

Missoula Urban Transportation District Coordination Plan

FY 2012

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 1/28/2011
Adopted by MUTD Board 1/27/2011
Submitted to MDT *date*



Date Adopted by Board of Directors

This plan was adopted on the 27th day of January, 2011 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 January 28, 2011 STAC meeting.

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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 and 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 2011 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 the County Council on Aging programs.

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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, 7 maintenance employees, 5 direct supervisors and 6 administrative/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 the communities of Missoula, East Missoula, Bonner, Target Range, Rattlesnake and Mullan Road. Mountain Line provided 791,653 rides in Fiscal Year 2010 on fixed route and 21,537 on Paratransit and Senior Van 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 downtown 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. Eight paratransit buses carry an average of over seventeen hundred passengers per month. ADA Comparable

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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, and Saturdays from 10:00 AM to 4:00 PM. This service uses fully accessible buses and vans with lifts 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 reservations 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 request "Premium Service". Examples of Premium Service may include door to door (as opposed to curb to curb) service, package assistance, or for Senior Van passengers, service provided up to 5 miles outside our service area boundary. Premium Paratransit Service can be provided up to ¾ mile outside of the district boundary. In addition, Mountain Line can accommodate wheel chairs weighing up to 800 pounds when occupied. Premium Service has a small additional fee of 50 cents for each additional service.

Special Services: Mountain Line provides seasonal service to popular community events such as "Out to Lunch" and the Saturday Markets.

Mountain Line currently contracts with The University of Montana to allow all students, faculty and staff to use the service at no charge. A copy of this agreement is attached to this plan.

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 was awarded a 12 passenger small bus in FY2010.

MDSC has twenty vehicles used for demand-responsive transportation seven days a week, 365 days a year. MDSC has nine multi-person vans, three mini-buses, and eight cars. All mini-buses and three of the vans are equipped with wheelchair lifts and tie



downs. MDSC provides services for sixty (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 – 120 to 240 rides per day.
- Doctor appointments – 15 to 25 rides per week.
- Shopping and outings 120 to 240 rides per week.
- Total weekly average – 905

Opportunity Resources, Inc.

Opportunity Resources, Inc. (ORI) is a non-profit agency whose overall mission is to support individuals with disabilities by enhancing their quality of life and their inclusion within the Missoula community. Working toward this mission, ORI provides a multitude of training and support services, including specialized transportation. ORI has been in operation for 55 years in the Missoula community.

ORI currently provides specialized transportation services to just over 180 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 individuals currently needing specialized transportation services, 45 are non-ambulatory and use wheelchairs. Another 14 individuals have mobility impairments causing them to need/use crutches or other assistive devices. ORI provides over 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 five activity sites throughout the community. Routes are revised when passengers change residence, 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 to help passengers access 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 7:00 AM until 5:00 PM. Scheduling for these rides is on a first-come first-served 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 or she 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. Examples of 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 bus stop in front of the ORI main offices on Russell.
2. Of note, MUTD and ORI collaborated seven years ago in acquiring a grant to fund increased specialized transportation. Using this county funding as match money for a TRANSADE grant, MUTD was able to increase hours while ORI now provides specialized service to adults with disabilities and seniors on Sundays for ten hours at no charge. ORI also worked with MUTD to move its bus stop to become more accessible last 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 buses.
3. 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 agencies' existing systems. ORI also provides

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extensive assistance to consumers in scheduling MUTD Paratransit services for personal business and community access.

4. 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, last year ORI and YMCA collaborated to improve pedestrian safety (creating a crosswalk) between their two facilities on Russell Street.
5. With Medicaid approval, arrangements are made with Mission Mountain Medicab to transport ORI consumers to medical services.
6. Several consumers served by ORI occasionally use taxi services to commute to work and community events when public transportation is not operating.
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 Department's Haunted Forrest and Fall Fest, County Fair, City Concerts, and much more.
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.
11. Many more examples that come up on a monthly basis.

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.

While considerable coordination is extended 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 a lift-equipped minivan with a heavy duty lift for the second year in a row. This minivan would be used to transport consumers in chairs who are heavier, as well as provide trips to small groups that do not require a full-sized lift van. 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 that 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 one consumer we ask to transfer to manual wheelchairs before riding our lifts for safety reasons. If funding were to come for a minivan with a heavy duty lift, it would be used at our Howard street group homes 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, to doctor appointments, physical therapy, grocery stores, and any other community activities individuals may wish to attend. If granted to ORI, this van would be used to transport individuals who currently use Mountain Line's Heavy Duty lift buses. This would decrease ORI's dependence on Mountain Line's Buses, opening up seating for other transit users in the community.

