

TWIN FALLS TRANSIT

Year 1 Status Report

Ride TFT – Service Overview



- Point to Point, On-Demand service within city limits
- 6 six-person passenger vans, 2 four-person ADA wheelchair vans
- \$3 standard fare, \$1 discounted fare for riders with disabilities or ages 60+ (LINC cards accepted)
- Children ages 12+ can ride unaccompanied
- Service through Ride TFT app or Dispatch Line, 1-208-974-7433 (extra \$1 fee for dispatch line)



Important Milestones Since Month 6

- Added Van 8 in mid-April
- Twin Falls Transit Summit at CSI Herrett Center in May
- Various summer promotions and partnerships, including Project Succeed, Beer Fest, Twin Falls Library, and more
- After Hours and airport service still trending upwards; hoping for After Hours “break even” by end of 2024
- City of Twin Falls named direct recipient for 5307 public transportation funds through FTA
- Representation at ITD Statewide Transit Summit and Community Transportation Association of Idaho (CTAI)
- First official site review from ITD upcoming

Ride TFT -- Year 1 Ridership Data

	Rides	Passengers	Wait Time (minutes)	Wheelchair Rides	Percent of Discount Rides	Rider Experience (out of 5)	Fares Collected
July	3,251	4,338	14	173	52%	4.89	\$3,744
August	5,234	7,014	26	264	49%	4.85	\$6,388
September	4,700	6,086	35	205	49%	4.86	\$7,848
October	5,179	6,604	26	151	50%	4.90	\$9,263
November	5,401	6,989	30	204	51%	4.89	\$9,207
December	5,050	6,390	29	203	55%	4.89	\$8,210
January	5,371	6,724	35	182	54%	4.89	\$11,388
February	5,578	6,830	28	169	51%	4.93	\$13,514
March	5,660	7,028	24	210	50%	4.92	\$13,505
April	6,063	7,584	24	250	50%	4.89	\$12,540
May	6,712	8,334	25	240	53%	4.92	\$11,336
June	6,292	8,099	28	234	58%	4.93	\$12,176

Total	64,491	82,020	<i>null</i>	2,485	<i>null</i>	<i>null</i>	\$ 119,119.00
Average	5,374	6,835	27	207	52%	4.90	\$ 9,926.58

July 2024 – Surpassing Idaho Falls

July 2024

Idaho Falls: 6,796 Rides; 8,215 Passengers
Twin Falls: 6,918 Rides; 8,802 Passengers

