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IDAHO PUBLIC TRANSPORTATION PLAN

Appendix B

Public Transportation Provider Information and Profiles

Final April 2018



Idaho Public
Transportation Plan



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Idaho Public Transportation Plan

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Introduction

This appendix elaborates on the public transportation provider information provided in Chapter 3.

Operating Statistics

As mentioned in Chapter 3, twenty-two organizations were categorized as public transit providers. Seventeen of those organizations—all but the vanpool and university providers—were categorized according to the criteria below and included in a peer review that compared their performance to similar transit providers in other states.

Classification criteria used for this peer to peer comparison included the following:

- Large Providers: Serve a metro area of 200,000 people or more. Operating budgets are \$5 million or more per year.
- Medium Providers: Serve urban areas with populations of 50,000—100,000 or more, or broader suburban and rural regions. Operating budgets are \$1 million or more per year.
- Small Urban Providers: Serve urban communities with populations between 5,000 and 50,000.
- Small Rural Providers: Serve or link rural communities under 5,000 in population.

Figure 1 and Figure 2 show operating and financial statistics, by mode of service, for these 16 public transit providers, by category.

Figure 1 Idaho Fixed Route Provider Operating Characteristics (2015)

| Idaho Fixed Route Provider Operating Characteristics (2015) | | | | | | |
|---|---------------------------------------|------------------------------|--|---------------------------|---------------------------|---------------------------------------|
| Provider Name | Fixed Route Operating Costs (2015 \$) | Fixed Route Revenue Vehicles | Fixed Route Ridership (Unlinked Trips) | Fixed Route Revenue Hours | Fixed Route Revenue Miles | Fixed Route Farebox Revenue (2015 \$) |
| LARGE PROVIDERS | | | | | | |
| Valley Regional Transit | 7,850,952 | 57 | 1,369,716 | 95,068 | 1,400,931 | 931,936 |
| IDAHO LARGE PROVIDER AVERAGE | 7,850,952 | 57 | 1,369,716 | 95,068 | 1,400,931 | 931,936 |
| MEDIUM PROVIDERS | | | | | | |
| Citylink (North Idaho) | 1,350,137 | 15 | 347,170 | 23,499 | 648,440 | 164,632 |
| Treasure Valley Transit | 1,234,264 | 13 | 101,439 | 16,870 | 384,597 | 56,881 |
| Mountain Rides Transportation Authority | 1,902,473 | 19 | 454,038 | 28,004 | 467,468 | 204,138 |
| City of Pocatello (Pocatello Regional Transit) | 1,002,095 | 18 | 243,216 | 23,483 | 335,551 | 93,336 |
| Targhee Regional Public Transportation Authority | 469,239 | 11 | 32,686 | 16,163 | 123,916 | 14,080 |
| IDAHO MEDIUM PROVIDER AVERAGE | 1,191,642 | 15 | 235,710 | 21,604 | 391,994 | 106,613 |
| SMALL URBAN PROVIDERS | | | | | | |
| SPOT | 348,696 | 5 | 72,002 | 9,614 | 140,479 | - |
| Lewiston Transit | 349,978 | 5 | 57,149 | 6,401 | 89,236 | 31,210 |
| SMART (Regional Public Transportation) | 381,889 | 3 | 159,483 | 5,790 | 57,111 | - |
| IDAHO SMALL URBAN PROVIDER AVERAGE | 360,188 | 4 | 96,211 | 7,268 | 95,609 | 10,403 |
| SMALL RURAL PROVIDERS | | | | | | |
| Shoshone County - Silver Express | 131,870 | 1 | 12,912 | 2,556 | 50,737 | - |
| Nez Perce Tribe Appaloosa Express | 203,911 | 7 | 16,759 | 8,431 | 288,733 | 11,817 |
| City of Driggs | 132,868 | 3 | 16,644 | 3,506 | 76,913 | 13,404 |
| Southern Teton Area Rapid Transit (START) | 160,101 | 3 | 26,567 | 15,124 | 38,738 | 107,281 |
| IDAHO SMALL RURAL PROVIDER AVERAGE | 157,188 | 3 | 18,221 | 7,404 | 113,780 | 31,292 |

Source: ITD-PT data



Figure 2 – Idaho Demand Response Provider Operating Characteristics (2015)

