

# Missoula Urban Transportation District Coordination Plan

FY 2010

for

**Montana Department of Transportation**

prepared by the.....

**Missoula Urban Transportation District,  
Mountain Line, and  
Special Transportation Advisory Committee**

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Approved by STAC December 29, 2008

Adopted by MUTD Board January 29, 2009

Submitted to MDT February 23, 2009



# Date Adopted by Board of Directors

This plan was adopted on the 29<sup>th</sup> day January, 2009 by the Board of Directors of the Missoula Urban Transportation District, Missoula, Montana.

Adoption is based on the recommendation of the Specialized Transportation Advisory Committee (STAC). The Coordination Plan Update was discussed and recommended for adoption at the December 29, 2008 STAC meeting.

Minutes from the meetings of these two boards showing these actions are included in the Appendix.

The plan has also been reviewed and recommended for approval by the Missoula Transportation Technical Advisory Committee (TTAC).



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# 1.0 Introduction

This coordination plan as required by the federal 2005 SAFETEA-LU legislation and the Montana Department of Transportation provides a summary of current and anticipated coordination efforts in the Missoula Urban Area. All transportation providers in the greater Missoula area are open to any and all coordination efforts that can lead to the maximization of the effectiveness and efficiency of the investment of local dollars in providing transportation services to the people who work in, live in, or visit the greater Missoula area.

This document updates the Missoula Urban Area Public Transportation Coordination Plan for Federal Fiscal Year 2010 as recommended and approved by the lead organization in the Missoula Urban Area, the Missoula Urban Transportation District.

The plan was also reviewed and recommended for approval by the Specialized Transportation Advisory Committee (STAC). The Missoula STAC is committed to the coordination of all public transportation services within the Missoula Urban Area that are served by the primary providers in this plan and in coordinating their efforts with the outlying parts of the western Montana region that are served by others.

It is the goal of all primary providers listed in this coordination plan to work closely with the MUTD and the Missoula STAC to follow the guidance established by the Federal Transit Administration to:

1. Work together to provide more effective transportation solutions that lead to increased ridership, better access to jobs, reduced congestion and more efficient provision of transportation services.
2. Continue to identify transit industry best practices and human service transportation coordination activities that help us improve our action plan for continuing to improve transportation coordination.
3. Ensure adequate outreach efforts, including conducting an annual needs assessment, and jointly conducting planning sessions that determine how to use the available resources to best meet those needs.



4. Recognize the outreach efforts of other providers and agencies in the Western Montana Region.
5. Seek participation from non-Department of Transportation (DOT) funded partner agencies.

As the lead organization, the MUTD is committed to including the following groups and organizations in the coordinated planning process:

1. Transit riders and potential riders, including the general population, individuals with disabilities and older Americans.
2. Area transportation planning agencies.
3. Area public transportation providers, including non-profit transportation providers.
4. Area private transportation providers.
5. Human service agencies.
6. Other government agencies in the area that administer health, employment, or other types of support; such as vocational rehabilitation, medical, independent living, and aging council programs.



## 2.0 Agencies Involved

Mountain Line provides general public transportation in Missoula. Recipients of FTA 5311 or 5310 (Elderly Persons and Persons with Disabilities) grants in the greater Missoula planning area include:

- Mountain Line
- Missoula Developmental Services Corporation (MDSC)
- Opportunity Resources, Inc (ORI)

The transportation providers are described in detail below.

### 2.1. Mountain Line

Mountain Line is an independent agency that has been offering transportation options to the Missoula area since December of 1977. A seven-member board of directors appointed by elected officials in the City and County government oversees the organization. Staff at Mountain Line consists of 36 operators, 8 maintenance employees, 3 direct supervisors, 5 office/administrative/customer service and 2 management staff. The vision of Mountain Line is to create a flexible and innovative transit system that can serve an expanding community. Mountain Line promotes community involvement and ownership, actively seeking productive partnerships with other community agencies, businesses, and government.

Currently Mountain Line operates within a 36 square mile area, serving to the communities of Missoula, East Missoula, Bonner, Target Range, Rattlesnake and Mullan Road. Mountain Line provided over 800,000 rides in Fiscal Year 2008 on fixed route and Paratransit combined. Mountain Line provides the following services:

Fixed Routes: Twelve fixed routes provide 30-minute peak frequency and 60-minute frequencies midday. Seventeen vehicles provide this service during weekday peak periods and nine during midday. Nine buses provide regular Saturday service, with ten operating during the Farmers Market season. Buses generally



operate between 6:00 a.m. and 8:00 p.m. on weekdays and 10:00 a.m. and 6:00 p.m. on Saturdays.

**ADA Comparable Paratransit Services:** This program has been in effect since 1991 and provides transportation for ADA eligible passengers. Seven paratransit buses carry an average of sixteen hundred passengers per month. ADA Comparable Paratransit service operates weekdays from 6:00 am until approximately 8:00pm and on Saturdays from 9:30am to 6:00pm.

