9:00 am to 6:00 pm). There is no fixed route service on Sunday. PRT also operates a paratransit service on the same schedule as the fixed route.

Fixed Routes

Fixed Route services include any transit service in which vehicles run along an established path at preset times. Typically, fixed-route service is characterized by fixed schedules and designated bus stops where passengers board and deboard. PRT operates eleven fixed routes throughout the urban area (Figure 6).

Figure 6 Pocatello Regional Transit Fixed Routes



Paratransit (Door-to-Door)

Paratransit is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules. PRT offers services for seniors and Americans with Disabilities Act (ADA) paratransit within urban areas. The paratransit services offered by PRT are demand-responsive

transport, which offers on-demand door-to-door service from any origin to any destination in a service area.

Regular operating hours run with the fixed route services Monday through Friday from 6:00 am to 7:00 pm with a \$2.00 per-trip fare and on Saturday from 9:00 am to 6:00 pm with a \$2.00 per-trip fare.

Premium Service hours (outside regular operating hours) are Monday through Friday before 8:00 am, after 7:00 pm, and on Saturday before 9:00 am and after 6:00 pm. All trips performed during Premium Service hours require a \$5.00 per-trip fare

Senior paratransit services will provide rides with a 24-hour reservation to persons over 60 at a suggested donation of \$2.00 per trip. The service provides door-to-door transportation services.

In revisions to the Code of Federal Regulations (CFR) Title 49 Part 37, the Federal Transit Administration defined the combined requirements of the ADA and the Rehabilitation Act for transit providers. These requirements included "complementary" paratransit to destinations within a $\frac{3}{4}$ mile of all fixed routes (49 CFR 37.131) and submission of a plan for complying with complementary paratransit. PRT operates its paratransit services to the entire service area, even outside the $\frac{3}{4}$ mile requirement. To use the ADA paratransit services, PRT must prequalify a person. This prequalification determines if a person has a physical, visual, or mental functional limitation that causes them to be unable to use the accessible fixed route system.

Transportation Needs and Gaps

A transportation need is an individual's desire or requirement to travel to a specific destination for various purposes. It represents the demand for mobility and the necessity to reach a particular place.

Example:

- A person must travel from home to their workplace every weekday morning.
- A patient needs to get medical treatment every day.

A transportation gap is a barrier within the transit services or infrastructure that hinders an individual's ability to use public transit effectively. These gaps can arise from various issues, such as inadequate service coverage, limited operation hours, poor accessibility, or lack of connectivity between different modes of transportation. Such gaps prevent people from meeting their transportation needs using available transit options.

Example:

- A neighborhood is not served by any bus route, making it difficult for residents to get to shopping or medical services without a car.
- A bus service operates only until 7 pm, leaving people who want to travel without a reliable means to get home after that time.

Key Differences:

- Transportation Need represents the desire or requirement to travel to a specific destination. Needs are personal and situational and driven by individual schedules and destinations.
- Transportation Gap represents a barrier that prevents the effective use of transit services.

Understanding these terms helps planners, policymakers, and transit agencies address the community's real needs by identifying gaps and how they can be bridged to ensure more efficient and inclusive transportation solutions.

Categories of Needs and Gaps

Identifying transportation needs has been difficult. Since 2012, BTPO has engaged the public and reviewed surveys from other organizations like the Southeast Idaho Council of Governments and reports like the Bannock County Community Action Plan to validate and determine if the needs and gaps identified in 2013 still exist.

For this update, a survey of seniors and persons with disabilities was the focus. Surveys were distributed to housing authorities, senior centers, and paratransit riders from February to March 2024. Eight-three surveys were returned. The complete results are included in Appendix A. Most respondents were 65 or older (56.79%), and 81.39% had a disability. Key takeaways from the survey are:

- The elderly and persons with disability rely on others to provide transportation services.
- I cannot drive or have access to a working vehicle.
- I have some disability or health condition which prevents me from providing my transportation.
- Transportation is an issue in medical appointments, grocery stores, and shopping trips.
- Planning for transit services and the lack of evening services are barriers to using paratransit services.
- Pedestrian infrastructure is a barrier to using fixed transit routes.

Service Gaps

Figure 7 shows a rough service area for the PRT. The buffer shows a 1/3 mile buffer around each transit stop. PRT fixed routes cover most of the region's commercial and residential neighborhoods. Figure 8 shows the 1/3 mile buffer for the bus stops accessible by a sidewalk. The service area a bus stop can reach is much less than the 1/3 mile buffer that does not consider sidewalk accessibility.

Not all PRT routes run during the entire day. Eliminating limited service routes like F, G, H, and I, some areas are also not serviced. Figure 9 shows the five fixed transit routes that run all day.

The following geographic service gaps exist:

- No all-day fixed-route service to the Johnny Creek Area;
- Limited service to the west bench area (zero car concentration area);

- Limited service to medical and social service locations on (Alvin Ricken Drive, Hospital Way, Hiline); and
- Limited Fixed Route service is available for recreational opportunities (Bartz Way, Movie Theater).
- Limited Fixed Route service hours are available in the evening and on Sundays.

The fixed routes typically operate on one-hour headway. The time between bus picks up at the specific stop is one hour. The headway time restricts the times riders can catch the service, limiting when riders can travel.

The Door-to-Door Services provide rides for eligible riders with a disability and persons over 60. Pickup times are scheduled in half-hour increments, one hour before the requested drop-off time, to accommodate all patrons best. The bus will arrive in a thirty (30) minute window one hour before your drop-off time. These restrictions limit the ability to meet specific appointment requirements without a waiting period at either end of the trip.

The fixed route system operated most routes from 6:15 am to 7:00 pm. The Saturday service is shortened in the morning and evenings, and there is no Sunday service. These restrictions present issues for people who want to travel earlier in the morning or later in the evening.