| Idaho Demand Response Provider Operating Characteristics (2015) | | | | | | |
|---|---|----------------------------------|--|-------------------------------|-------------------------------|---|
| Provider Name | Demand Response Operating Costs (2015 \$) | Demand Response Revenue Vehicles | Demand Response Ridership (Unlinked Trips) | Demand Response Revenue Hours | Demand Response Revenue Miles | Demand Response Farebox Revenue (2015 \$) |
| LARGE PROVIDERS | | | | | | |
| Valley Regional Transit | 1,513,262 | 26 | 58,045 | 25,440 | 325,310 | 90,145 |
| IDAHO LARGE PROVIDER AVERAGE | 1,513,262 | 26 | 58,045 | 25,440 | 325,310 | 90,145 |
| MEDIUM PROVIDERS | | | | | | |
| Citylink (North Idaho) | 141,110 | 15 | 6,872 | 1,995 | 64,433 | - |
| Treasure Valley Transit | 974,675 | 14 | 43,302 | 23,517 | 278,320 | 3,326 |
| Mountain Rides Transportation Authority | 7,815 | 1 | 391 | 163 | 3,643 | 1,042 |
| City of Pocatello (Pocatello Regional Transit) | 1,394,428 | 23 | 80,051 | 33,084 | 423,530 | 47,050 |
| Trans IV | 658,971 | 15 | 36,214 | 13,424 | 171,087 | 25,640 |
| Targhee Regional Public Transportation Authority | 1,167,115 | 34 | 81,730 | 32,748 | 677,263 | 27,864 |
| IDAHO MEDIUM PROVIDER AVERAGE | 724,019 | 17 | 41,427 | 17,489 | 269,713 | 17,487 |
| SMALL URBAN PROVIDERS | | | | | | |
| SPOT | 72,946 | 1 | 6,928 | 3,416 | 30,842 | - |
| Lewiston Transit | 342,348 | 3 | 4,722 | 1,768 | 26,681 | 6,074 |
| SMART (Regional Public Transportation) | 180,927 | 7 | 10,376 | 3,092 | 28,163 | 2,299 |
| IDAHO SMALL URBAN PROVIDER AVERAGE | 198,740 | 4 | 7,342 | 2,759 | 28,562 | 2,791 |
| SMALL RURAL PROVIDERS | | | | | | |
| Shoshone County - Silver Express | 26,578 | 1 | 1,637 | 977 | 23,411 | - |
| Valley Vista Care - Benewah Area Transit | 143,555 | 7 | 6,025 | 4,379 | 53,251 | - |
| Nez Perce Tribe Appaloosa Express | 27,010 | 1 | 101 | 768 | 15,278 | 325 |
| Lemhi Ride | 133,791 | 2 | 9,049 | 1,061 | 17,119 | 1,827 |



Idaho Demand Response Provider Operating Characteristics (2015)

| Provider Name | Demand Response Operating Costs (2015 \$) | Demand Response Revenue Vehicles | Demand Response Ridership (Unlinked Trips) | Demand Response Revenue Hours | Demand Response Revenue Miles | Demand Response Farebox Revenue (2015 \$) |
|---|---|----------------------------------|--|-------------------------------|-------------------------------|---|
| Valley Vista - Lost River Area Transit | 153,110 | 6 | 9,473 | 2,664 | 50,920 | - |
| IDAHO SMALL RURAL PROVIDER AVERAGE | 96,809 | 3 | 5,257 | 1,970 | 31,996 | 430 |

Source: ITD-PT data

Provider Profiles

The sections below present profiles of the public transit providers operating in each district and identify the other transportation providers that offer services in those communities. Each public transit provider profile shows the category to which the provider has been assigned for the purposes of the peer review mentioned in Chapter 3—large, medium, small urban, or small rural provider.

Many of these public transit providers receive federal funding through ITD-PT-PT, which administers the Federal Transit Administration’s (FTA) formula grant programs for rural areas (Section 5311), bus and bus facility projects (Section 5339), and services for older adults and people with disabilities (Section 5310).

District 1: General Public Providers

Four public transit providers serve District 1.

Provider: CITYLINK

Category: Medium

Citylink serves the Coeur d’Alene urbanized area and surrounding rural areas from its transit center in Plummer, Idaho. Within the Coeur d’Alene urbanized area, Citylink operates under contract to Kootenai County, the designated recipient for FTA 5307 funding. In rural areas of southern Kootenai County and Benewah County, Citylink provides essential public transportation services for the communities of Plummer and Worley, connecting these rural communities to services and destinations within the Coeur d’Alene area. Funding support for Citylink comes from a variety of sources, including FTA 5307 funding for service within Coeur d’Alene, Hayden and Post Falls and 5311 funding for service in rural areas. Additional funding is provided by the Coeur d’Alene Casino and the Coeur d’Alene Tribal Council.

Figure 3 summarizes characteristics of Citylink’s services. Figure 4 shows performance measures for Citylink service by mode.



Figure 3 – Citylink Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|---|-----------------------------|---------------------|-----------------|
| Post Falls, Coeur d’Alene, Hayden and Worley in Kootenai County; Plummer, Tensed and Desmet in Benewah County | 1,313 square miles | \$1,491,247 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 347,170 | 6,872 | N/A | 354,042 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 6 AM-9 PM | Sa-Sun 8 AM-9 PM | 25,494 | 712,873 |

Figure 4 – Citylink Service Performance Measures, 2015

| Metric | Citylink | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 14.77 | 9.88 |
| Demand Response | 3.44 | 2.55 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.54 | 0.55 |
| Demand Response | 0.11 | 0.15 |
| Farebox Recovery Ratio | | |
| Fixed Route | 0% | 5% |
| Demand Response | 0% | 4% |
| Cost per Revenue Hour | | |
| Fixed Route | \$57.46 | \$54.05 |
| Demand Response | \$70.73 | \$47.83 |
| Cost per Revenue Mile | | |
| Fixed Route | \$2.08 | \$3.23 |
| Demand Response | \$2.19 | \$2.78 |
| Cost per Trip | | |
| Fixed Route | \$3.89 | \$7.74 |
| Demand Response | \$20.53 | \$18.82 |

Provider: SELKIRKS-PEND OREILLE TRANSIT (SPOT)

Category: Small Urban

Selkirks-Pend Oreille Transit, or SPOT, provides fixed route and demand response services to the Sandpoint/Ponderay area in Bonner County, Idaho, as well as limited service within Bonners Ferry in Boundary County, and between Bonners Ferry and Sandpoint. SPOT is a non-profit collaborative venture between the cities of Dover, Sandpoint, Ponderay, and Kootenai that provides reliable, efficient and free bus service to the general public. It also provides a connection to Schweitzer Mountain Resort, an important regional attraction. SPOT began operating in 2011.