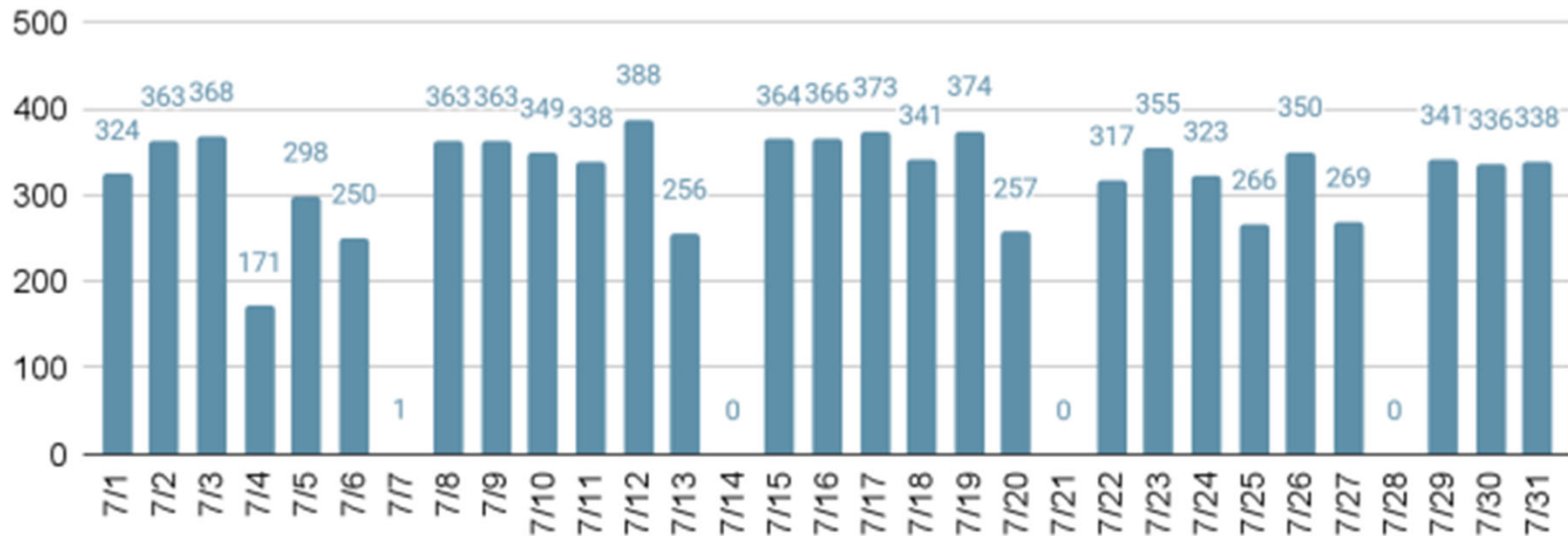
Year 1

Idaho Falls: 68,941 Rides; 84,759 Passengers
Twin Falls: 64,491 Rides; 82,020 Passengers