Figure 7 Pocatello Regional Transit Service Area

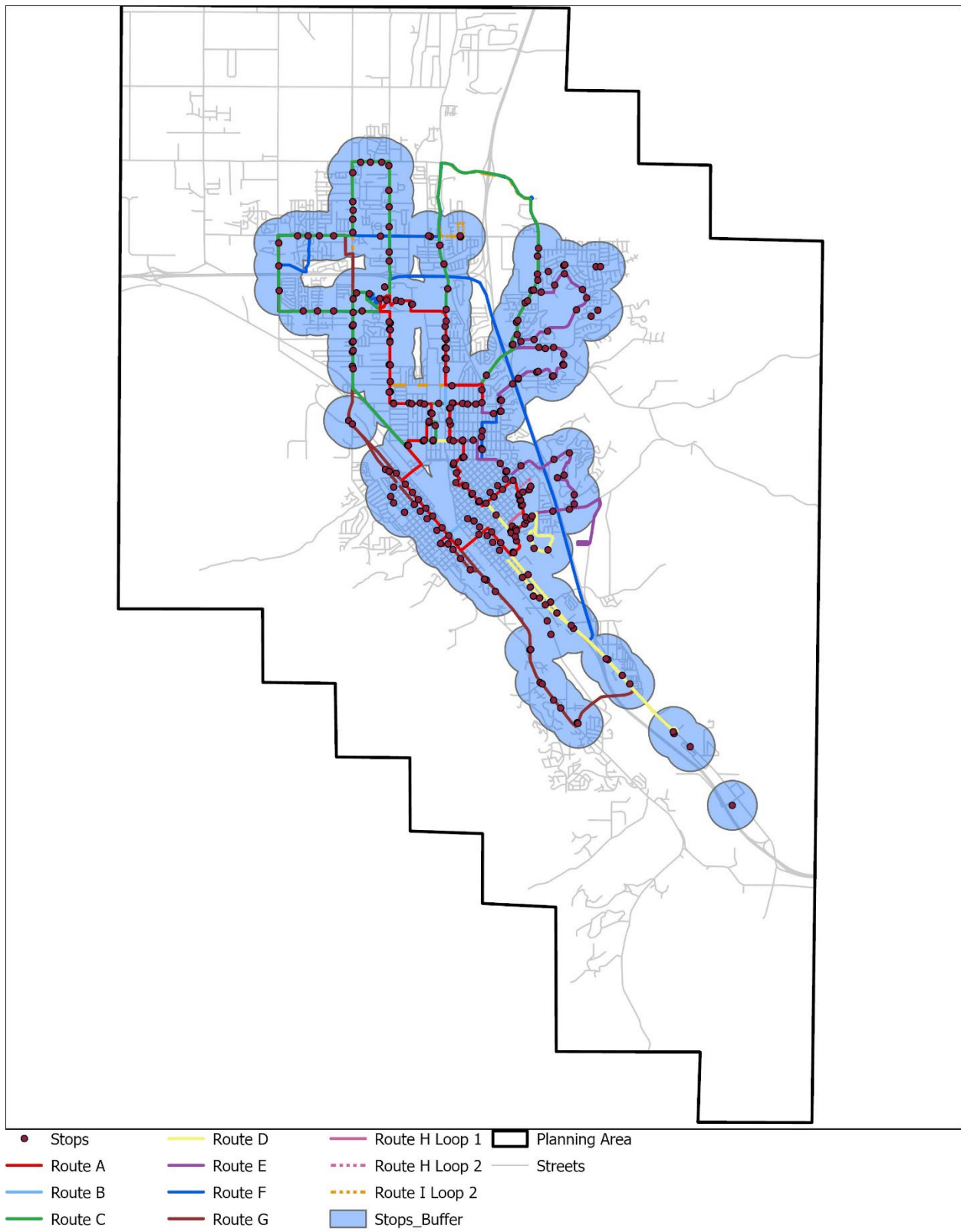


Figure 8 Bus Stop Accessible by Sidewalks Service Areas

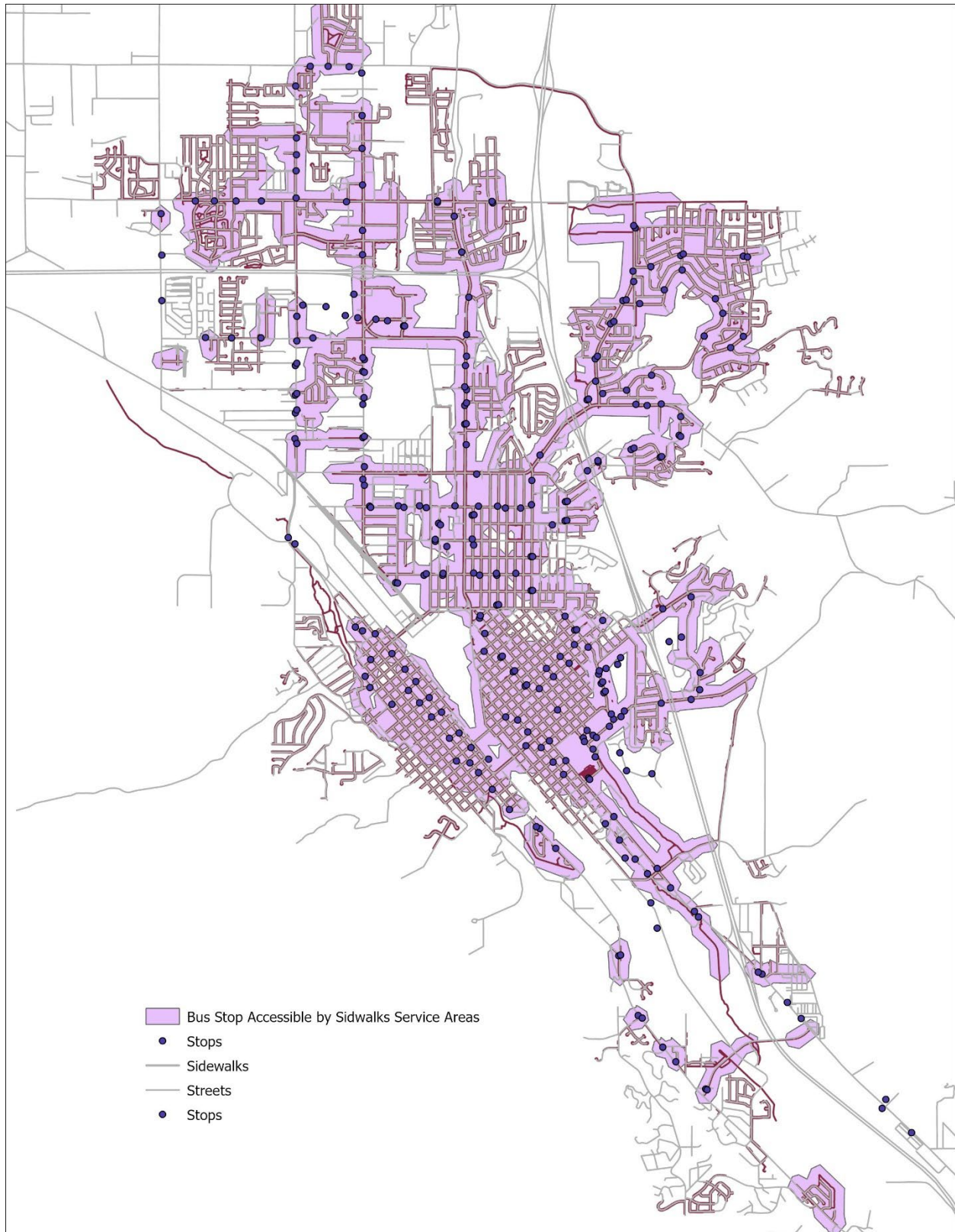
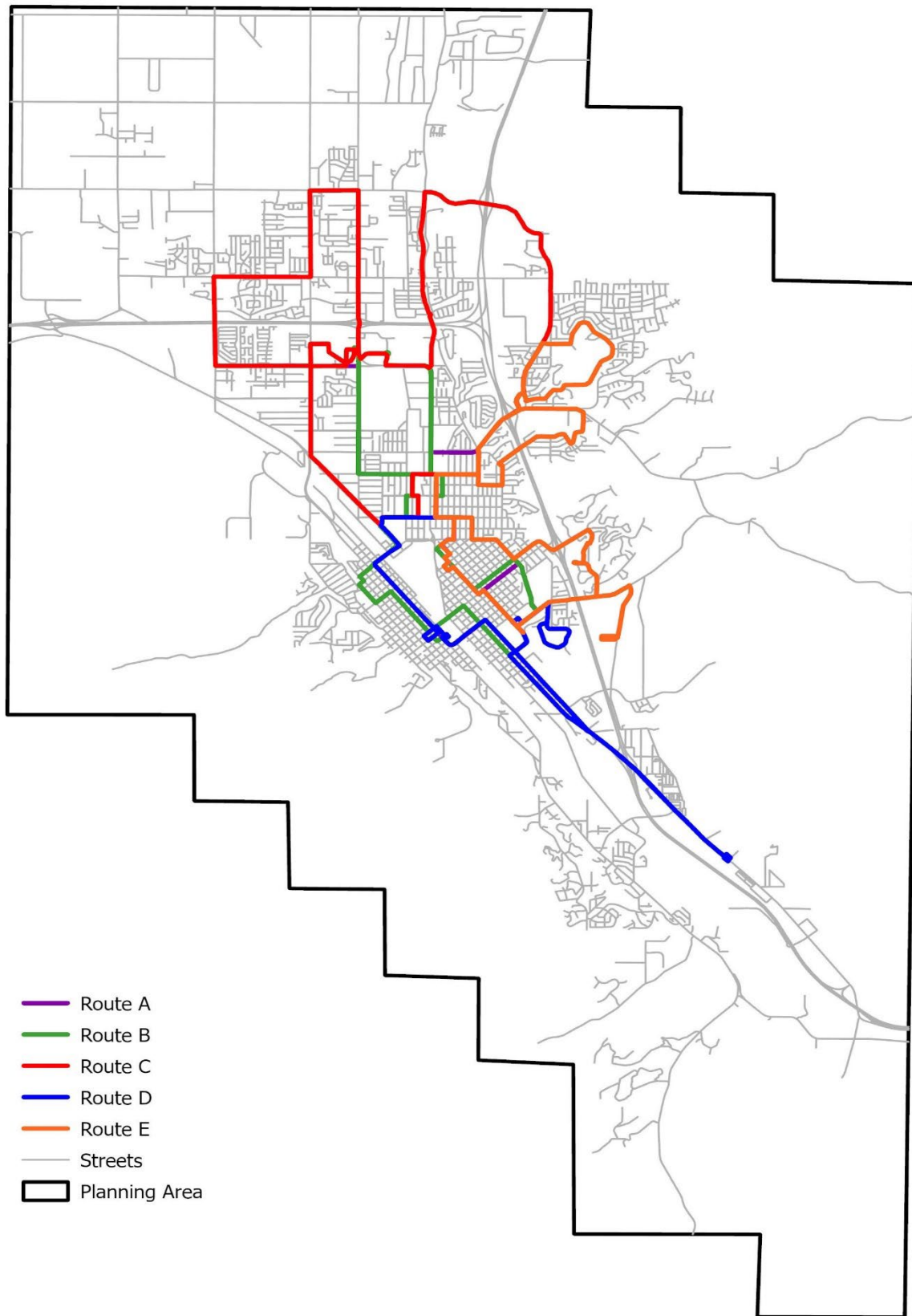