**Senior Van:** The Senior Van began operation on July 1, 2008. The service is designed for persons over the age of 60 and for those with disabilities who find it difficult to ride the fixed route bus, but do not qualify for the ADA Paratransit Service (which requires a medical verification). The Senior Van operates Monday through Friday from 8:30 AM to 4:30 PM. The van is fully accessible with a lift that can be used for wheel chairs, scooters and walkers, so there is no need to use the steps. This is a curb to curb service similar to ADA Paratransit, but with fewer restrictions on eligibility and more limited hours of operation. Advanced reservation and a brief registration form are required. The cost is \$1.50 each way per ride

**Premium Service:** With both ADA Paratransit and the Senior Van, passengers may now request "Premium Service". Examples of Premium Service may include door to door (as opposed to curb to curb) service, same day service, delivery accommodations, or service provided outside our service area boundary. In addition, Mountain Line will soon be able to accommodate wheel chairs in excess of 600 pounds. Premium Service has a small additional fee of 50 cents for most services, and \$2.00 to \$3.00 additional dollars for out of area service.

**Special Services:** Mountain Line provides transportation to popular community events such as the Out to Lunch, and the Farmer's Market.

Mountain Line currently contracts with The University of Montana to allow all students, faculty and staff to use our services at no charge to them and also with the Associated Students of the University Office of Transportation for coordination of bus stop use, limited



service assistance and marketing. A copy of both of those agreements is attached to this plan.

## 2.2. Missoula Developmental Services

Missoula Developmental Service Corporation (MDSC) was opened in 1990 with a grant through the Montana Department of Public Health and Human Services (DPHHS). MDSC provides Residential, Day and Medical Services to Developmentally Disabled Adults in the Missoula area. MDSC has been a voting member of the STAC committee since its inception.

MDSC has nineteen vehicles used for demand-responsive transportation seven days a week, 365 days a year. MDSC has eight multi-person vans, two mini-buses, and eight cars. Both mini-buses and three of the vans are equipped with wheelchair lifts and tie downs. MDSC provides services for sixty one (61) adults with developmental disabilities and intensive needs in nine group homes and a day services center all located throughout the Missoula area. Each group home uses a van, seven residential sites also use a car, and the Day Services Vocational Department uses a car.

The nine residences are located within a seven-mile radius of the Day Services Center. The vehicles are used every day to transport clients to the center, community work sites, community outings, client medical and dental appointments, church, grocery and personal shopping, and errands. Vehicles are used throughout the year to transport clients to appointments with doctors and other professionals outside the Missoula area. Clients also visit family members in nearby cities in Montana. Each vehicle averages 900 miles per month.

### Major Trip Generators:

- Day services – 122 to 244 rides per day.
- Doctor appointments – 10 to 15 rides per week.
- Shopping and outings 122 to 244 rides per week.
- Total weekly average – 905



## 2.3. Opportunity Resources, Inc.

Opportunity Resources, Inc. (ORI) is a non-profit agency whose overall mission is to support individuals with disabilities in enhancing their quality of life and inclusion within the Missoula community. Toward this mission, ORI provides a multitude of training and support services, including specialized transportation. ORI has been in operation for 51 years in the Missoula community.

ORI currently provides specialized transportation services to 177 individuals who are unable to transport themselves or access public transportation; these individuals represent approximately 50% of the total number of consumers served by ORI. Of the 177 individuals currently needing specialized transportation services, 39 are non-ambulatory and use wheelchairs. Another eight individuals have mobility impairments causing them to need/use crutches or other assistive devices. ORI provides almost 7000 rides per month in the Missoula community.

ORI provides demand-responsive services to meet the individualized transportation needs of the consumers being served. Routine weekday services are scheduled to commute individuals to and from four activity sites throughout the community. Routes are revised when passengers change residencies, transition to other services, and when new individuals access services. Demand-responsive services are also arranged to enable individuals to access various community activities relating to their living and recreational needs. In addition, specialized transportation is provided to consumers in order for them to acquire needed medical services.

Transportation services are provided throughout the day and evening in accessing both work and community activities. All vehicles commence transporting individuals by 7:30 AM and are used intermittently throughout the day until 11:00 PM. Seven of the 16 vehicles used in providing services to consumers are based at residential facilities and are in operation seven days a week. The other eight service vehicles are based at work centers and are used regularly seven days a week.

ORI also provides transportation to the elderly and adults with developmental disabilities in the Missoula urban area on Sundays. Rides are provided on Sundays from 8:30 AM until 5:00 PM. scheduling for these rides are on a first come first serve basis. A



mini-van is used primarily for the weekends, but if a person is in need of an accessible vehicle a lift van will be used. This is a free service provided through funding from Missoula Aging Services and the County of Missoula. There is one ORI employee who drives the weekend van; if he is unable to work a substitute will be found.

