

# Non-Emergency Medical Transportation

Between the Wood River Valley & Twin Falls



# NEMT Service Plan



- **Pilot period**
  - April 5 – May 31, 2021
  - Extension
- **Schedule**
  - 2 trips/day
  - 3 days/week
  - 10 am – 3 pm window in Twin Falls
- **Stops**
  - Express route
  - Regional connections

SOUTHBOUND	Morning Departure	Afternoon Departure
Baldy View Circle	8:15am	1:05pm
Main & 1st (Limelight Hotel)	8:21a	1:12p
St Luke's Hospital	8:25a	1:16p
Hailey Stop Park n Ride	8:39a	1:30p
Broadford	8:50a	1:41p
Timmerman Junction Rest Stop	9:05a	2:00p
Shoshone Stop	9:35a	2:30p
Twin Falls Visitor Center	10:01a	2:56p
St Luke's Twin Falls	10:06a	3:05p
NORTHBOUND	Morning Departure	Afternoon Departure
St Luke's Twin Falls	10:15a	3:10p
Twin Falls Visitor Center	10:20a	3:15p
Shoshone Stop	10:46a	3:41p
Timmerman Junction Rest Stop	11:15a	4:10p
Cedar & Main	11:27a	4:22p
Hailey Stop Park n Ride	11:37a	4:32p
St Luke's Hospital	11:49a	4:44p
Main & 1st (Kentwood Lodge)	11:55a	4:50p
Baldy View Circle	12:01pm	4:56pm

# NEMT Service Plan



- **Accessibility**
  - Microtransit to/from stops
  - Door-through-door assistance
- **COVID protocols**
- **Community engagement**
  - Project partners
  - Advisory committee
  - Stakeholders
  - Press releases, local news, social media

# NEMT Outcomes & Metrics



counts

|

surveys

|

focus groups

To increase *access* to  
medical appointments in  
Twin Falls.

To improve the *quality* of  
transportation options to/from  
Twin Falls.

# of trips offered

# riders transported

# of older adults & people living with disabilities transported

increased in level of satisfaction for access & quality outcomes

# Community Support



*“The Wood River area is the hardest for us to coordinate transportation to/from”*  
– medical social worker at St. Luke’s Magic Valley

*“Thank you so much for reaching out with this inventive program.”*  
– Ron Bateman, Wood River Fire Chief

*“Talk about diversity of services covered and communities represented...diversity in action not just words. I am impressed with Mountain Rides organization for the work they have done to date.... I haven’t felt this energized by a community organization in a long while. My appraisal– this is going to take off and be big. It will need time – more than the 2 months allotted for the pilot program... And it will need funding to continue to offer this service, free of charge, in its future.”*  
– 80-year-old advisory committee member, long-time WRV resident

# NEMT Sustainability



**SEED MONEY** \$30,000 National Aging and Disability Transportation Center grant

**GOAL** To give this pilot (or any pilot program) a fare shot, we are working to try and extend the pilot beyond the two months

**NEED** About \$10,000/month

**FUTURE** Funding from the FTA + ITD (TBD)

questions?

**THANK YOU!**