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2.2. 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
- Missoula Ravalli TMA
Lyn Hellegaard
2820 S. Higgins Ave.
Missoula, MT
327-8707
- Bitterroot Bus
Sharna Paddock
310 Old Corvallis Road
Hamilton, MT
363-7484
- Sanders County
Gwen Hansen
1098 Blue Slide Rd.
Thompson Falls, MT
59873
827-3913
- Eagle Watch
Kay Brown
565 Burton
Missoula 59802
- Mineral County
Linda Bartell
PO Box 922
Superior, MT 59872
649-2019
- Missoula Aging Services
Susan Kohler
337 Stephens Avenue
Missoula, MT
728-7682
- Missoula Office of Planning
and Grants
Ann Cundy
127 W Spruce Street
Missoula 59802
258-4931

Missoula Aging Services

Missoula Aging Services (MAS) 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 promoting transportation options through our Senior Help Line, advocating for changes to current transportation when needed, and providing and soliciting funding to help support Mountain Line Paratransit, Senior Van and Opportunity Resources' Sunday service.

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. In addition to our current support, MAS provided financial support to the Seeley Swan Stage, operated out of the Senior Center in Seeley Lake. Unfortunately, due to limited ridership over the years, they chose to discontinue this service. Missoula Aging Services will be conducting planning for our next four year plan that begins in July of 2011. We anticipate transportation continuing to be one of the top priorities for our older Missoulians. We will continue to be an advocate for transportation.

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 five-bus transit system giving 387,995 rides on both the Park n Ride, UDASH and special shuttle systems in 2009-2010. ASUM OT owns and operates four 35 ft buses, two 30 ft bus, two 29 ft bus and two 22 ft buses. ASUM also owns 80 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, and Carpool sites 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. 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 year from 7:25 a.m. – 7:05 p.m. The UDASH service runs Monday-Thursday during the academic calendar year 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, the COT shuttle has 15 minute headways, and the East Broadway Park n Ride has 20 minute headways. All buses are accessible and we give about 44 lift rides a week.

Budget – these services are paid for through a \$26/semester student fee. The Park n Ride budget for this academic year is approximately \$505,729, and the budget for the UDASH system is \$245,786.

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 metropolitan planning 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 by the State of Montana 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 and the City of Missoula signed August 11, 2005, Transportation became a separate division within OPG.

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.

The MPO staff manages four cooperative agreements that are related to this plan. The agreements are posted on the Transportation Division website under the Governmental Agreements Tab on the Transportation home page at http://www.co.missoula.mt.us/opgweb/Transportation/governmental_agreements.htm and are listed below:

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.

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 six-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 one 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, and coordination in the 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 and Columbia Falls. The affected Mineral County community is Alberton. MRTMA provided 32,338 rides in Fiscal Year 2010 in the vanpool.

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 159 individuals and 92 worksites. Twelve of the routes have been operating at capacity for the past four years. The vanpool program has a wait list of 228, and many of these individuals have been waiting for three years to join the program. Ten 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, Cascade and Powell counties, which are not reflected in the wait list.

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 and accessed through the MRTMA website.

Guaranteed Ride Home Program:

The Guaranteed Ride Home program, sponsored by Missoula In Motion, provides commuters who regularly vanpool, carpool, bus or are active users of the Way To Go Club, 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 the Way to Go Club or MRTMA, or have a Monthly bus pass, an EZ Pass bus pass from Mountain Line, or be a Griz card holder.

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 and consists of plays, puppet shows, board games, experiments,

computer programs and videos. The program is offered free to schools in Lake, Missoula and Ravalli Counties.

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.
- Lake County Council on Aging through Guaranteed Ride Home Program, client referrals, accounting and technical assistance.
- Yellow Cab through the Guaranteed Ride Home Program.
- Mountain Line through vanpooler access when in Missoula Urban Area and utilization of MRTMA transfer center. Donated a 2001 mini van for program expansion.
- 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.
- Missoula Parking Commission financial support and free parking passes.
- UM Foundations through employee sponsored vanpool.
- GlaxoSmithKline through employee sponsored vanpool.
- Community Medical Center through preferred parking for vanpool and technical assistance.
- Sanders County Council on Aging through client referrals and technical assistance.
- Western Montana Mental Health through agreement and use of MRTMA vehicles for after hour and client group trip service.
- Paws Up Ranch through development of Park-and-Ride locations.

SERVICE EXPANSION:

MRTMA is applying for funding for eight 15-passenger replacement vehicles to expand service levels.