Figure 9 PRT Fixed Routes that Operate All Day



Facilities and Infrastructure Gaps

The actual bus operation is only part of the transit trip. For each trip, a passenger must walk from their origin to a bus stop and from a bus stop to their destination. Facility and infrastructure gaps occur when accessible pedestrian facilities do not exist from the trip origin or destination to the transit stop. Facilities and Infrastructure gaps can also occur where no bus shelters or benches are available at specific locations.

A 2020 Bus Stop Analysis found that 52 percent of the transit stops were accessible. Most of the transit stops in commercial zones are accessible, but not all are. The lack of sidewalks or curb ramps can be a deterrent to the use of the transit system. Residential areas are like commercial areas in that neighborhoods have accessible facilities. Many of the older neighborhoods in Pocatello and Chubbuck lack pedestrian facilities, which can prevent access to the fixed transit routes.

Transit facilities like shelters and benches provide an escape from the outside weather (wind, rain, or snow) while a passenger waits for the bus. There are currently a limited number of all-weather facilities on the fixed route system. Increased numbers can remediate the barrier weather can create.

Knowledge and Information Gaps

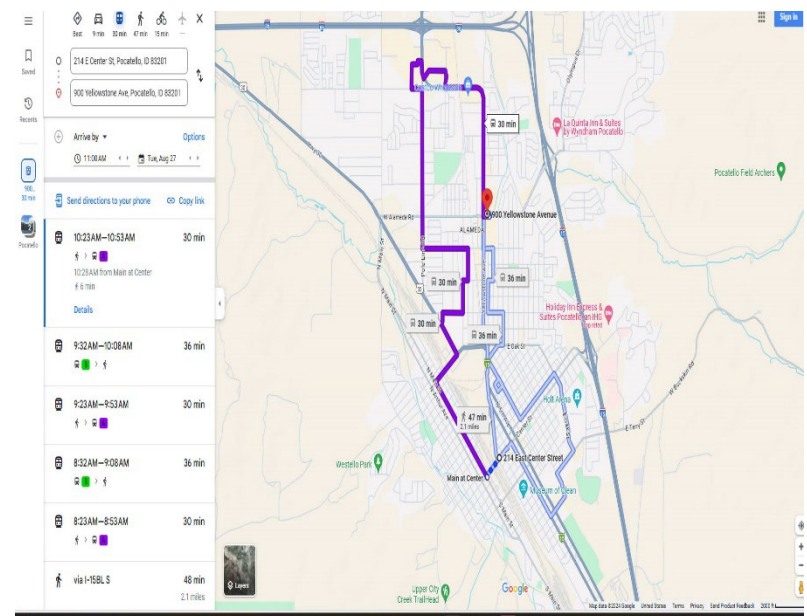
Knowledge and Information gaps occur when potential users are unaware of the transportation services provided or how to use the provided service. Technologies like Google Transit have improved the information available to riders. Figure 10 shows an example of a trip plan built in the PRT Rider Tool section of their website.

In the users survey, just over half were aware of the services provided by PRT. The survey was distributed primarily to people who would be considered transit-dependent.

PRT has made significant progress in addressing many issues related to knowledge and information over the last four years.

Updates to the website have vastly improved the information presented to the public. Google Transit uses the fixed routes system as a static route map, which will soon change. New scheduling software for the fixed routes could be expanded to allow those using the door-to-door service access via a website.

Figure 10 Example of Google Transit Trip Planner



Prioritized Strategies

Nineteen strategies have been developed to help achieve the objectives of the Coordinated Plan. Each strategy is a specific action or activity that can reduce or eliminate identified service gaps in the transit system. For each strategy, one or more project types could be developed to implement the strategy. The strategies are grouped by high, medium, and low priority. The priority reflects the implementation strategies that are the focus over the next four years.

High Priority Strategies

Improve Intelligent Transportation System (ITS) technology to decrease travel times and pickup windows for paratransit.

ITS technology allows computers to select the best route for each vehicle to decrease travel time. Improvements to the system and implementation of additional technology can decrease travel time.

Improve Intelligent Transportation System Technology for same-day service.

Many times, there are appointments or transportation needs which need to occur as soon as possible. The existing paratransit services require a 24-hour reservation, a barrier to this type of trip. For those who do not have access to the fixed route, the trip could be prevented. Develop procedures and rules that allow the ride scheduling software to schedule rides on the same day.

Provide route-specific trip information at each bus stop.

The current bus system relies on printed schedules that have pickup times for only selected (time stops) bus stops. Passengers are left to estimate when the bus will pass their specific stop. Time stops are when the vehicle will be at a specific time. The stops between two-time stops can change their actual stop time depending on the activity on the route. The farther away a stop is located from a time stop, the less certain the pickup time is. This strategy would improve the information at bus stops to maximize the certainty of the schedule.

Improve ITS routing software to reduce pickup windows and provide pickup time notification service to passengers.

The technology should be improved to expand the ability to predict pickup time and notify passengers of pickup time. While not everyone has a mobile phone or other devices, the numbers are increasing. The system should be expanded to include text message notifications and mobile scheduling.

Provide all-weather passenger waiting facilities at all transfer stations and high-volume stops.

Bus shelters that protect from the weather are critical to passenger comfort. Shelters provide seating for those passengers who cannot stand for long periods. The facilities should include a bench, protection from weather, and passenger information.

Develop and implement a bus bench placement program.

The user survey listed the lack of a place to sit as an issue with using fixed-route transit services. It is impractical to place a bus bench at every location. Specific criteria could be established to provide bus benches where needed to make that transit stop usable by seniors and persons with disabilities.

Maintain or expand mobility management within the urban area.

Lack of information seemed to be a common theme in the need analysis. Mobility management is a tool that can be used to improve information dissemination and coordination between agencies. The strategy would be to increase access to information and improve the coordination of transportation services within the BTPO planning area.

Medium Priority Strategies

Provide next bus display (vehicle tracking system) at major bus stops and transfer locations.

Next bus is a vehicle tracking system that uses global positioning satellite information to predict when the next bus will arrive at any given bus stop. This information provides real-time information to passengers who can make better travel decisions.

Provide accessible routes to transit stops.

Most bus stops in commercial zone locations are accessible. Many of the existing bus stop locations are also accessible, but some routes to those accessible stops are not. This strategy would specifically target locations with a high percentage of the target population or high-demand destinations. Providing accessible routes to these destinations can increase the number of people using the fixed route system.

Coordination meetings with regional partners and Agencies

BTPO formed the project advisory committee to assist in developing the Coordinated Plan. The committee has provided a lot of useful information. Information, programs, and issues have been discussed, and several actions have been taken. Continuing this committee in some form can provide a needed conduit to coordinate the needs of human services and other agencies with public and private transportation providers.

Low Priority Strategies

Evaluate bus stop locations in target population neighborhoods.

The strategy would target new bus stops or routes in service areas with above-average senior, low-income, disabled, or zero-vehicle households.

Relocate or locate additional bus stop locations to improve accessibility.

The strategy would evaluate and recommend modification of existing bus stop locations or where to place new bus stops.

Provide Paratransit feeder service collection locations.

Some live where fixed route service is impractical due to population density or trip length. Paratransit vehicles can collect and deliver passengers to the nearest fixed route in those areas. Feeder stops would need to be located and signed before service starts. A passenger would schedule a trip via the standard Paratransit scheduling system.

Decrease fixed route headways.