Figure 5 summarizes characteristics of SPOT’s services. Figure 6 shows performance measures for SPOT service by mode.

Figure 5 – SPOT Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|------------------------------|-------------------------------|---------------------|-----------------|
| Bonner and Boundary Counties | 3,197 square miles | \$421,642 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 72,002 | 6,928 | N/A | 78,930 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 6 AM-6 PM | Sa 6 AM-6 PM Sun 6 AM-6 PM | 13,030 | 171,321 |

Figure 6 – SPOT Service Performance Measures, 2015

| Metric | SPOT | Idaho Peer Category Average |
|------------------------------------|------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 7.49 | 14.65 |
| Demand Response | 2.03 | 2.68 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.51 | 1.32 |
| Demand Response | 0.22 | 0.26 |
| Farebox Recovery Ratio | | |
| Fixed Route | 0% | 3% |
| Demand Response | 0% | 1% |

| | | |
|------------------------------|---------|---------|
| Cost per Revenue Hour | | |
| Fixed Route | \$36.27 | \$52.30 |
| Demand Response | \$21.35 | \$91.17 |
| Cost per Revenue Mile | | |
| Fixed Route | \$2.48 | \$4.36 |
| Demand Response | \$2.37 | \$7.21 |
| Cost per Trip | | |
| Fixed Route | \$4.84 | \$4.45 |
| Demand Response | \$10.53 | \$33.49 |

Source: ITD-PT Operating Data, 2015

Provider: SILVER EXPRESS

Category: Small Rural

Silver Express serves the Silver Valley communities of Pinehurst, Smeltonville, Kellogg, Osburn, Wallace and Mullan in Shoshone County, Idaho with a single loop route through the Silver Valley that is completed three times each day, and a shuttle van between the Silver Valley and Coeur d’Alene twice weekly. Silver Express is a non-profit public transportation service operated by Northwest Medical Transport, a private Medicaid transport firm located in Coeur d’Alene that works in partnership with Shoshone County. Silver Express has been officially operating since January 2012, and serves all members of the general public. The service has become an essential transportation link for low-income people in the Silver Valley.

Figure 7 summarizes characteristics of Silver Express services. Figure 8 presents performance measures for Silver Express service by mode.

Figure 7 – Silver Express Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|---|-----------------------------|---------------------|-----------------|
| Silver Valley communities within Shoshone County, with connections to Coeur d’Alene | 2,658 square miles | \$158,448 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 12,912 | 1,637 | N/A | 14,549 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 8AM-5:30PM | None | 3,533 | 74,148 |



Figure 8 – Silver Express Service Performance Measures, 2015

| Metric | Silver Express | Idaho Peer Category Average |
|------------------------------------|----------------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 5.05 | 3.39 |
| Demand Response | 1.68 | 3.05 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.25 | 0.30 |
| Demand Response | 0.07 | 0.18 |
| Farebox Recovery Ratio | | |
| Fixed Route | 0% | 19% |
| Demand Response | 0% | 1% |
| Cost per Revenue Hour | | |
| Fixed Route | \$51.59 | \$31.06 |
| Demand Response | \$27.20 | \$55.75 |
| Cost per Revenue Mile | | |
| Fixed Route | \$2.60 | \$2.29 |
| Demand Response | \$1.14 | \$3.28 |
| Cost per Trip | | |
| Fixed Route | \$10.21 | \$9.10 |
| Demand Response | \$16.24 | \$67.69 |

Source: ITD-PT Operating Data, 2015

Category: Small Rural

Valley Vista Care, a private nonprofit health services agency located in St. Maries, Idaho, operates Benewah Area Transit, or BAT, which provides demand response transportation to the general public, as well as Medicaid transport to outlying rural areas of Benewah County. Its customers comprise a diverse group, which includes disabled people, seniors, youth, and the general public. BAT’s focus is on providing transportation to and from medical appointments, but Valley Vista also serves other transit needs of local residents, such as facilitating shopping and church attendance.

Figure 9 summarizes characteristics of Valley Vista Care/Benewah Area Transit service. Figure 10 shows performance measures for Valley Vista Care/Benewah Area Transit service by mode.

Figure 9 – Valley Vista Care/Benewah Area Transit Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|----------------------------|-----------------------------|---------------------|-----------------|
| Benewah County | 786 square miles | \$143,555 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| N/A | 6,025 | N/A | 6,025 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 8 AM-5 PM | None | 4,379 | 53,251 |

Figure 10 – Valley Vista /Benewah Area Transit Service Performance Measures, 2015

| Metric | Provider | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Demand Response | 1.38 | 3.05 |
| Passengers per Revenue Mile | | |
| Demand Response | 0.11 | 0.18 |
| Farebox Recovery Ratio | | |
| Demand Response | 0% | 1% |
| Cost per Revenue Hour | | |
| Demand Response | \$32.78 | \$55.75 |
| Cost per Revenue Mile | | |
| Demand Response | \$2.70 | \$3.28 |
| Cost per Trip | | |
| Demand Response | \$23.83 | \$67.69 |

District 2: General Public Providers

Five public transit providers serve District 2.