Transportation services are contracted with both the Developmental Disabilities Program and the Medicaid Division. Operations need to be further subsidized by revenues generated from the sales of products and services contracted to ORI's work program. In an effort to maximize the efficiency and utilization of community resources, ORI has extended considerable effort in collaborating with the local STAC in coordinating transportation services. Initiatives evidencing such collaboration include:

- 1) Ongoing training is provided by ORI in instructing consumers to access public transportation provided by the Missoula Urban Transportation District (MUTD). Over 175 ORI consumers now use MUTD fixed-route services on a regular or seasonal basis. In response to this increased usage, MUTD has a terminal bus stop in front of the ORI main offices on Russell.

Of note, MUTD and ORI collaborated five years ago in acquiring a grant to fund increased specialized transportation. Using this county funding as match money for a TRANSAGE grant MUTD was able to increase hours while ORI now provides specialized service to adults with disabilities and seniors on Sundays for six hours at no charge. ORI also worked with MUTD to move its bus stop to become more accessible this year as well as coordinating to get the city of Missoula to place a cross walk in front of the facility. This cross walk allows access for ORI consumers to the outgoing busses.

- 2) ORI also contracts with MUTD to provide specialized transportation services for a number of consumers who commute to ORI services at varying times of the day. Trips provided by MUTD currently average 80 trips per month. In an effort to help reduce over-use of this service, we have lowered our average use by almost 30 trips per week. ORI and MUTD have also been working together to do ride swaps that better utilize both agency's existing systems. ORI also provides extensive assistance to consumers in scheduling MUTD Para-transit services for personal business and community access.



- 3) The YMCA (Y) has developed numerous programs in which many persons served by ORI participate. ORI and the Y share in transporting consumers to both recreation and fitness programs. ORI assists with the Y's annual fund-raising activities for Special Olympics, the revenues from which have been applied toward the purchase of the Y's passenger vans. ORI has collaborated in the past with the YMCA's Special Olympics Program to provide transportation to statewide competitions. In addition, this year ORI and YMCA collaborated on improving pedestrian safety (cross walk) between their two facilities on Russell Street.
- 5) With Medicaid approval, arrangements are made with Mission Mountain Medcab to transport ORI consumers to medical services.
- 6) Several consumers served by ORI occasionally use taxi services in commuting to work and community events when public transportation is not operating. As a special accommodation, taxi services have been provided to one ORI consumer in commuting to/from an ORI activity center.
- 7) In response to requests from Missoula Aging Services, ORI has transported other senior citizens to special community events. This collaboration is feasible when ORI consumers are being transported to the same event, and the ORI vehicles used are not at full capacity.
- 8) ORI has also transported other persons with disabilities not served by ORI to special events. These events include but are not limited to; Missoula Recreation Departments Haunted Forrest and Fall Fest.
- 9) ORI participates annually in the City of Missoula Bike/Walk/Bus week events. This event is held annually by the city to encourage the use of alternative transportation.
- 10) ORI allows the Missoula City Fire Department/Police Department to borrow a lift van each summer to transport kids with disabilities to summer camp.

This review of coordinated activities illustrates the concerted effort extended by ORI in enhancing transportation for its consumers. ORI currently has a staff member working on the STAC with many other community agencies to identify the shortcomings of the Missoula area specialized transportation. This group is working



extensively to coordinate all local agencies with specialized transportation needs. STAC currently has monthly meetings as well as committee meetings. Persons served by ORI access all service options for which they are eligible at this time. ORI also currently has cooperative agreement with MRTMA.

While considerable coordination is practiced in maximizing the utilization of resources, transportation is yet limited and insufficient in meeting the needs of persons with disabilities in the Missoula community.

Opportunity Resources, Inc. is applying for funding for 12 passenger lift equipped small bus with a heavy duty lift. This bus would be used to transport consumers in chairs who are heavier. The past few years have seen ORI begin to serve consumers who are bigger while at the same time wheelchair technology has made modern electric wheel chairs with lifts and tilts weigh as much as three hundred pounds. The combination of heavier chairs and heavier consumers has become a large strain on our transportation services. We currently have two consumers we ask to transfer to manual wheelchairs before riding our lifts for safety reasons. If funding were to come for a bus with a heavy duty lift, it would be used at main offices in Missoula operated by ORI. The bus would be used seven days a week at various hours throughout the day and evening. It would be used to transport consumers to and from work at the main facility on Russell Street, doctor appointments, grocery stores, and any other community activities individuals may wish to attend. The bus will be the primary mode of transportation for six ambulatory individuals on weekdays.



## 2.4. Other area providers and key stakeholders

Other area providers and key stakeholders involved in the coordination plan include:

- ASUM Office of Transportation  
Nancy Wilson  
University of Montana  
Missoula, MT  
243-4599
- Bitterroot Bus  
Sharna Paddock  
310 Old Corvallis Road  
Hamilton, MT  
363-7484
- Community Medical Center  
Randy Velin  
2827 Fort Msla. Rd  
Missoula, MT 59804  
728-4100 x 7078
- Eagle Watch  
Kay Brown  
565 Burton  
Missoula 59802
- Mineral County  
Linda Bartell  
PO Box 703  
St. Regis, MT 59866  
649-2019
- Missoula Aging Services  
Susan Kohler  
337 Stephens Avenue  
Missoula, MT  
728-7682
- Missoula Office of  
Planning and Grants  
Dave Prescott  
435 Ryman  
Missoula 59802  
523-4676
- Missoula Ravalli TMA  
Lyn Hellegaard  
2820 S. Higgins Ave.  
Missoula, MT  
327-8707
- Sanders County  
John Gallaher  
1098 Blue Slide Rd.  
Thompson Falls, MT  
827-3913
- Seeley Swan Stage  
Boyd Gossard  
PO Box 55  
Seeley Lake, MT  
677-2323