The current PRT system operates most routes with a one-hour headway. Due to the region's transit system design, determining headways is complicated. Headway is the distance or time between vehicles. In this strategy, the headway is defined as the distance or time between vehicles with a common destination. The strategy aims to increase the system's flexibility to meet variable travel schedules.

Maintain fixed route destination information (travel time) on the website and in printed material.

PRT fixed route information is available through Google Transit. The strategy intends to improve customer information on where exactly a transit vehicle is and when they could reach a specific transit stop. Improving the route destination information can include adding a real-time display of transit vehicles to electronic sources such as the PRT website or through mobile devices.

Improve trip directness to significant origin/destination locations.

For many reasons, transit vehicles often do not take the most direct route to a location. Primarily, transit routes are not designed to serve point-to-point trips. They are designed to facilitate mobility within a region. People's travel, however, is point-to-point. The strategy aims to reduce travel time on fixed routes between significant employment, commercial, and medical locations.

Add additional Paratransit vehicles during high-demand times.

Pickup windows and travel time in the paratransit system are affected by the number of vehicles on the road at any given time. Adding vehicles during peak travel time can reduce travel time and pickup windows.

Improve information available on the website and mobile devices

Fixed route information and information on paratransit, hours, and cost of services are as important as the location of fixed-route buses. The strategy aims to distribute as much information in an easy-to-access format as possible.

Section 5310 Funding

The governor has designated the Idaho Transportation Department as the designated recipient for Section 5310 funds in urbanized areas with a population between 50,000 and 200,000. The

Idaho Transportation Department has allowed BTPO to be the lead agency for the competitive selection of projects to meet the identified needs and gaps of the Coordinated Plan.

Eligible Activities

Section 5310 funds are available for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. The activities are further categorized as traditional and non-traditional. Traditional projects must account for at least 55% of the funds expended. Non-traditional projects can account for up to 45% of funds expended.

Examples of traditional capital expenses, which an eligible subrecipient must carry out, include, but are not limited to:

- Rolling stock and related activities for Section 5310-funded vehicles
- Acquisition of expansion or replacement buses or vans and related procurement, testing, inspection, and acceptance costs
- Vehicle rehabilitation or overhaul
- Preventive maintenance
- Radios and communication equipment
- Vehicle wheelchair lifts, ramps, and securement devices
- Passenger facilities related to Section 5310-funded vehicles
- Purchase and installation of benches, shelters, and other passenger amenities
- Support facilities and equipment for Section 5310-funded vehicles
- Extended warranties that do not exceed the industry standard
- Computer hardware and software
- Transit-related Intelligent Transportation Systems (ITS)
- Dispatch systems
- Fare collection systems

Examples of Non-Traditional capital expenses include, but are not limited to:

- Public transportation projects (capital only) are planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable
- Public transportation projects (capital and operating) that exceed the requirements of the ADA
- Public transportation projects (capital and operating) that improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service
- Alternatives to public transportation (capital and operating) that assist seniors and individuals with disabilities with transportation

Eligible Subrecipient For Traditional Section 5310 Projects

Traditional projects may be allocated to the following agencies:

- A private nonprofit organization
- A state or local governmental authority that:
 - is approved by a state to coordinate services for seniors and individuals with disabilities; or
 - certifies that no nonprofit organizations are readily available in the area to provide the service.

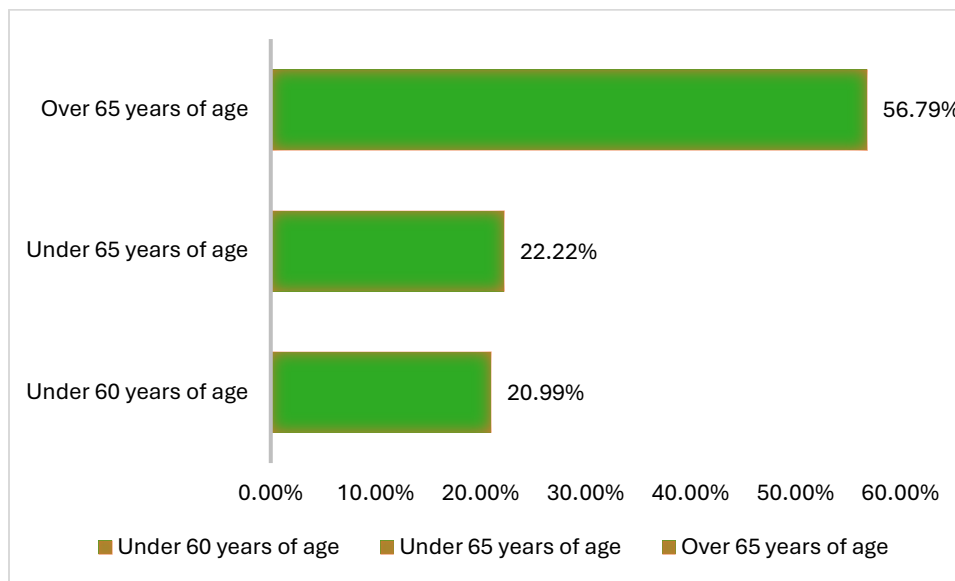
Eligible subrecipients For Non-Traditional Section 5310 Projects:

- Eligible subrecipients for other eligible Section 5310 activities include:
- State or local governmental authority
- A private nonprofit organization,
- Operator of public transportation that receives a Section 5310 grant indirectly through a recipient.

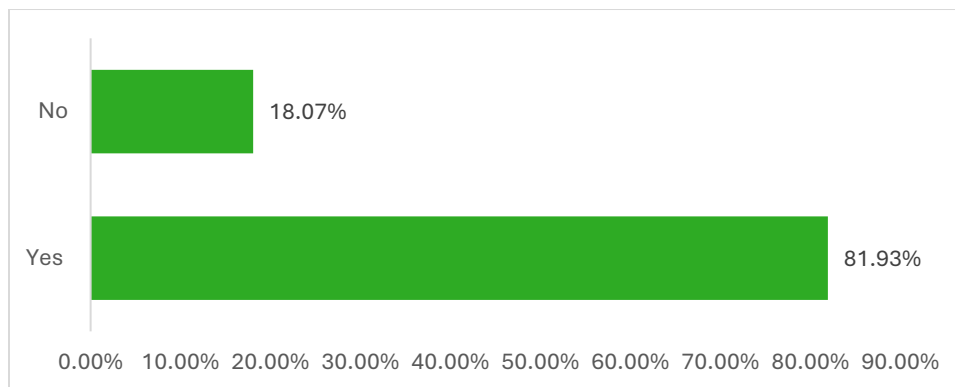
Appendix A – Survey Summary

A survey was distributed to local housing agencies, senior centers, and riders of the PRT door-to-door service. The survey was provided electronically (online) and as a paper copy. The survey was available during February and March 2024.

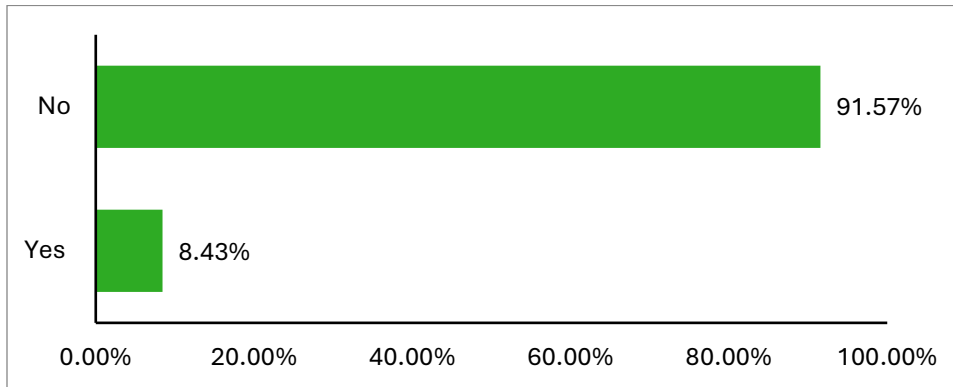
Question 1: What best describes your age?