LEWISTON TRANSIT

Small Urban Provider

Lewiston Transit serves the city of Lewiston, Idaho with connection to Clarkston, Washington through the Asotin County Public Transportation Benefit Area. Lewiston Transit is publicly owned and operated by the City of Lewiston. In addition to its fixed route services, Lewiston Transit operates a Dial-a-Ride service for individuals with disabilities.

Figure 11 summarizes characteristics of Lewiston Transit’s services. Figure 12 shows performance measures for Lewiston Transit service by mode.

Figure 11 – Lewiston Transit Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | DR Eligibility |
|----------------------------|-----------------------------|---------------------|---------------------------|
| City of Lewiston | 19 square miles | \$692,326 | Persons with disabilities |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 57,149 | 4,722 | NA | 61,871 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 6 AM-7 PM | Sa 9 AM-3 PM | 8,169 | 115,917 |

Figure 12 – Lewiston Transit Service Performance Measures, 2015

| Metric | Lewiston Transit | Idaho Peer Category Average |
|------------------------------------|------------------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 8.93 | 14.65 |
| Demand Response | 2.67 | 2.68 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.64 | 1.32 |
| Demand Response | 0.18 | .26 |
| Farebox Recovery Ratio | | |

| | | |
|------------------------------|----------|----------|
| Fixed Route | 10% | 3% |
| Demand Response | 2% | 1% |
| Cost per Revenue Hour | | |
| Fixed Route | \$54.68 | \$ 52.30 |
| Demand Response | \$193.64 | \$ 91.17 |
| Cost per Revenue Mile | | |
| Fixed Route | \$3.92 | \$4.36 |
| Demand Response | \$12.83 | \$7.21 |
| Cost per Trip | | |
| Fixed Route | \$6.12 | \$4.45 |
| Demand Response | \$72.50 | \$33.49 |

Source: ITD-PT Operating Data, 2015

CITY OF MOSCOW

Vanpool

The City of Moscow provides vanpool commuter services between Lewiston and Moscow during peak hour travel times. Three vans with capacity of 7 to 15 passengers each are owned and operated by the City of Moscow. Drivers are volunteers and are provided discounts on their rides. Financial assistance is available for low income individuals to ride the vanpool.

Figure 13 summarizes characteristics of the City's vanpool service. Figure 14 shows performance measures for the service.

Figure 13 – City of Moscow Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|----------------------------|-----------------------------|---------------------|-----------------|
| Moscow to Lewiston | 1,077 square miles | \$30,284 | General Public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| NA | 0 | | |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F 8 AM-5 PM | NA | 4,977 | 213,743 |

Figure 14 – City of Moscow Service Performance Measures, 2015

| Metric | City of Moscow | Category Average |
|------------------------------------|----------------|------------------|
| Passengers per Revenue Hour | | N/A |
| Vanpool | 1.17 | N/A |
| Passengers per Revenue Mile | | N/A |
| Vanpool | 0.03 | N/A |
| Farebox Recovery Ratio | | N/A |
| Vanpool | \$1.00 | N/A |
| Cost per Revenue Hour | | N/A |
| Vanpool | \$6.08 | N/A |
| Cost per Revenue Mile | | N/A |
| Vanpool | \$0.14 | N/A |
| Cost per Trip | | N/A |
| Vanpool | \$5.21 | N/A |

Source: ITD-PT Operating Data, 2015



NEZ PERCE TRIBE (NPT), APPALOOSA EXPRESS

Small Rural Provider

The Nez Perce Tribe operates the Appaloosa Express, a fixed route service that operates throughout the New Perce Reservation, and also offers connecting service Lewiston. The service also provides limited on demand paratransit service for riders that cannot use the fixed route system. Figure 15 summarizes characteristics of the Appaloosa Express service. Figure 16 shows performance measures for the service.

Figure 15 – Appaloosa Express Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|--|-----------------------------|---------------------|-----------------|
| Lenore, Greer, Orofino, Kamiah, Kooskia, Peck, Culatesac, Lapwai, and Lewiston | 24 square miles | \$230,921 | General Public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 16,759 | 101 | NA | 16,860 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 6 AM-6 PM | NA | 9,199 | 304,011 |

Figure 16 – Appaloosa Express Service Performance Measures, 2015

| Metric | Appaloosa Express | Idaho Peer Category Average |
|------------------------------------|-------------------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 1.99 | 3.39 |
| Demand Response | 0.13 | 3.05 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.06 | 0.30 |
| Demand Response | 0.01 | 0.18 |
| Farebox Recovery Ratio | | |
| Fixed Route | 6% | 19% |
| Demand Response | 1% | 1% |
| Cost per Revenue Hour | | |
| Fixed Route | \$24.19 | \$31.06 |



| | | |
|------------------------------|----------|---------|
| Demand Response | \$35.17 | \$55.75 |
| Cost per Revenue Mile | | |
| Fixed Route | \$0.71 | \$2.29 |
| Demand Response | \$1.77 | \$3.28 |
| Cost per Trip | | |
| Fixed Route | \$12.17 | \$9.10 |
| Demand Response | \$267.43 | \$67.69 |

Source: ITD-PT Operating Data, 2015



REGIONAL PUBLIC TRANSPORTATION (SMART)

Small Urban Provider

The Sustainable Moscow Area Regional Transportation (SMART) Transit serves the City of Moscow in partnership with the University of Idaho. SMART has been owned and operated by the non-profit Regional Public Transportation, Inc. (RPT) since it was created in 1993. SMART operates out of the Moscow Intermodal Transit Center (ITC) where its services can be accessed by services from Lewiston and Asotin Counties. SMART also provides Medicaid transportation for individuals with disabilities.