## Missoula Aging Services

Missoula Aging Services promotes the independence, dignity and health of older adults and those that care for them through advocacy, education, services and volunteer opportunities. Missoula Aging Services (MAS) is the local Area Agency on Aging whose service area encompasses both Missoula and Ravalli Counties. They have been in existence since 1983.

The Chief Executive Officer has served on the Specialized Transportation Committee for over 20 years representing the transportation needs of older adults. As part of this committee the CEO works towards maximizing existing transportation resources through coordination of transportation services. This includes coordination with Saint Patrick's Hospital and other area agencies addressing the needs of seniors. MAS contributes to the financial support to Mountain Line Paratransit and Senior Van.

In 2008, MAS completed an update of their four year strategic long range plan and transportation for older adults has once again been established as one of their top priorities. As a result, Missoula Aging Services increased their financial investment to the current transportation providers including Mountain Line, Opportunity Resources weekend service and the Seeley Swan Stage out of Seeley Lake. The Seeley Swan Stage provides transportation throughout the Swan Valley and to both Kalispell and Missoula. In addition, MAS has provided one time only funding to Seeley Lake Senior Center to construct a bus shelter to protect their bus from weather.

## ASUM Office of Transportation

The Associated Students of The University of Montana Office of Transportation (ASUM OT) promotes and provides transportation options to the University community. This office was set up in November of 1999. The Park n Ride system went from van service giving 3,860 rides to a four bus transit system giving 313,929 rides on both the Park n Ride and UDASH systems in 2007-2008. ASUM OT owns and operates two 35 ft buses, one 30 ft bus, one 29 ft bus and two 22 ft buses. ASUM also owns 50 check out bikes.

ASUM OT promotes the following services: Mountain Line, MRTMA, Missoula In Motion, Bitterroot Bus, Free Cycles, Park

n Ride, UDASH, Cruiser Coop, Carpool sites (including GoLoco, and ERIDESHARE) to the University community including students, faculty, staff and visitors.

ASUM coordinates services with Mountain Line by training users, promoting service, sharing bus stops, and paratransit service for Griz Card holders. This is done through an annual contract with Mountain Line. We coordinate with MRTMA by promoting their services and by running our south Park n Ride to their facility. We coordinate with Missoula In Motion by working with them to promote transportation options and by promoting the student Way To Go Club. ASUM also promotes Free Cycles.

The Park n Ride service runs Monday-Friday, during the academic calendar, from 7:25a.m. – 7:05 p.m. The UDASH service runs Monday-Thursday, during the academic calendar, from 7:05 p.m. until midnight and Friday and Saturday from 7:05 p.m. until 2:30 a.m. The South Park n Ride route is from the Lewis & Clark Park n Ride to and around campus and back.

The East Broadway Park n Ride is from East Broadway to and around campus and back. The COT Shuttle runs down South Avenue around campus and back. The south park n ride has 10 minute headways and the East Broadway Park n Ride has 20 minute headways. 2007-08 ridership is 266,843 rides on the South Park n Ride and COT service, and 29,016 on the East Broadway Park n Ride. All buses are accessible and we give about 44 lift rides a week.

Budget – these services are paid for through a \$22.50/semester student fee. The Park n Ride budget for this academic year is approximately \$260,000 and the budget for the UDASH system is \$218,000.

## Missoula Office of Planning and Grants Transportation Division

The Office of Planning and Grants (OPG) Transportation Division staff participates in and coordinates the transportation planning program for the Missoula urban area. This program is a collaborative effort and conducted in cooperation with the City and County of Missoula, Missoula Urban Transportation District (Mountain Line), Montana Department of Transportation (MDT), Federal Highway Administration (FHWA), Federal Transit

Administration (FTA), and other local, State, and Federal agencies. In carrying out this role, the OPG Transportation Division functions as staff to the Missoula Metropolitan Planning Organization (MPO) in accordance with Federal Law. The Mission Statement of the Transportation Division is:

*“To plan and program a safe and efficient transportation system for the Missoula area that increases access and mobility through multimodal options, improves the environment and supports economic development, thereby enhancing quality of life.”*

The Missoula MPO was designated in 1982. Prior to 2005 the staff was part of the long-range planning section of the Office of Planning and Grants and its predecessor agencies. Under the Interlocal Agreement between Missoula County, the City of Missoula, the Missoula Consolidated Planning Board (MCPB), the Missoula Urban Transportation District (MUTD) and the State of Montana establishing the urban transportation planning program, dated August 26, 1982.