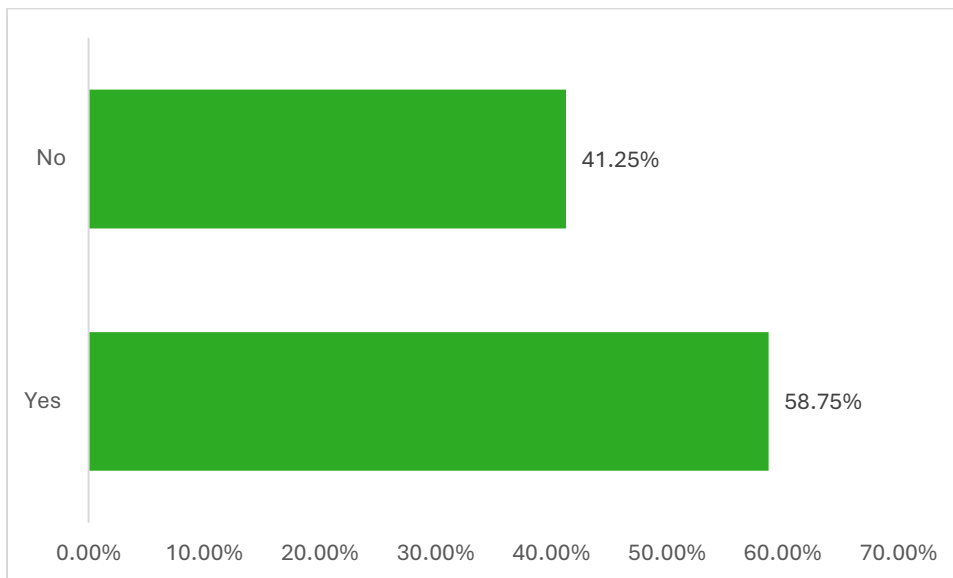
Question 2: Do you have a disability?



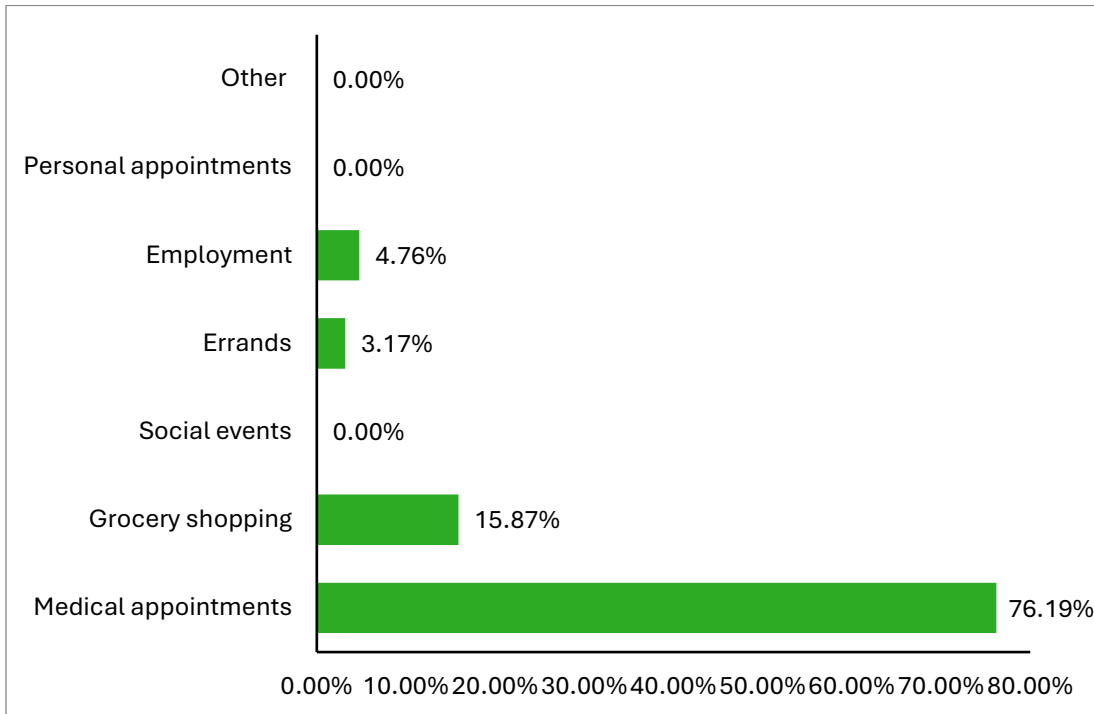
Question 3: Are you a Veteran?



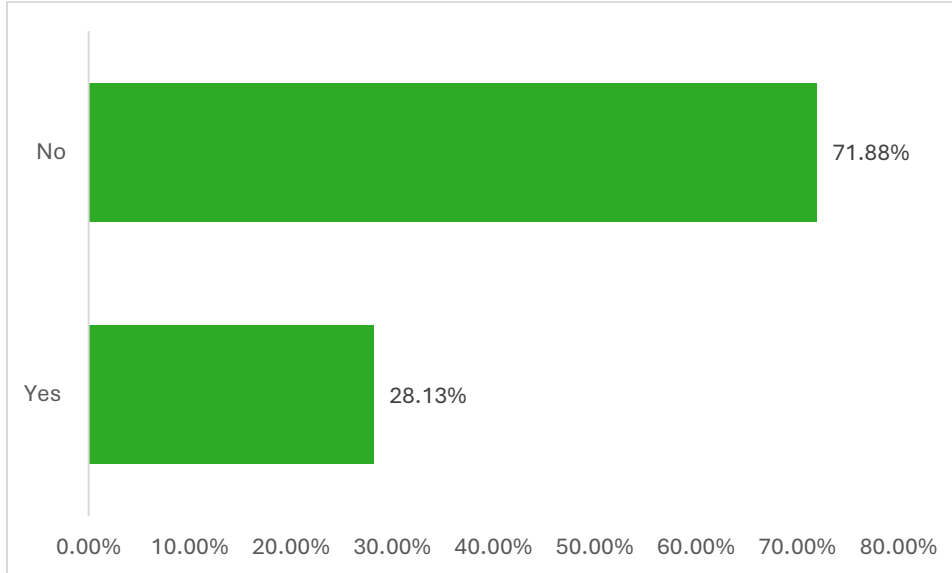
Question 4: Do you rely on a person, not a member of your household, organization, or company, to provide transportation services?



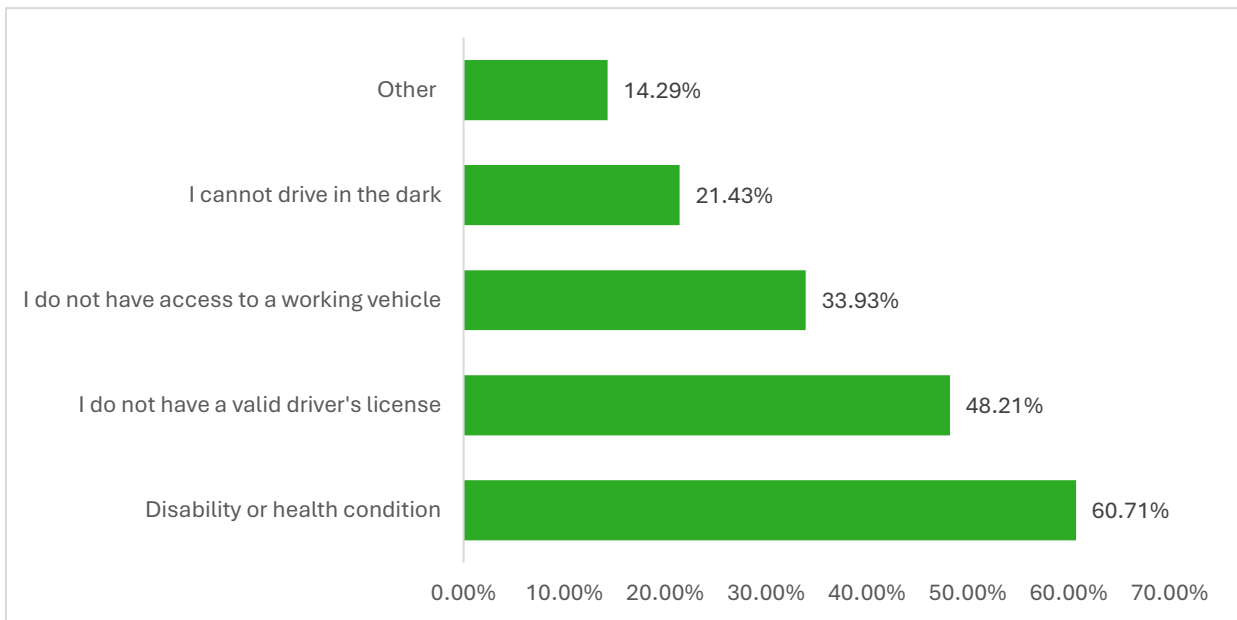
Question 5: What is your most common destination?