Figure 17 summarizes characteristics of SMART services. Figure 18 shows performance characteristics of SMART service by mode.

Figure 17 – SMART Transit Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|---|-----------------------------|---------------------|---|
| Clearwater, Idaho, Latah, Lewis, and Nez Perce counties | 12,065 square miles | \$562,816 | General Public, Persons with Disabilities |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 159,483 | 10,376 | N/A | 169,859 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 7 AM-6 PM | N/A | 8,882 | 85,274 |

Figure 18 – SMART Transit Service Performance Measures, 2015

| Metric | SMART | Idaho Peer Category Average |
|------------------------------------|---------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 27.54 | 14.65 |
| Demand Response | 3.36 | 2.68 |
| Passengers per Revenue Mile | | |
| Fixed Route | 2.79 | 1.32 |
| Demand Response | 0.37 | 0.26 |
| Farebox Recovery Ratio | | |
| Fixed Route | 0% | 3% |
| Demand Response | 1% | 1% |
| Cost per Revenue Hour | | |
| Fixed Route | \$65.96 | \$ 52.30 |
| Demand Response | \$58.51 | \$ 91.17 |
| Cost per Revenue Mile | | |
| Fixed Route | \$6.69 | \$4.36 |
| Demand Response | \$6.42 | \$7.21 |
| Cost per Trip | | |
| Fixed Route | \$2.39 | \$4.45 |
| Demand Response | \$17.44 | \$33.49 |

Source: ITD-PT Operating Data, 2015



UNIVERSITY OF IDAHO

University Transit Provider

The University of Idaho provides a limited demand response service for university affiliates with disabilities. The service operates five days a week and removes barriers for students and employees so they may access facilities, programs, and services on campus.

Figure 19 summarizes characteristics of the University’s transportation services. Figure 20 presents performance measures.

Figure 19 – University of Idaho Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|----------------------------|-----------------------------|---------------------|---|
| University of Idaho Campus | N/A | \$34,358 | General Public, Persons with Disabilities |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 10,906 | 0 | NA | 10,906 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 7 AM-6 PM | N/A | 1,764 | 8,983 |

Figure 20 – University of Idaho Service Performance Measures, 2015

| Metric | Univ. of Idaho | Idaho Peer Category Average |
|------------------------------------|----------------|-----------------------------|
| Passengers per Revenue Hour | | N/A |
| Fixed Route | 6.18 | N/A |
| Passengers per Revenue Mile | | N/A |
| Fixed Route | 1.21 | N/A |
| Farebox Recovery Ratio | | N/A |
| Fixed Route | N/A | N/A |
| Cost per Revenue Hour | | N/A |
| Fixed Route | \$19.48 | N/A |
| Cost per Revenue Mile | | N/A |
| Fixed Route | \$3.82 | N/A |
| Cost per Trip | | N/A |
| Fixed Route | \$3.15 | N/A |

District 3: General Public Providers

Four public transit providers serve District 3.

VALLEY REGIONAL TRANSIT

Large Provider

Valley Regional Transit (VRT) is the main public transportation provider in metropolitan Boise. The local transit provided by VRT is branded as ValleyRide. VRT offers 18 weekday only routes and eight additional routes that also operate on Saturdays. The agency also operates a complementary paratransit service called ACCESS, which operates in the three-quarter mile service zone. ValleyRide provides free service to students of Boise State University and College of Western Idaho throughout the year. In addition to its fixed-route and ADA paratransit service, VRT also offers travel training to the public including older adults and people with disabilities in order to focus on trip planning and navigation.

Figure 21 summarizes characteristics of VRT’s services. Figure 22 shows performance statistics for VRT service by mode.

Figure 21 – Valley Regional Transit Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|----------------------------|-----------------------------|---------------------|-----------------|
| Ada County, Canyon County | 224 square miles | \$7,850,952 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 1,369,716 | 43,302 | NA | 1,413,018 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 5 AM-8 PM | Sa 8 AM-7 PM | 95,068 | 1,400,931 |

Figure 22 – Valley Regional Transit Service Performance Measures, 2015

| Metric | VRT | Idaho Peer Category Average |
|------------------------------------|-------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 14.41 | 14.41 |
| Demand Response | 2.28 | 2.28 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.98 | 0.98 |
| Demand Response | 0.18 | 0.18 |
| Farebox Recovery Ratio | | |

| | | |
|------------------------------|---------|---------|
| Fixed Route | 10% | 10% |
| Demand Response | 6% | 6% |
| Cost per Revenue Hour | | |
| Fixed Route | \$82.58 | \$82.58 |
| Demand Response | \$59.48 | \$59.48 |
| Cost per Revenue Mile | | |
| Fixed Route | \$5.60 | \$5.60 |
| Demand Response | \$4.65 | \$4.65 |
| Cost per Trip | | |
| Fixed Route | \$5.73 | \$5.73 |
| Demand Response | \$26.07 | \$26.07 |

Source: ITD-PT Operating Data, 2015

TREASURE VALLEY TRANSIT

Medium Provider

Treasure Valley Transit serves southwestern Idaho with three transit systems: Mountain Home Community Transit, Snake River Transit, and Mountain Community Transit. TVT is a private non-profit operating since 1992. TVT is also a Medicaid provider and serves older adults and people with disabilities through purchase of service contracts.