MRTMA has demonstrated demand, as the vanpool program has been operating at capacity for the past four years and currently has a wait list of 228 individuals, which does not include the additional riders interested in vanpooling from Superior to Missoula, Butte to Helena, Butte to Boulder, Great Falls to Malstrom Air Force Base, Townsend to Helena and Deer Lodge to Garrison. MRTMA is also seeing an increase in requests from occasional riders needing transportation to and from the following outlying communities:

1. Missoula to Polson
2. Stevensville to South Reserve
3. Hamilton to Downtown
4. Missoula to Beavertail
- 5 & 6. Hamilton to Missoula - two routes

BitterRoot Bus

The BitterRoot Bus provides on demand bus service in the Ravalli County area (Hamilton, Corvallis, Victor, Stevensville and Darby 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 3:30 PM 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.

A.W.A.R.E., Inc.

AWARE, Inc. (Anaconda Work and Residential Enterprise) a private, non-profit corporation was started in Anaconda, Montana in 1976 by a small group of parents whose discussions of opportunities and possibilities for their children with special needs, led to the opening of a small furniture refinishing business. This business was a place where people affected by developmental disabilities could learn a trade and make a valuable contribution to the community. Since AWARE's beginning over 34 years ago, it has grown into an organization that has helped and continues to help thousands of people across Montana achieve their potential. AWARE is governed by an eleven member Board and presently employs 1,000 plus people in 26 communities around the State. AWARE offers a variety of services in fully licensed and nationally accredited programs, geared towards improving lifestyles and opportunities for Montanans affected by disabilities or mental challenges.

AWARE has provided services in Missoula since 1993. In Missoula, AWARE offers a mental health center staffed with case managers, a psychiatrist, a clinician and family support workers. AWARE also runs one adult group home for autistic males and four intensive level therapeutic group homes for adolescents.

AWARE's Adolescent Residential Services provide for children ages 6-18 with a primary mental health diagnosis. In order to be eligible for placement, the child must be at risk for a higher level of care, such as hospitalization, and have exhausted all mental health outpatient options. At least 50% of the consumers are also cognitively delayed and require additional assistance to use transportation safely and to meet daily needs. Currently, the group homes in Missoula consist of one, six-bed male home, one four bed male home, one, six bed female home and one, four-bed female home. The adult home is a three-bed male home. The total number of consumers served is 23.

The Residential Services mission is "to provide clinical supervision, care and life counseling, to adolescents and their families with severe emotional/cognitive challenges that will guide the individual towards independence". To this end, AWARE provides transportation on a daily basis to group home consumers and staff, transporting them to and from school, employment or interviews, medical and dental appointments, planning meetings, community outings, church, grocery and personal shopping and other errands as required. Consumers are placed in the homes from many different counties and are required to participate in meetings and court hearings in their communities. Accordingly, transportation is also provided to allow visits with family members in Missoula and in surrounding cities, including Butte, Anaconda, Superior, Livingston, Thompson Falls and Great Falls. Presently, the number of rides given exceeds 2,000 per month.

By way of coordination and as part of AWARE's mission to teach independent living skills, AWARE staff provides training to our consumers in the use of the Missoula Urban Transportation System (Mountain Line). Consumers use the bus system to travel to and from appointments, work and school. AWARE is also represented on the Missoula Special Transportation Advisory Committee (STAC) and shares the commitment of its members to coordinate all public transportation services within the Missoula Urban Area thereby maximizing the funds and equipment available in providing transportation services to all who need it.

For 2011, AWARE is projecting a 4.5% increase in ridership over last year. This increase is based on the planned expansion of one of the Missoula homes from 4 beds to 6 beds and the new residents requiring transportation services. Also, as coordination efforts move forward in Missoula, AWARE as part of that effort, anticipates providing transportation services to individuals not affiliated with AWARE's programs.

AWARE, Inc. Missoula Fleet

(Mileage is as of the end of December, 2010 / second mileage figure represents an average mileage per month)

- 1996 Dodge Van / 2 passenger (maintenance)
- 2000 Dodge Van / 11 passenger / 189,860 miles / 1,761 miles
- 2001 Dodge Van / 7 passenger / 90,030 miles / 747 miles
- 2007 Dodge Caravan / 7 passenger / 51,483 miles / 740 miles
- 2007 Chevrolet / 7 passenger / 35,810 miles / 763 miles
- 2008 Chevrolet / 7 passenger / 30,776 miles / 1,191 miles

AWARE is requesting the following vehicles in the FY 2012 Capital Grant application:

2 – 12 passenger vans

One vehicle will replace the existing 2000 Dodge and the second will replace an existing 2007 Dodge due to an expansion of one of the group homes from a 4 bed to a six bed facility. An expanded explanation of this request is contained in the “Need” section of the 2012 application.