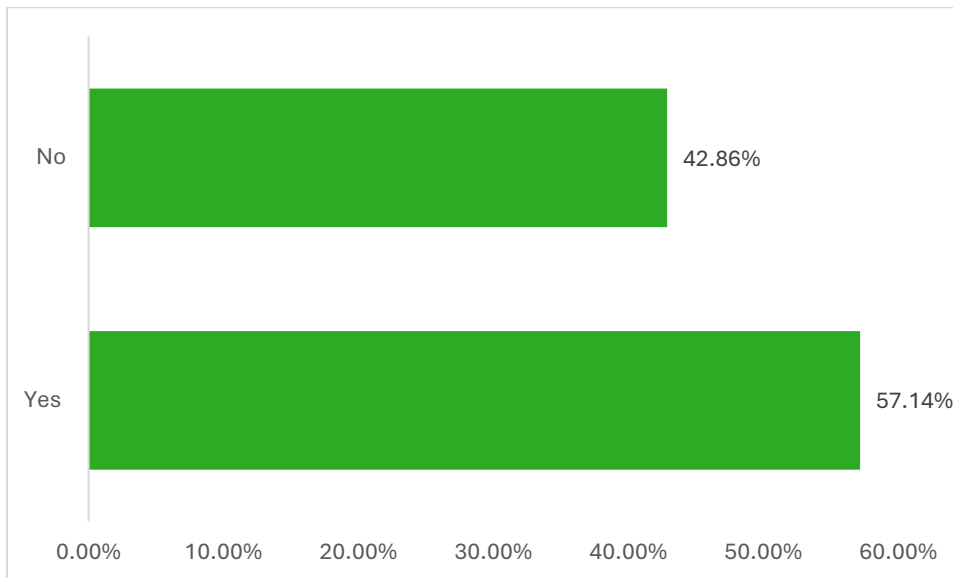
Question 6: Are you able to drive yourself when you travel?



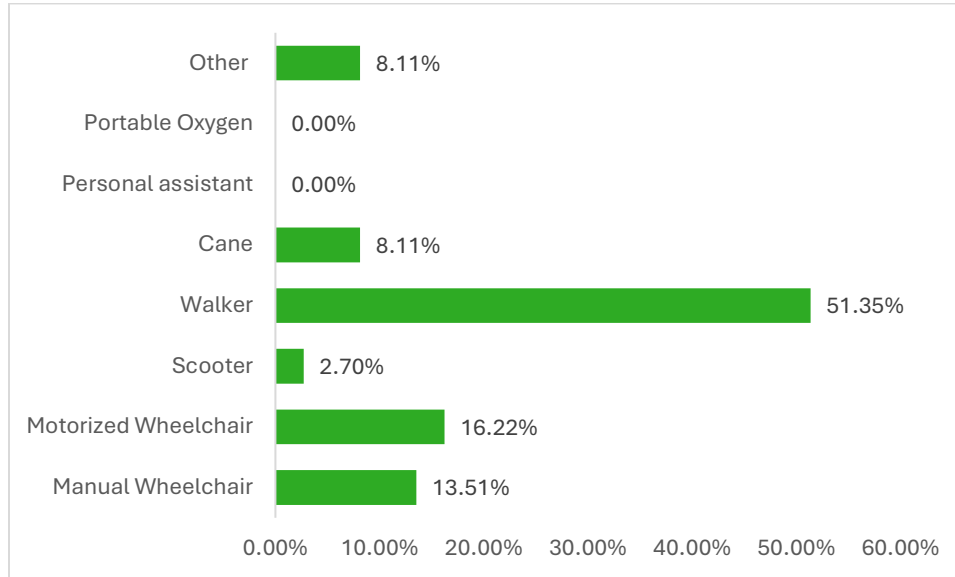
Question 7: Are you unable to travel by yourself due to (check all the apply)



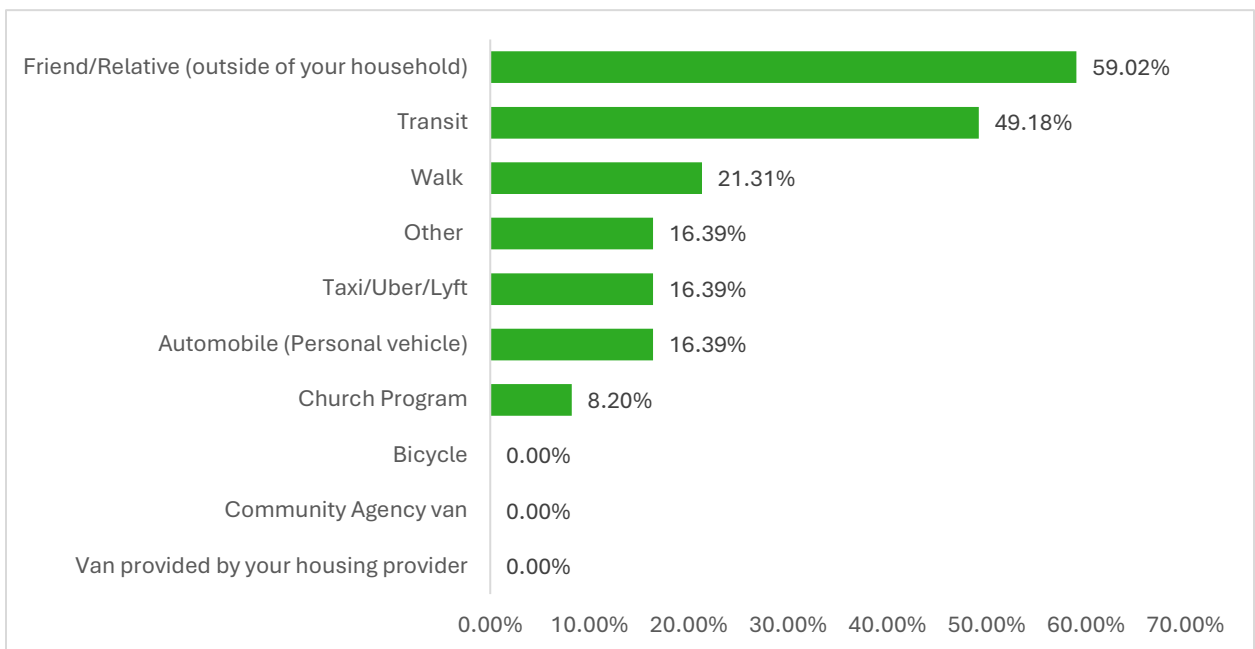
Question 8: Do you use a mobility device (like a wheelchair, service animal, or personal attendant)?