In addition to the agencies noted above under “Description,” MPO staff participates in the Missoula Specialized Transportation Advisory Committee (STAC), a coalition of organizations that provide and use specialized (curb-to-curb, demand responsive) transportation services.

As staff to the Missoula Transportation Policy Coordinating committee (TPCC) the MPO staff manages the preparation and updating of federally-mandated planning documents that maintain the region’s eligibility to receive Federal highway and transit funds. These documents include the Long Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP), the Unified Planning Work Program (UPWP), and the Public Participation Plan. MPO staff works to assure that all transportation planning activities comply with the MPO’s adopted Public Participation Program.

Cooperative agreements our office manages that are relative to this plan are:

1. Memorandum of Agreement between the City and County of Missoula and the State of Montana regarding disbursement of Federal transportation planning funds, dated January 27, 1982.



2. Agreement between Missoula County, the City of Missoula, the Missoula Consolidated Planning Board, the Missoula Urban Transportation District (MUTD) and the State Montana establishing the urban transportation planning program, dated August 26, 1982.
3. Memorandum of Agreement between the Missoula Urban Transportation District (MUTD) and the Missoula Consolidated Planning Board (MCPB) dated February 16, 1995.
4. Interlocal Agreement between Missoula County and the City of Missoula regarding the Office of Planning and Grants dated August 11, 2005.

All of these agreements can be found on our website under the Governmental Agreements Tab on the Transportation home page at [http://www.co.missoula.mt.us/opgweb/Transportation/governmental\\_agreements.htm](http://www.co.missoula.mt.us/opgweb/Transportation/governmental_agreements.htm)

## Community Medical Center (CMC)

Community Medical Center currently has two lift equipped, small Para transit buses. These buses were originally acquired through a 5310 grant. Service is provided exclusively to seniors and persons with disabilities accessing Community Medical Center.

The vehicle resources will allow for continued services to seniors and adults with disabilities who cannot use Mountain Line's demand responsive Senior Van or Paratransit services, or it's regularly scheduled fixed route system. This may occur due to limitations in hours of operation, or if a client is more than 10 miles outside of the Missoula Urban Transportation District.

Within the extended service area and hours of operation, CMC will refer rides Mountain Line, Medicab, or local taxi services when possible. CMC will also take into consideration any special needs of the client when deciding to refer them to a transportation service provider. Medical condition of the patient and ability to pay for service are factors to be considered.

CMC will adjust its transportation program needs to financially meet our operational budget, including evaluating cost and type of transit services at the time of needed service.

## Missoula Ravalli TMA

Missoula Ravalli Transportation Management Association (MRTMA) is a private non-profit agency that has been offering transportation demand management services and resources since 1996. A seven-member board of directors, selected from the public at large in Missoula, Ravalli and Lake Counties oversees the organization. MRTMA consists of a staff of two full-time office and two part-time office and management staff. The mission of MRTMA is to create a more livable region, by promoting the availability of transportation options to effect the reduction of single occupancy vehicle use. To accomplish this, MRTMA provides ride sharing programs, ride matching and scheduling services, coordination and development of park & ride facilities. In 2004 MRTMA in partnership with the University of Montana constructed a transit center on the south side of Missoula. The facility is used by carpoolers, riders of ASUM Office of Transportation and Mountain Line.

The communities served by MRTMA are located in Missoula, Ravalli, Lake, Flathead and Mineral County. The affected Missoula County communities are comprised of Missoula, Lolo, Evaro, Huson and Frenchtown. The affected Ravalli County communities are Hamilton, Corvallis, Victor, Stevensville, and Florence. The affected Lake County communities are: Polson, Ronan, Pablo, Charlo, St. Ignatius, Ravalli and Arlee. The affected Flathead County communities are: West Glacier, Kalispell, Big Fork, Columbia Falls, The affected Mineral County community is: Alberton. MRTMA provided 46,524 rides in Fiscal Year 2008 in the vanpool and senior/AWD transportation programs combined.

Missoula Ravalli TMA provides the following services:

### Vanpool Program:

The I Ride Vanpool program is designed to serve the commuter workforce living in communities along the Highway 93 corridor and I-90 and working in the Missoula urban area. The program also provides reverse commute service to Missoula residents working in outlying communities, such as Hamilton. The vanpool program controls operating costs through a volunteer driver program. The vanpool program currently has 14 routes serving 164 individuals and 80 worksites. Twelve of the routes have been operating at capacity for the past three years. Two new routes were added in 2008, but a wait list of 189 individuals remains. Nine additional routes are needed, primarily to serve the Highway 93 South corridor. The program also has requests

for vanpools in Silver Bow, Lewis & Clark, Beaverhead and Powell counties.

Special Services: MRTMA provides transportation services for government officials touring community development projects.

Ride Matching Program:

The Ride Sharing/Carpooling program is designed to serve the commuter workforce living in communities in Montana and working in other communities, individuals seeking to trip share and agencies/organizations providing rides between communities to post ride availability. The program is maintained by AlterNet Rides and accessed through the MRTMA website.