Figure 23 summarizes characteristics of TVT services. Figure 24 presents performance measures for TVT service by mode.

Figure 23 – Treasure Valley Transit Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|---|-----------------------------|---------------------|-----------------|
| Mountain Home City, Fruitland City, Payette City, McCall City, Cascade City, Owyhee County, Canyon County | 7,786 square miles | \$1,234,264 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 101,439 | 43,302 | NA | 144,741 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 6 AM-7:30 PM | Not Applicable | 16,870 | 384,597 |

Figure 24 – Treasure Valley Transit Service Performance Measures, 2015

| Metric | TVT | Idaho Peer Category Average |
|------------------------------------|---------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 6.01 | 9.88 |
| Demand Response | 1.84 | 2.55 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.26 | 0.55 |
| Demand Response | 0.16 | 0.15 |
| Farebox Recovery Ratio | | |
| Fixed Route | 5% | 5% |
| Demand Response | 0.3% | 4% |
| Cost per Revenue Hour | | |
| Fixed Route | \$73.16 | \$54.05 |
| Demand Response | \$41.45 | \$47.83 |
| Cost per Revenue Mile | | |
| Fixed Route | \$3.21 | \$3.23 |
| Demand Response | \$3.50 | \$2.78 |
| Cost per Trip | | |
| Fixed Route | \$12.17 | \$7.74 |
| Demand Response | \$22.51 | \$18.82 |

Source: ITD-PT Operating Data, 2015



BOISE STATE UNIVERSITY BRONCO SHUTTLE

University Transit Provider

The Bronco Shuttle is a fixed route shuttle service provided by Boise State University. The Bronco Shuttle offers three routes: the Blue on Campus Route; the Orange Downtown Route; and the Grey Route. All of the routes operate on weekdays with no weekend service. While available to the general public these routes are intended to fit the needs of university affiliates. The Bronco Shuttle also offers several other routes for special events.

Figure 25 summarizes characteristics of the University’s transportation service.

Figure 25 – Boise State University Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|-------------------------------|--------------------------------|------------------------|-----------------|
| Boise | Not Reported | \$850,000 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| Not Reported | Not Applicable | Not Applicable | Not Reported |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 7 AM-10 PM | Not Applicable | Not Reported | Not Reported |

ACHD COMMUTERIDE

Vanpool Service

The Ada County Highway District (ACHD) Commuteride is a transportation demand management (TDM) resource for the Treasure Valley areas. In addition to several commute assistance programs, ACHD Commuteride offers vanpool service throughout the county.

Figure 26 summarizes characteristics of Commuteride service. Figure 27 presents performance measures.

Figure 26 – ACHD Commuteride Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|-------------------------------|--------------------------------|------------------------|-----------------|
| Ada County | 1,059 square miles | \$1,192,182 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| Not Applicable | Not Applicable | Not Applicable | 223,873 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 6 AM-6 PM | Not Applicable | 29,806 | 1,709,790 |

Figure 27 – ACHD Commuteride Service Performance Measures, 2015

| Metric | ACHD | Idaho Peer Category Average |
|------------------------------------|---------|-----------------------------|
| Passengers per Revenue Hour | 7.51 | N/A |
| Passengers per Revenue Mile | 0.13 | N/A |
| Farebox Recovery Ratio | 1 | N/A |
| Cost per Revenue Hour | \$40.00 | N/A |
| Cost per Revenue Mile | \$0.70 | N/A |
| Cost per Trip | \$5.33 | N/A |

Source: ITD-PT Operating Data, 2015

District 4: General Public Providers

Two public transit providers serve District 4.

MOUNTAIN RIDES TRANSPORTATION AUTHORITY

Medium Provider

Mountain Rides serves Sun Valley, Ketchum, Hailey, Bellevue, and Carey in Blaine County Idaho. Mountain Rides operates as an independent public transportation organization providing fixed routes, demand response, and vanpool services with the mission of providing public transportation for all who live, visit and work in Blaine County.

Mountain Rides is also active in other transportation services such as a regional bike share program, safe routes to school projects, and regional transportation plans. The organization has put an increasing focus on providing multimodal and inter-county connections.

Figure 28 summarizes characteristics of Mountain Rides services. Figure 28 shows performance measures for Mountain Rides service by mode.



Figure 28 – Mountain Rides Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|---|-----------------------------------|------------------------|---|
| Blaine County Idaho: Sun Valley, Ketchum, Hailey, Bellevue, and Carey | 2,653 square miles | \$2,045,720 | General Public, Persons with Disabilities |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 454,038 | 391 | | |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| FR & DR: M-F, 6 AM-10 PM Vanpool: M-F, 6 AM-6 PM | Sa 6 AM-8 PM Sun 6 AM-8 PM | 35,598 | 788,074 |

Figure 29 – Mountain Rides Service Performance Measures, 2015

| Metric | Mountain Rides | Idaho Peer Category Average |
|------------------------------------|-------------------|--------------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 16.21 | 9.88 |
| Demand Response | 2.40 | 2.55 |
| Vanpool | 5.38 | |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.97 | 0.55 |
| Demand Response | 0.11 | 0.15 |
| Vanpool | 0.13 | |
| Farebox Recovery Ratio | | |
| Fixed Route | 10% | 5% |
| Demand Response | 13% | 4% |
| Vanpool | NA | NA |
| Cost per Revenue Hour | | |
| Fixed Route | \$67.94 | \$54.05 |
| Demand Response | \$47.94 | \$47.83 |

| Metric | Mountain Rides | Idaho Peer Category Average |
|------------------------------|----------------|-----------------------------|
| Vanpool | \$18.23 | |
| Cost per Revenue Mile | | |
| Fixed Route | \$4.07 | \$3.23 |
| Demand Response | \$2.15 | \$2.78 |
| Vanpool | \$0.43 | |
| Cost per Trip | | |
| Fixed Route | \$4.19 | \$7.74 |
| Demand Response | \$19.99 | \$18.82 |
| Vanpool | \$3.39 | |