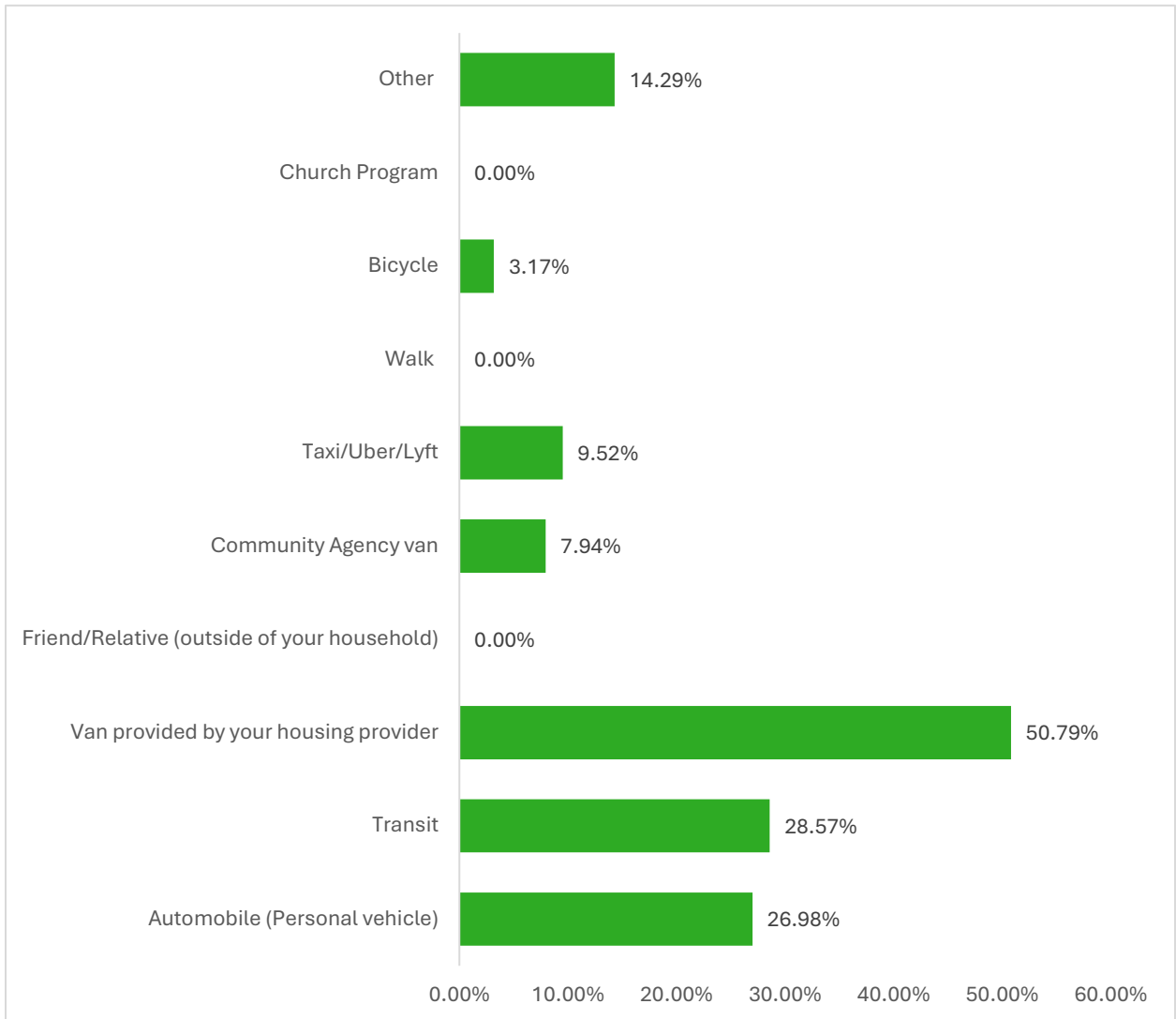
Question 9: If Yes, what type?



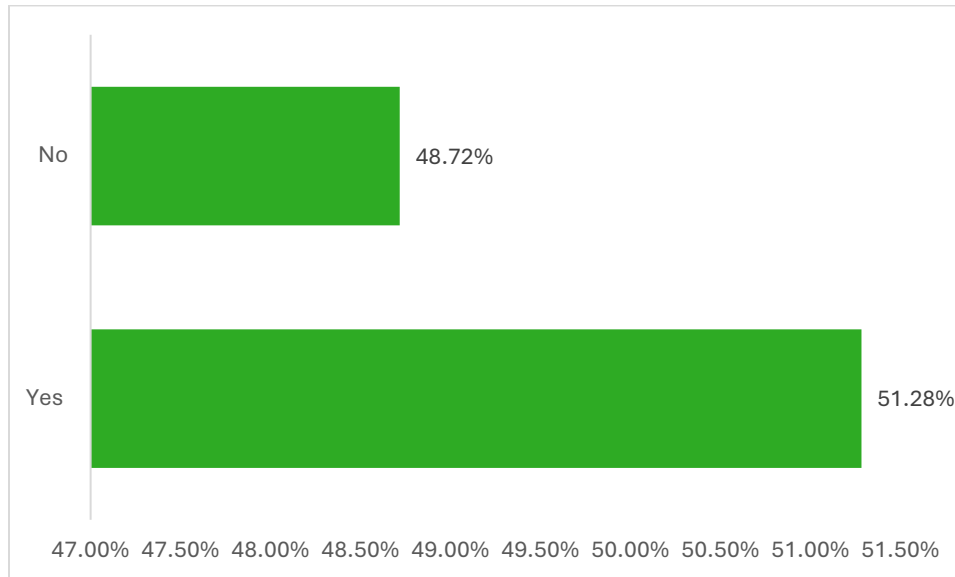
Question 10: In a typical month, which of the following forms of transportation do you use?
(Check all that apply)



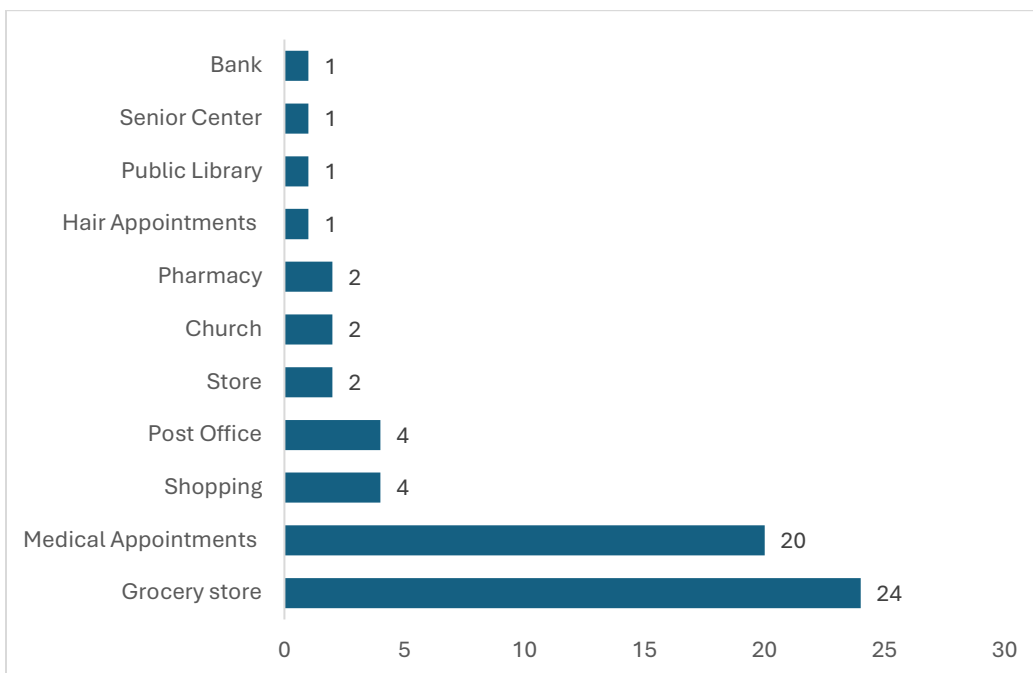
Question 11: In a typical month, which of the following forms of transportation do you use MOST?



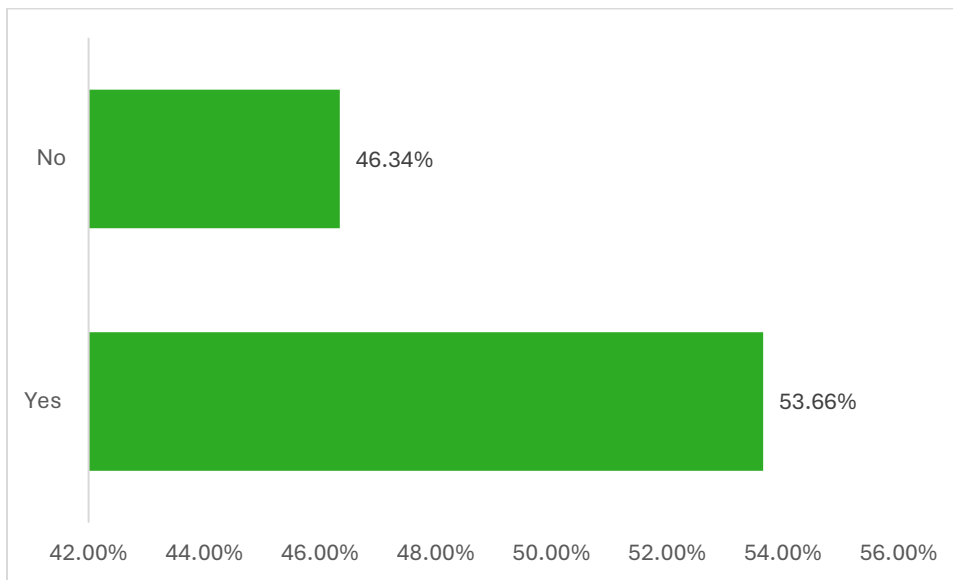
Question 12: Do you have difficulty leaving your home due to lack of transportation?