Year 1 Wheelchair Rides

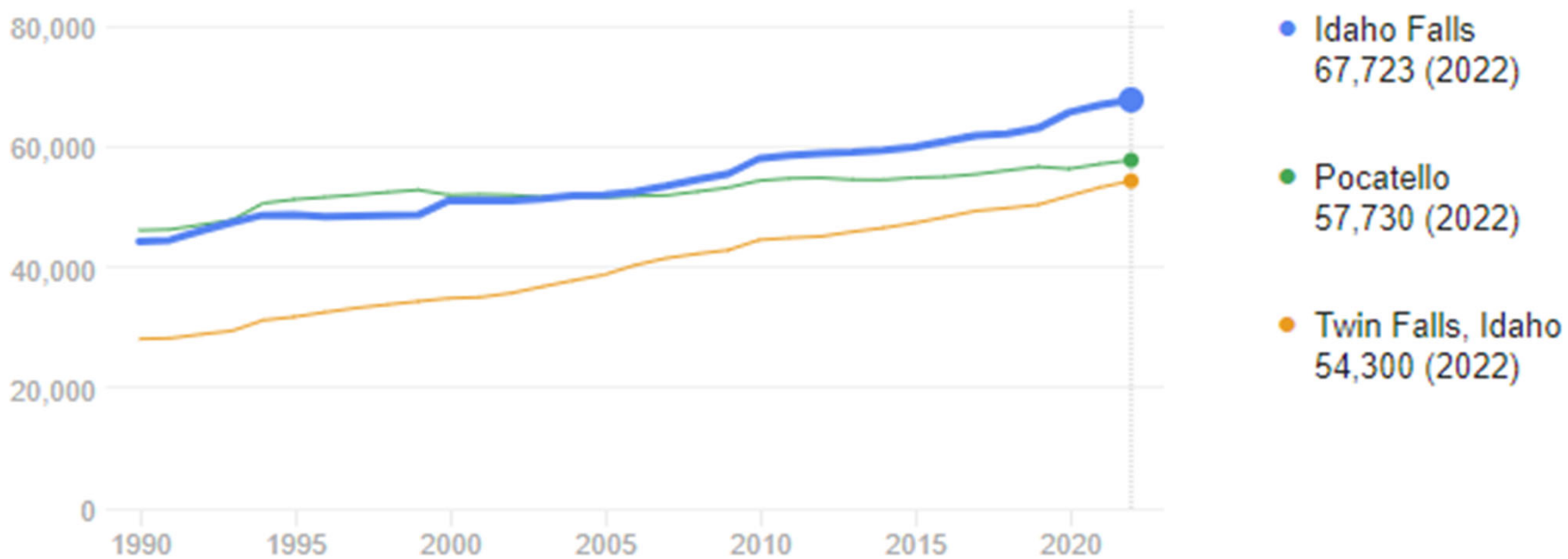
Idaho Falls: 1,690
Twin Falls: 2,485

Ridership



Idaho Falls / Population

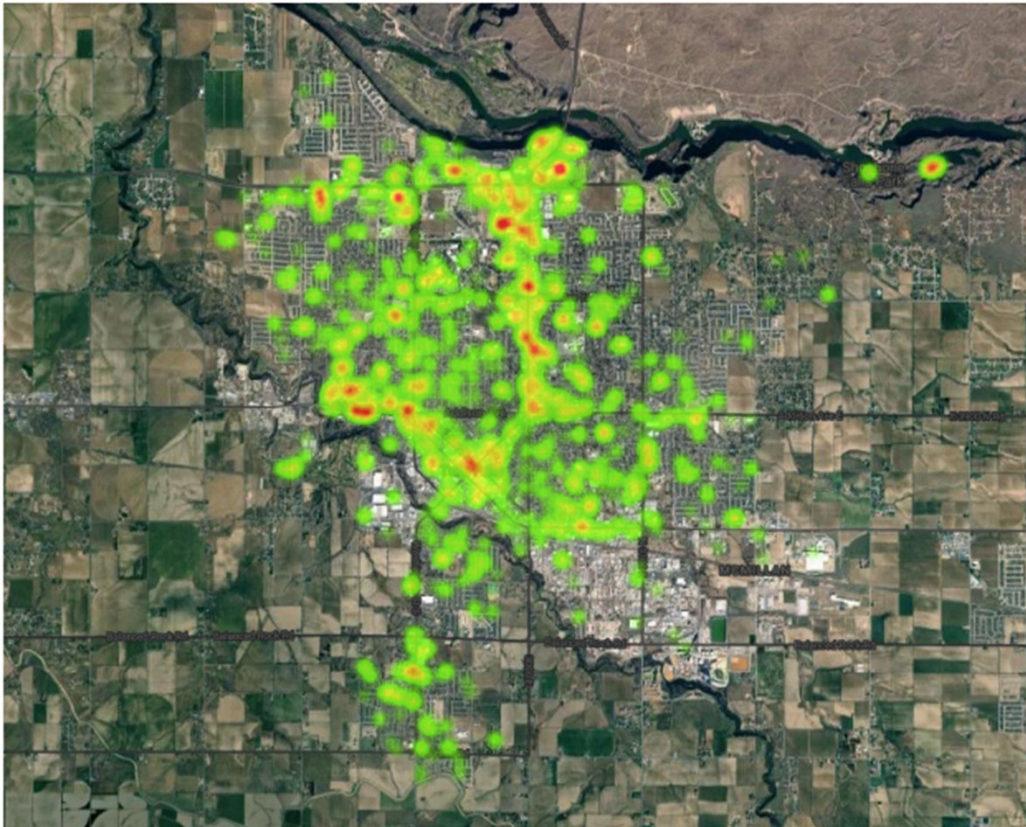
67,723 (2022)



Source: United States Census Bureau, pulled via Google search

Planning for Growth

Dropoffs Heat Map



- Current program is good, but lacking capacity for ADA riders (over 50% of rides are for disabled or age 60+ passengers)
- Overall average wait times are acceptable, but still high; demand surges and population growth will stress this further
- Future need for some fixed-route service; intercity connection with neighboring communities; additional rolling stock and transit facilities
- Strong public participation plan, council involvement, collaboration with MPO, and budgetary support will be needed to maintain adequate public transit service in Twin Falls