Source: ITD-PT Operating Data, 2015

COLLEGE OF SOUTHERN IDAHO/TRANS IV

Medium Provider

The College of Southern Idaho has been providing demand response public transportation for the people of Magic Valley since October 1979. The services are state funded and operated under the name Trans IV. Trans IV also provides non-emergency medical and human services transportation.

Figure 30 summarizes characteristics of Trans IV's services. Figure 31 shows performance measures for Trans IV service.

Figure 30 – Trans IV Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|--------------------------------------|-----------------------------|---------------------|---|
| Twin Falls, Kimberly, Hansen, Jerome | 2,653 square miles | \$658,971 | General Public, Persons with Disabilities |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| NA | 36,214 | NA | 36,214 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 7 AM-5 PM | NA | 13,424 | 171,087 |

Figure 31 – Trans IV Service Performance Measures, 2015

| Metric | Provider | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Demand Response | 2.70 | 2.55 |
| Passengers per Revenue Mile | | |
| Demand Response | 0.21 | 0.15 |
| Farebox Recovery Ratio | | |
| Demand Response | 4% | 4% |
| Cost per Revenue Hour | | |
| Demand Response | \$49.09 | \$47.83 |
| Cost per Revenue Mile | | |
| Demand Response | \$3.85 | \$2.78 |
| Cost per Trip | | |
| Demand Response | \$18.20 | \$18.82 |

Source: ITD-PT Operating Data, 2015

District 5: General Public Providers

One public provider serves District 5.

POCATELLO REGIONAL TRANSIT

Medium Provider

Pocatello Regional Transit (PRT) is owned and operated by the City of Pocatello. It provides services to both the city and surrounding counties through intergovernmental agreements. PRT operates out of a central transit facility built in 2014. A primary focus of operations has been on making routes more efficient, with the organization having recently decreased services from seven routes to five while maintaining stable service hours and ridership. PRT contracts through VEYO to provide Medicaid transportation services.

Figure 32 summarizes characteristics of PRT’s services. Figure 33 presents performance measures for PRT service by mode.

Figure 32 – PRT Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|---|---|---------------------|--|
| FR: Pocatello City, Chubbuck City; DR: Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power Counties | 37 square miles | \$1,002,095 | General Public, Persons with Disabilities, Old Age |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 243,216 | 80,051 | NA | 323,267 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| FR: M-F, 6 AM-6 PM DR: M-F 6 AM-7 PM VP: M-F 7:10 AM-5:45 PM | FR: Sa 9 AM-5:40 PM DR: Sa 9 AM-6 PM | 56,567 | 759,081 |

Figure 33 – PRT Service Performance Measures, 2015

| Metric | Provider | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 10.36 | 9.88 |
| Demand Response | 2.42 | 2.55 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.72 | 0.55 |
| Demand Response | 0.19 | 0.15 |
| Farebox Recovery Ratio | | |
| Fixed Route | 9% | 5% |
| Demand Response | 3% | 4% |
| Cost per Revenue Hour | | |
| Fixed Route | \$42.67 | \$54.05 |
| Demand Response | \$42.15 | \$47.83 |
| Cost per Revenue Mile | | |
| Fixed Route | \$2.99 | \$3.23 |
| Demand Response | \$3.29 | \$2.78 |
| Cost per Trip | | |
| Fixed Route | \$4.12 | \$7.74 |
| Demand Response | \$17.42 | \$18.82 |

Source: ITD-PT Operating Data, 2015

District 6: General Public Providers

Four public transit providers serve District 6.

CITY OF DRIGGS

Small Rural Provider

The City of Driggs offers limited fixed route service locally in Teton County, Idaho.

Figure 34 summarizes characteristics of the City's service. Figure 35 presents performance measures.

Figure 34 – City of Driggs Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|----------------------------|-------------------------------|---------------------|-----------------|
| Driggs City, Alta (WY) | 3 square miles | \$132,868 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 16,644 | NA | NA | 16,644 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 7 AM-7 PM | Sa 7 AM-7 PM Sun 7 AM-7 PM | 3,506 | 76,913 |

Figure 35 – City of Driggs Service Performance Measures, 2015

| Metric | Provider | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 4.75 | 3.39 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.22 | 0.30 |
| Farebox Recovery Ratio | | |
| Fixed Route | 5% | 19% |
| Cost per Revenue Hour | | |
| Fixed Route | \$37.89 | \$31.06 |
| Cost per Revenue Mile | | |
| Fixed Route | \$1.73 | \$2.29 |
| Cost per Trip | | |
| Fixed Route | \$7.98 | \$9.10 |

Source: ITD-PT Operating Data, 2015

LEMHI COUNTY

Small Rural Provider

Lemhi Ride serves the Salmon area with door-to-door demand response transit services. The program is operated by the Lemhi County Economic Development Association (LCEDA), providing over 10,000 rides per year. Lemhi Ride also provides Medicaid transportation services.