Guaranteed Ride Home Program:

The Guaranteed Ride Home program provides commuters who regularly vanpool or carpool a way to get home or to a park-and-ride site when an emergency arises. To be eligible a person needs to be registered with MRTMA.

School Outreach Program:

The School Outreach Program is designed to educate K-12 students about the benefits of alternative modes of transportation and fuels. The curriculum is very interactive consisting of plays, puppet shows, board games, experiments, computer programs and videos. The program is offered free to schools in Lake, Missoula and Ravalli County.

COORDINATION DESCRIPTION:

MRTMA coordinates with the following:

- BitterRoot Bus through client referrals, Guaranteed Ride Home and technical assistance.
- Confederated Salish & Kootenai Tribes through client referrals and technical assistance.
- Tucker Transportation through referrals of clients and use of vehicles when backup is necessary.
- South Lake Taxi through Guaranteed Ride Home Program.
- Yellow Cab through Guaranteed Ride Home Program.
- Mountain Line through vanpoolers accessing when in Missoula Urban Area and utilizes MRTMA transfer center.
- ASUM Office of Transportation through utilization of MRTMA transfer center.
- Opportunity Resources through client referrals and cooperative agreement.

- Summit Independent Living Center through client referrals.
- Voc Rehab through referrals and purchase of vanpool transportation services.
- Airport Shuttler through referrals.
- Community Medical Center through financial support, preferred parking for vanpool and technical assistance.
- Sanders County Council on Aging through client referrals and technical assistance.
- Western Montana Mental Health through agreement use of MRTMA vehicles for after hour and client group trip service.
- Paws Up Ranch through development of Park-and-Ride locations.
- Lake County Council on Aging through client referrals and technical assistance.

MRTMA is applying for funding for six 15-passenger replacement vehicles to maintain current service levels. Four of the 15-passenger 2002 vans have approximately 180,000 miles, while the remaining four 2002 vans have approximately 160,000 miles.

MRTMA has demonstrated demand as the vanpool program has been operating at capacity for the past three years and currently has a wait list of 189 individuals which does not include the additional riders interested in vanpooling from Butte to Helena, Butte to Boulder and Deer Lodge to Garrison.

MRTMA is also seeing an increase in requests from occasional riders needing transportation to the outlying communities or into Missoula.

## BitterRoot Bus

The BitterRoot Bus provides on demand bus service in the Hamilton, Corvallis, and Grantsdale area. The BitterRoot Bus also provides weekly trips to the Missoula metro area every Tuesday. The bus arrives in Missoula around 10 AM each Tuesday morning and departs around 3:30PM in the afternoon. While in Missoula, the bus will generally take passengers to up to two locations, such as a doctor's appointment and shopping. This service is available to the general public.

## 3.0 Coordination

Mountain Line continues to operate as the lead agency for transportation services in the greater Missoula area. Recent changes in service provision have allowed for more efficiency in the provision of transportation services to the elderly and disabled. For the client, one phone call now taps them into the majority of transportation services available in the greater Missoula area.

Some of the coordination efforts listed below are already ongoing, while others have not yet begun.

1. MR TMA and Mountain Line will work together to ensure that clients who previously used CNVS are referred to the Senior Van.
  - a. Calls made to the CNVS phone number after December 31, 2008 should be automatically forwarded to Mountain Line Paratransit.
  - b. Sharing of client data should continue as needed within the guidelines of HIPPA, which allows for client data sharing between agencies.
  - c. Coordinate the transition of Food Bank clients.
2. Mountain Line support of the MR TMA Van Pool.
  - a. Agreements should be established for sharing of vehicles when mechanical or other problems necessitate cooperation.
3. Mountain Line will work with Opportunity Resources to ensure seamless service for their clients and to promote Opportunity Resources Sunday Service.
  - a. Develop an agreement for transport of Opportunity clients to and from their place of employment.
  - b. Develop an agreement to fully utilize Mountain Line's new high weight capacity lift equipped vehicle to the benefit of ORI clients.
  - c. Work together to seek donations from Super-Wal-Mart to support the Opportunity Resources Sunday Van Service and Mountain Line's Grocery Run.
4. Missoula Aging Services (MAS) support of transportation issues for seniors and persons with disabilities.

- a. MAS will continue coordination with St. Patrick's Hospital in support of transportation issues.
  - b. MAS will establish a relationship with Community Medical Center in support of transportation issues.
  - c. MAS will continue financial and political support for transportation issues to area providers that address the transportation needs of seniors.
  - d. MAS will continue to disseminate information about available transportation services through their offices.
5. Mountain Line will work with Missoula Aging Services (MAS) to disseminate information on the availability of transportation services in the greater Missoula Area.
- a. Working with MAS staff, undertake opportunities to present information on Mountain Line's fixed route, ADA Paratransit, and Senior Van services to Social Workers/Case Workers, care givers, seniors and disabled populations.
6. Mountain Line will work with Missoula Developmental Services Corporation (MDSC) to seek opportunities for coordination.
- a. Work with MDSC to seek opportunities to consolidate trips to outlying areas.
  - b. Work with MDSC to promote available Mountain Line services.
7. Mountain Line will work with the Bitterroot Bus to improve coordination.
- a. Work with Bitterroot bus to promote knowledge and use of Bitterroot Bus Service.
  - b. Work with Bitterroot bus to educate and serve their passengers with transportation options and connections once in Missoula.
8. STAC will work with Medicab, Yellow Cab and Green Taxi to ensure complete coverage to persons with disabilities.