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3.0 Agencies Not Involved

All agencies active in the Special Transportation Advisory Committee were given the opportunity to participate in the update and review of this plan.

Green Taxi, Medicab, Yellow Cab and VIP Transportation have been invited to collaborate in the review of this plan but have chosen not to participate.

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4.0 Needs Assessment

Public Outreach was conducted through multiple means. A legal ad requested comments 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.

Missoula Aging Services Needs Assessment

Transportation needs were identified by Missoula Aging Services in their Four Year Plan Update, most recently conducted in 2008. The need for increased 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. The creation of Mountain Line Senior Van program has brought the community closer to that goal. Another goal expressed in previous plans is the addition of a Paratransit vehicle with a 600 lb weight capacity. This was 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.

Long Range Planning Efforts

Mountain Line's long range planning efforts, including the Transit Development Plan (TDP), lay out projects and goals for the next five years and beyond. Following are some of the goals Mountain Line has identified:

- Mountain Line intends to provide commuter bus service to low and moderate income individuals commuting between Missoula and outlying communities.
- Mountain Line will continue to provide enhanced service on Routes 2, 8 and 11.
- Mountain Line will continue to provide enhanced and expanded service to seniors and persons with disabilities.
- Mountain Line will purchase Paratransit vehicles to replace aging vehicles in fleet and expand service capacity.
- Mountain Line will undertake a Comprehensive Service Analysis and upgrade its computer systems.
- Mountain Line will rehabilitate and upgrade the transfer center in Downtown Missoula.

In general, Missoula has a higher percentage of the population living in poverty relative to the rest of the state of Montana, 19.7% and 14.2% respectively. The residents and jobsites in many areas of Missoula are ideal candidates to benefit from JARC program funds. Services are directed to benefit that portion of the public.

By utilizing census block group data on Low to Moderate Income (LMI) areas and comparing the information to the Mountain Line route system, an estimate has been created of how Mountain Line serves this population. In 90 to 100% of the areas traveled by Routes 2, 3 and 8, 50% to 80% of the population falls within the LMI guidelines. On Routes 1, 6, 7 and 11, 80% to 90% of the area served falls within the LMI guidelines. On Route 10, 25% of the area through which the route travels falls within the 80 to 100% of LMI and an estimated 30% of the area traveled falls within the 50% to 80% LMI. Route 4, serving East Missoula is difficult to access using block group data as the numbers are skewed by a large block group encompassing both poor and affluent areas. Residents in the area within a quarter mile of the route falls largely 50% to 80% of LMI range.

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: \$79,047

- \$79,047 Above and Beyond ADA and Same Day Service (operating)

JARC: \$129,686

- Continue expanded service on Route 11, Route 8 and mid-day service: \$129,686

Operating (formerly TransADE)

- \$50,000

Capital

- \$67,000 (13 Passenger Small Bus)

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5.0 Public Involvement

The Missoula Special Transportation Advisory Committee (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:

- 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 January 28, 2011 STAC meeting.
- Public Comment in writing via mail or email/web site.
- Public Comment at MUTD Board meeting January 27, 2011.

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6.0 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, Medicab, VIP Transportation 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](#)

7.0 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:

Organization	Name	Address	City, Zip	Phone
Missoula Developmental Services (MDSC)	Mike McCollough	1005 Marshall	Missoula 59801	728-5484
Mountain Line (MUTD)	Michael Tree	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.

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8.0 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
- Lyn Hellegaard, Missoula Ravalli TMA
- Michael Tree, Missoula Urban Transportation District
- Tim Laskowski, Community Medical Center
- Susan Kohler, Missoula Aging Services
- Josh Kendrick, Opportunity Resources
- Marsha Hauck, Missoula Manor
- Cris Fleming-Bloxom, Home & Community Based Services
- Mike McCollough, Missoula Developmental Services Corp
- Andrea Dahl, Summit Independent Living Center
- Dave Prescott, Missoula Office of Planning & Grants
- Gregg Wood Dept. of Public Works
- Lucy Ross, Advocate (represents senior issues)
- Nancy Wilson, University of Montana – ASUM
- Mike Shea, A.W.A.R.E.

9.0 List of Attachments

- Interlocal Agreement (MUTD and Missoula County)
- Contract with University of Montana
- Special Transportation Advisory Committee (STAC) Meeting Minutes:
January 28, 2011
- Capital and Operational Ranking (STAC Minutes)
- Letters of Support
- Primary provider fleet roster
- Coordination Plan review and approval: MUTD Board Meeting Minutes:
January 27, 2011

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