Figure 36 summarizes characteristics of Lemhi Ride’s service. Figure 37 presents performance measures.

Figure 36 – Lemhi Ride Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|---|-----------------------------|---------------------|-----------------|
| City, Lemhi County airport (~5-10 mi radius of Salmon City) | 4,567 square miles | \$133,791 | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| NA | 9,049 | NA | 9,049 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 8 AM-5 PM | NA | 1,061 | 17,119 |

Figure 37 – Lemhi Ride Service Performance Measures, 2015

| Metric | Provider | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Demand Response | 8.53 | 3.05 |
| Passengers per Revenue Mile | | |
| Demand Response | 0.53 | 0.18 |
| Farebox Recovery Ratio | | |
| Demand Response | 1% | 1% |
| Cost per Revenue Hour | | |
| Demand Response | \$126.10 | \$55.75 |
| Cost per Revenue Mile | | |
| Demand Response | \$7.82 | \$3.28 |
| Cost per Trip | | |

| Metric | Provider | Idaho Peer Category Average |
|-----------------|----------|-----------------------------|
| Demand Response | \$14.79 | \$67.69 |

Source: ITD-PT Operating Data, 2015

SOUTHERN TETON AREA RAPID TRANSIT

Small Rural Provider

Southern Teton Area Rapid Transit (START) is a public bus system serving Jackson, Wyoming and nearby areas including the Idaho communities of Driggs and Victor. While START operates a robust fixed route service in Jackson, service in Idaho is limited to commuter service from Idaho’s Teton Valley, Monday through Friday. The commuter routes provide a convenient, affordable and safe way for employees living outside of Jackson to get to work. While the START service overall would be considered a Medium Provider, limited service within Idaho is more closely aligned with other Small Rural services, so START has been categorized as a Small Rural provider for the purposes of this statewide plan.

Figure 38 summarizes characteristics of START’s services. Figure 39 presents performance measures for START services by mode.

Figure 38 – START Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|-----------------------------|-----------------------------|--------------------------------|-----------------|
| Cities of Driggs and Victor | 6 Square Miles | \$160,101 (Idaho portion only) | General public |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 26,567 | N/A | N/A | 26,567 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| 6:00 am to 8:00 pm | N/A | 15,124 | 38,738 |

Figure 39 – START Service Performance Measures, 2015

| Metric | Provider | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 1.76 | 3.39 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.69 | 0.30 |

| Metric | Provider | Idaho Peer Category Average |
|-------------------------------|----------|-----------------------------|
| Farebox Recovery Ratio | | |
| Fixed Route | 67% | 19% |
| Cost per Revenue Hour | | |
| Fixed Route | \$10.59 | \$31.06 |
| Cost per Revenue Mile | | |
| Fixed Route | \$4.13 | \$2.29 |
| Cost per Trip | | |
| Fixed Route | 6.03 | \$9.10 |

Source: ITD-PT Operating Data, 2015

TARGHEE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

Medium Provider

Targhee Regional Public Transportation Authority (TRPTA) provides fixed route and demand response services within Idaho Falls, and connecting feeder services for Ammon, Rexburg, Driggs, St. Anthony, and Iona. TRPTA is a regional public transportation authority operating since 1994. In addition to their bus services, TRPTA participates in a number of regional planning efforts, including statewide and regional long-range transportation plans. Sharing a building with the region's Metropolitan Planning Organization (MPO) has enabled TRPTA to closely coordinate on its long-term transportation and strategic goals.

Figure 40 summarizes characteristics of TRPTA's services. Figure 41 presents performance measures for TRPTA services by mode.

Figure 40 – TRPTA Service Snapshot, 2015

| Service Area | Service Area Size | Operating Budget | Eligibility |
|--|------------------------------------|----------------------------|---------------------------|
| Cities of Idaho Falls, Ammon, Rexburg, Driggs, St. Anthony, and Iona | 46 square miles | | Persons with Disabilities |
| Ridership (Fixed Route) | Ridership (Demand Response) | Ridership (Vanpool) | Total Ridership |
| 32,686 | 81,730 | N/A | 114,416 |
| Weekday Hours of Operation | Weekend Hours of Operation | Revenue Hours | Revenue Miles |
| M-F, 7 AM-6 PM | Sa-Sun 7 AM-6 PM | 48,911 | 801,179 |

Figure 41 – TRPTA Service Performance Measures, 2015

| Metric | Provider | Idaho Peer Category Average |
|------------------------------------|----------|-----------------------------|
| Passengers per Revenue Hour | | |
| Fixed Route | 2.02 | 9.88 |
| Demand Response | 2.50 | 2.55 |
| Passengers per Revenue Mile | | |
| Fixed Route | 0.26 | 0.55 |
| Demand Response | 0.12 | 0.15 |
| Farebox Recovery Ratio | | |
| Fixed Route | 3% | 5% |
| Demand Response | 2% | 4% |
| Cost per Revenue Hour | | |
| Fixed Route | \$29.03 | \$54.05 |
| Demand Response | \$35.64 | \$47.83 |
| Cost per Revenue Mile | | |
| Fixed Route | \$3.79 | \$3.23 |
| Demand Response | \$1.72 | \$2.78 |
| Cost per Trip | | |
| Fixed Route | \$14.36 | \$7.74 |
| Demand Response | \$14.28 | \$18.82 |

Source: ITD-PT Operating Data, 2015