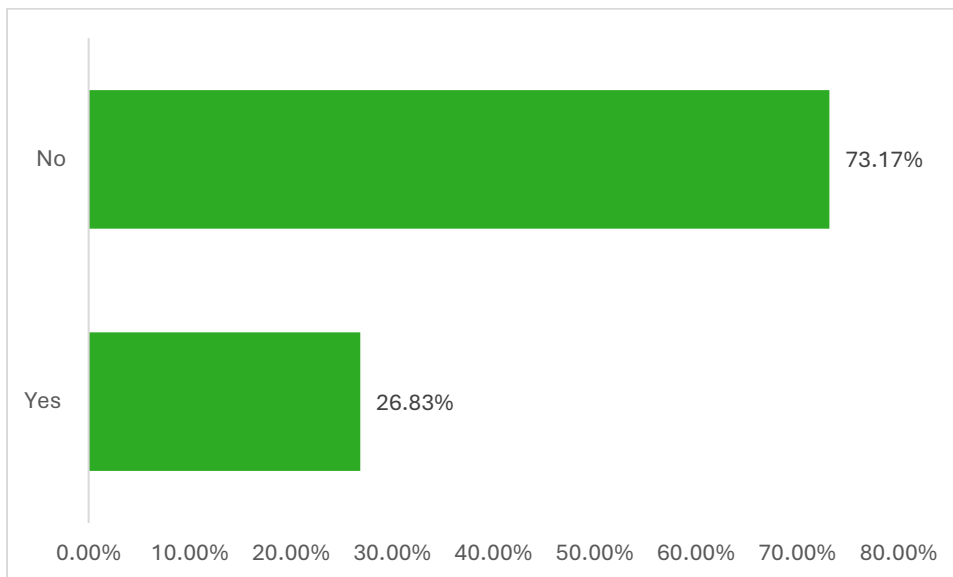
Question 13: Are there places that you have trouble getting to because of transportation problems? If so, please name the top three places. (For example, post office, grocery store, or medical appointments)



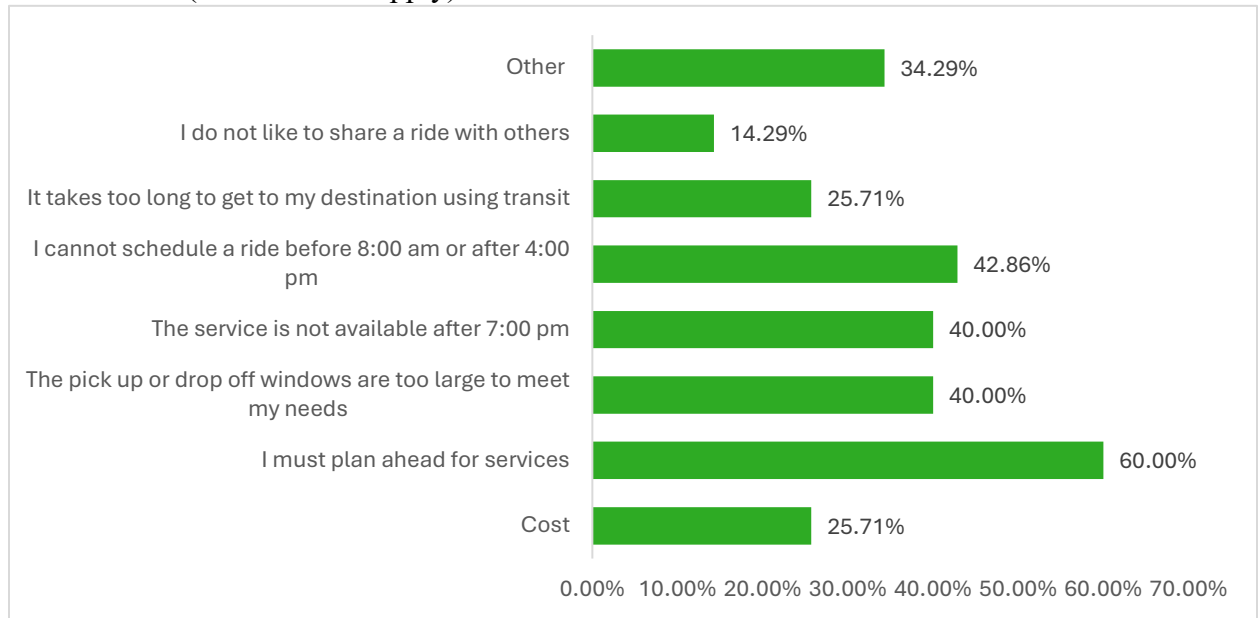
Question 14: Are you aware of the following Pocatello Regional Transit Demand Response?



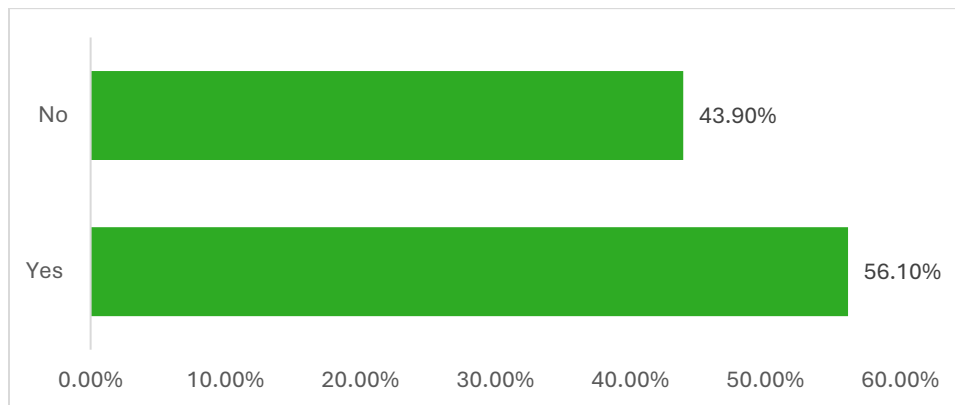
Question 15: Do you use Pocatello Regional Transit Door-to-Door Services?



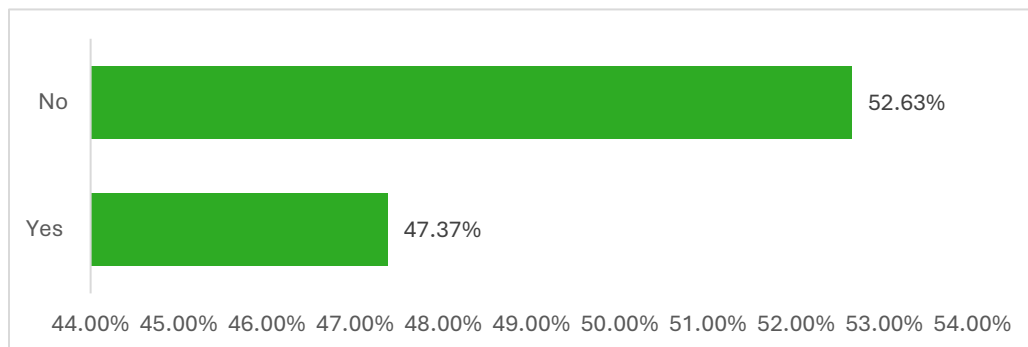
Question 16: Have you encountered any barriers in using Pocatello Regional Transit Door-to-Door Service (check all that apply)



Question 17: Are you aware of the Pocatello Regional Transit fixed route services?



Question 18: Are you able to access the Pocatello Regional Transit fixed bus routes?



Question 19:
Have you

encountered barriers that prevent you from using Pocatello Regional Transit fixed bus routes? (check all that apply)

