



SHUTTLE VAN RIDER'S GUIDE



INDEX

INTRODUCTION	Page 3
Disclaimer	Page 4
What is Shuttle Van?	Page 4
Hours of Service	Page 4
ELIGIBILITY	Page 4
Criteria.....	Page 4
Process	Page 5
Recertification	Page 5
Eligibility for the Service vs. Service Limitations.....	Page 5
Appropriate Service	Page 6
Keeping Eligibility Information Up To Date	Page 7
Denied Eligibility	Page 7
FARES	Page 8
COMPANION / PERSONAL CARE ATTENDANTS	Page 8
SCHEDULING A TRIP	Page 8
Ride Scheduling	Page 8
Pick-up Windows	Page 10
Canceling / Changing Rides	Page 10
Changing a Trip.....	Page 11
Trip Purpose Priority	Page 11
In Case of Emergency	Page 12
SHUTTLE VAN OFFICE HOURS	Page 12
RIDING SHUTTLE VAN	Page 12
Ride Share	Page 12
Vehicle Arrival	Page 13
Trip Length	Page 13
Riding on Assigned Vehicle with the Assigned Vehicle Operator	Page 14
Curb-to-Curb	Page 14



Children	Page 15
LATE TRIPS	Page 16
What if I Am Late for My Scheduled Ride?	Page 16
What if Mountain Line is Late Picking Me Up?	Page 16
Early Pick-ups	Page 16
ENSURING A SAFE RIDE FOR ALL	Page 17
Passenger Safety	Page 17
Mobility Device Size	Page 18
Using the Lift or Ramp.....	Page 18
Life Support Equipment	Page 18
Driver Uniforms and Identification	Page 18
Vehicles	Page 19
Mobility Device Securement	Page 19
Mobility Device Condition.....	Page 19
Caregiver Responsibility	Page 19
Distractive / Disruptive Behavior	Page 20
Dangerous Behavior	Page 20
Verbal Abuse	Page 21
Disciplinary Process	Page 21
Bathroom Accidents	Page 21
NO SHOW POLICY	Page 22
APPEALS	Page 24
CUSTOMER COMMENT PROCEDURE	Page 25
OTHER POLICIES	Page 25
Animals on Board	Page 25
Service Animals	Page 25
Pet Policy	Page 26
Lost and Found	Page 26
Packages	Page 27
Eating, Drinking and Smoking	Page 27
Strong Scents	Page 27



APPENDIX A: OTHER SERVICES	Page 28
Fixed-Route Buses	Page 28
Other Transportation Providers	Page 29
APPENDIX B: GLOSSARY OF TERMS	Page 29
APPENDIX C: TITLE VI	Page 33
APPENDIX D: RIDER & DRIVER RESPONSIBILITIES	Page 34
APPENDIX E: CODE OF CONDUCT	Page 37
APPENDIX F: TIPS FOR RIDING SHUTTLE VAN	Page 39

Introduction

The Mountain Line Rider’s Guide outlines the operational policies and procedures approved by the Missoula Urban Transportation District (MUTD) Board of Directors and the Special Transportation Advisory Committee (STAC). The information contained within the Rider’s Guide is crucial to the appropriate use and understanding of Mountain Line’s Shuttle Van curb-to-curb services. It is extremely important to understand the process for negotiating ride reservations as well as the policies controlling this valuable and costly service. You will negotiate your trip times, ride with other passengers, make multiple stops, and could wait up to thirty (30) minutes for your ride.

Healthcare service providers, nursing, and rest home personnel should be familiar with the RIDER’S GUIDE policies before submitting applications for Shuttle Van service on behalf of their clients.

Please contact Mountain Line office staff at 721-3333 or the Shuttle Van scheduler at 721-2848 if there are questions or concerns about any of the information outlined in this handbook. These policies and procedures are



continually evaluated and may be amended, modified or terminated at any time at the sole discretion MUTD.