## 4.0 Agencies Not Involved

All agencies active in the Special Transportation Advisory Committee participated in the update and review of this plan.

Medicab has been invited to participate in STAC meetings in the but has not attended.

## 5.0 Needs Assessment

Public Outreach was conducted through multiple means. Legal ads and Rider Alerts requested comment in writing or at the Special Transportation Advisory Committee meeting.

STAC members, local government offices interested in transportation issues, Opportunity Resources, Missoula Aging Services and others were solicited for input.

Paratransit and Senior Van riders using the service during the week of November 6 - 13, 2008 were invited to comment and were given a survey. Nineteen surveys were returned. A sample of the survey is attached. A summary of responses follows:

### **Mountain Line Paratransit and Senior Van Survey Results:**

#### **Rate the Service:**

Sixteen described the service as "Very Good", Three as "Good". One specified that some drivers were "poor", but otherwise ranked the service as "Very Good".

#### **Like Best about the service:** (more than one answer possible)

|                    |    |
|--------------------|----|
| Convenience        | 16 |
| Drivers            | 18 |
| Scheduling process | 11 |
| Cost               | 11 |
| Safety / Skill     | 15 |
| Other              | 2  |

#### **Comments:**

1. The drivers are very kind and helpful.
2. Drivers have poor attitudes and can be rude.



**Like Least about the service:** (more than one answer possible)

|                             |   |
|-----------------------------|---|
| Inconvenience               | 0 |
| Drivers                     | 2 |
| Waiting                     | 5 |
| Cost                        | 2 |
| Lack of Evening Service     | 4 |
| Lack of Sunday Service      | 4 |
| Scheduling process          | 2 |
| Need for Advance scheduling | 4 |
| Fear of Being left Behind   | 5 |
| Other                       | 4 |

Comments:

1. Understand the schedules are very busy so waiting not that big of a deal.
2. I never have been left, but it is worrisome.
3. I need help to get on and off the bus.
4. Some passengers need assistance getting on and off the bus.

**Other Comments:**

1. Lower rates. I'm not sure how much longer I can pay \$1.50 per trip. I know this is a reasonable change but I'm barely able to pay this now and rent etc. go up too.
2. Unable to think of anything, you are OK.
3. More hours and days.
4. If drivers would understand that they are working with an elder population along with disabilities. Not everything is perfect. Look at the whole picture, and not so task oriented.
5. At present I don't have anything. I have only been on the bus one time.
6. Nothing.
7. I use a cane and need help to get on and off the bus. I have been very satisfied with all my trips and the drivers are very willing to help me get on and off the bus. Thank you for providing this service.

### Missoula Aging Services Needs Assessment

Transportation needs identified by Missoula Aging Services in their Four Year Plan Update, 2007. The need for increasing Transportation was universally indicated. This was particularly highlighted in the communities of Frenchtown and Clinton where there is no transportation available at this time.

Missoula Aging Services 4 year goal related to transportation:

1. Goal: Engage in advocacy that will result in increased coordination and ridership for transportation dependent seniors and persons with disabilities including the expansion of service into Frenchtown and Clinton.

*Objective:*

- A. Work with the Specialized Transportation Advisory Committee to develop a plan that will address coordination and expansion.

2. Goal: Identify programs and partnerships that will promote older driver safety and mobility in our communities.

*Objective:*

- A. Host ASA Drive Well Train the Trainer workshop.

Past Coordination Plan efforts have identified the desire for a single point of contact for transportation services. Recent changes have brought the Missoula area closer that goal with the creation of Mountain Line Senior Van program. Another goal expressed in previous plans is the addition of a Paratransit vehicle with a 600 lb weight capacity. This too has been achieved during FY2009.

However, more challenges remain. Demographically, seniors are largest growing segment of the population. The demand for transportation services for this group can be expected to grow dramatically over the next twenty years.

## Financial Requests

In order to continue to meet the growing demands of seniors and Persons with Disabilities, Mountain Line will enhance and expand our service from ADA Comparable Paratransit and our new Senior Van service. To that end, we request:

New Freedoms: \$80,000

- \$60,000 Above and Beyond ADA and Same Day Service (operating)
- \$20,000: Bus Rider Trip Training for Seniors in conjunction with Missoula Aging Services

JARC: \$140,000

- Continue expanded service on Route 11, Route 8 and mid-day service: \$140,000

Operating (formerly TransADE)

- \$51,200

Capital (Reinstate request from 2009 and from 2008)

- \$36,000

Opportunity Resources, Inc. is applying for funding for 12 passenger lift equipped small bus with a heavy duty lift.