Disclaimer

The information in this booklet is subject to change. Please consult Mountain Line Shuttle Van scheduling staff for the most current information.

Electronic copies of this document can be found online at www.mountainline.com.

What is Shuttle Van?

Shuttle Van is a service designed to complement fixed-route public transit in the Missoula area. It operates Monday through Saturday, three-quarters of a mile on either side of existing bus routes, and is a shared ride service. Trips are scheduled on a first call, first served basis.

Hours of Service

The Shuttle Van is available:

Monday – Friday, 8:30 am – 4:30 pm

Saturday – 10:00 am – 2:00 pm

Mountain Line does not operate on Sundays or federally-observed holidays.

Eligibility

Criteria

The eligibility criteria for users of Shuttle Van service are: you must reside within the Missoula Urban Transportation District and be 60 years of age



or older. There will be no trip priorities given (e.g. medical versus recreation).

Process

To be considered eligible for Shuttle Van service, you must fill out a Mountain Line Shuttle Van application. To request an application, contact Mountain Line Shuttle Van at (406) 721-2848.

Applications are also available online at www.mountainline.com. Eligibility determinations can take up to 21 days from the time the application is received (though in most cases it is determined much sooner).

Incomplete applications can delay the process, so be sure to fill out your application completely to avoid any delay.

Once you are found eligible you will receive a letter informing you of this determination.

Recertification

Recertification of eligibility is required every two years.

Eligibility for the Service vs. Service Limitations

Mountain Line Shuttle Van provides trips to those found to be eligible. However, as with any service, there are limitations. Eligibility for the service does not always mean that the service will be able to serve you in every situation. The following are a few service limitations you may encounter.

- The service is available within three-quarters of a mile of an active fixed-route. If your pick-up or drop-off location is outside this area your ride will not be scheduled.



- The geographic location of some pick-up and drop-off locations can cause limitations. If it is determined that a location you would like to travel to or from is not safe to maneuver in one of our Shuttle Van vehicles, we will not be able to serve that location (e.g. dangerous double parking, required backing of the vehicle, low hanging branches, no safe area to load the client, etc.). In this case, arrangements may be made for an alternative pick-up address that is safer.
- Another limitation on the system lies in the safety and security policy. Every effort will be made to offer you the level of assistance that you need. However, drivers may not leave the line of sight of their vehicle or travel more than 50 feet from their vehicle when other passengers are present. Furthermore, our policy limits assistance to or from the outermost threshold of a building. This is often a lobby at a hospital or the beginning of an exterior staircase at an apartment complex. We are unable to assist you past these points. We recommend you travel with a Personal Care Attendant should you require further assistance.

Appropriate Service

Though Shuttle Van provides a wonderful service, it does not work for everyone in every situation. Due to the nature of shared ride services, Shuttle Van passengers may be required to wait for pick up or arrive early at their destination. Flexibility is key for you as a Shuttle Van rider. As it is a shared ride service, you will often have to make several stops en route to your destination. Individuals requiring a direct trip to or from their destination are encouraged to consider other transportation options.

Shuttle Van is not emergency medical transportation. Call 911 if you are having a medical emergency. We are unable to transport individuals



needing to ride on a gurney or who are physically unfit to complete their trip safely on Shuttle Van.

Please understand that Shuttle Van drivers are not caregivers. Drivers are there to safely transport you from your origin to your destination.

Behaviors that keep drivers from being able to perform this duty may be grounds for removal from the service (i.e., removing one's seatbelt and moving about the vehicle while it is in motion, uncontrollable screaming, etc.). If you need assistance, we highly recommended that you bring a Personal Care Attendant.

Please be aware that some disabilities require more personalized levels of service than Mountain Line Shuttle Van is able to provide.