## 6.0 Public Involvement

The Missoula STAC meets monthly and the primary providers involved in this coordination agreement meet at least quarterly. All members of both committees have ongoing public outreach programs that continually canvas their riders and other members of the public to assess the growing needs for public transportation in the Missoula area. Individual agencies allow for public comment at their board meetings and conduct periodic service analysis and public outreach efforts.

Opportunities for the public to participate in the development of this plan included:

- Survey of Paratransit and Senior Van Riders week of November 6 - 13, 2008 conducted by Mountain Line.
- Solicitation of comments from area agencies including Opportunity Resources, MDSC, STAC, MUTD Board, Office of Planning and Grants Transportation Staff, etc.
- Public Comment at the November and December, 2008 STAC meetings.
- Public Comment in writing via mail or email/web site.
- Rider Alerts posted on web site and buses.
- MUTD Board meeting January 29, 2009

## 7.0 Private Sector Providers

### Regional and National Transportation Connections

#### Greyhound

Greyhound, located at 1660 W Broadway in Missoula, provides inter-city bus service. 406-549-2339.

#### Beach Transportation

Beach Transportation provides school bus and charter services.

#### Cab Services

Yellow Cab and Green Taxi offer taxi services in the greater Missoula Area.

#### Shuttles

The Airport Shuttler provides shuttle services to and from the Missoula International Airport. (406) 543-9416

#### Passenger Airlines

The Missoula International Airport is served by five major airlines with regularly scheduled flights:

- (800) 432-3810 - [Allegiant Airlines](#)
- (800) 547-9308 - [Horizon Air - Alaska Airlines](#)
- (800) 225-2525 - [Northwest Airlines - KLM](#)
- (800) 221-1212 - [Skywest Airlines](#)
- (800) UNITED-1 - [United Airlines](#)

## 8.0 Special Transportation Advisory Committee

The Missoula STAC meets monthly and the primary providers involved in this coordination agreement meet at least quarterly.

### EXISTING SERVICE / PRIMARY SERVICE PROVIDERS

Primary Providers in the Missoula Urban Area:

| <b>Organization</b>                    | <b>Name</b>     | <b>Address</b>   | <b>City, Zip</b> | <b>Phone</b> |
|--|-----------------|------------------|------------------|--------------|
| Missoula Developmental Services (MDSC) | Mike McCollough | 1005 Marshall    | Missoula 59801   | 728-5484     |
| Mountain Line (MUTD)                   | Steve Earle     | 1221 Shakespeare | Missoula 59802   | 543-8386     |
| Opportunity Resources Inc. (ORI)       | Josh Kendrick   | 2821 Russell     | Missoula 59801   | 329-1754     |

As primary providers of community transportation services in the Missoula Urban Area we agree to:

- Recognize this plan as the designated coordination plan for the Missoula Urban Area in the application process for funding requests presented to the Montana Department of Transportation (MDT) and the Federal Transit Administration (FTA).
- Recognize the Missoula Urban Transportation District (MUTD) as the lead organization and decision-making transportation advisory committee for the administration of the Missoula Urban Area Public Transportation Coordination Plan.
- Meet with the STAC a minimum of once every quarter.
- Coordinate the planning and delivery of services together to utilize existing capital and operating resources as productively as possible.

- Coordinate the planning and prioritizing of future capital and operating requests.
- Provide coordinated trip-training, outreach and comprehensive service information to all participants of this plan.
- Work together to support, develop and expand existing programs.
- Continue to seek public involvement in our planning efforts.
- Update the Transportation Coordination Plan annually.

## 9.0 Special Transportation Advisory Committee Members

The Special Transportation Advisory Committee meets monthly to discuss issues related to transportation.

Following is a roster of current STAC members.

- Mike Mayer, STAC Chair, Summit Independent Living Center
- Steve Earle, Mountain Line
- Stephanie Millar, Mountain Line
- Lyn Hellegaard, Missoula Ravalli TMA - CNVS
- Randy Velin, Community Medical Center
- Susan Kohler, Missoula Aging Services
- Josh Kendrick, Opportunity Resources
- Marsha Hauck, Missoula Manor
- Dave Prescott, Office of Planning & Grants, City of Missoula
- Cris Fleming-Bloxom, Home & Community Based Services
- Mike McCollough, Missoula Developmental Services Corp
- Sheila James, Advocate
- Bill Carey, County Commissioner
- Andrea Dahl, Summit Independent Living Center
- Dave Prescott, Office of Planning & Grants, City of Missoula
- Gregg Wood Dept. of Public Works
- Lucy Ross, Advocate (represents senior issues)
- Nancy Wilson, University of Montana



## 10.0 List of Attachments

- Interlocal Agreement (MUTD and Missoula County)
- Contract with University of Montana
- Contract with the Associated Students of the University of Montana (ASUM)
- Special Transportation Advisory Committee (STAC) Meeting Minutes: December 29, 2008
- Capital and Operational Ranking (STAC Minutes)
- Primary provider fleet roster
- Coordination Plan review and approval: MUTD Board Meeting Minutes: January 29, 2009