Keeping Eligibility Information Up To Date

It is very important that you keep your eligibility information up to date to limit confusion, and so that Mountain Line Shuttle Van has current emergency contact information on hand. Call Mountain Line at (406) 721-2848 if there is a change in the following:

- Your address or telephone number (including cell phones).
- Your emergency contact's name or telephone number.
- The type of mobility device you are using.
- Your physical or mental condition.
- Your need for a Personal Care Attendant.

Denied Eligibility

If you submitted an application for Shuttle Van and a determination was made that you do not qualify for Shuttle Van, a letter will be mailed explaining the reason for the denial of service and advising of the procedure to follow if an appeal is desired. (See "Appeals" page 24.)



Fares

Mountain Line Shuttle Van is a “Zero-Fare” service. You will not need to pay a fare for your trip.

Companion / Personal Care Attendants

You may bring one additional rider along with you on your Shuttle Van ride as long as they are traveling to and from the same locations. This additional passenger does not need to be eligible for the service and is considered a “companion.”

You may also bring a Personal Care Attendant (PCA) to assist you during your ride.

Every rider is allowed one companion and one PCA. Be sure to alert the scheduler if you will be traveling with a PCA, companion, or service animal at the time of booking.

Scheduling a Trip

Ride Scheduling

You must schedule your Shuttle Van rides in advance. Mountain Line will accept trip reservations until 4:30 p.m. the **business day** prior to the trip and no more than fourteen (14) days ahead. We will also accept reservation requests for Monday service until noon the Saturday prior. Mountain Line may not be able to accommodate reservations made after the cutoff time the day prior to the requested date. You can schedule your trip by calling:



Mountain Line Paratransit
(406) 721-2848
Until 4:30 p.m. Monday – Friday
Until 12:00 p.m. Saturday

Be sure to advise Mountain Line of your total travel needs so that schedulers may schedule appropriate travel time for your trip. Let the scheduler know of any special transportation needs you have (i.e. help with a package, etc.).

When scheduling a Shuttle Van trip, please be prepared to give the scheduler the following information. If your call goes to voicemail, please leave the following information in a message and the scheduler will call you back with your available trip times:

1. Your name
2. The day and date you would like transportation
3. The time you would like transportation
4. Your pick-up address
5. Your destination address and any scheduled appointment you might have at that location
6. Your return time and return address
7. Whether a personal care assistant or companion will accompany you and whether that person will have any special needs (i.e. mobility devices, children, service animals, pets in a carrier, etc.)
8. Whether you will be using a cane, walker, or other mobility device
9. The telephone number we can reach you



Your scheduler will offer you the best reservation time possible. Because Shuttle Van is scheduled as first come, first served, the exact pick-up time you want may not be available. We understand that this can be frustrating but ask you to remember that Shuttle Van is a shared-ride service and flexibility is required.

Pick-Up Windows

At the time you call, you will be given a range of time for pick up. This is referred to as your pick-up window. This 30-minute period is when you can expect your pick up to occur. You are expected to be ready to board the vehicle when the driver arrives at any point within this window.

Cancelling / Changing Rides

Cancellations are a major contributor to service costs and system inefficiency. Rides that are cancelled too late do not allow scheduling another trip in their place and result in wasted expense and unused capacity. Failure to cancel with enough advanced notice (4:30 pm the day before the trip) so that rides can be reassigned impacts the system and can lead to suspension of service (see “No Show Policy” page 22).

You can help by making sure you only schedule rides you plan to take and by cancelling unwanted trip reservations as soon as possible. A cancellation made after 4:30 pm the day before the scheduled pick-up will be recorded as a no-show.

For your convenience a 24-hour voicemail can be reached at (406) 721-2848. When cancelling a trip, passengers are responsible for providing the following information:

1. Name of passenger
2. Time and date of scheduled pick-up



3. Exact destination address
4. Whether or not another trip scheduled for that day is also being changed

Please remember that the earlier you cancel a trip reservation, the greater the chance another passenger will be able to use the time.

Changing a Trip

When making a change to a scheduled trip, call the reservation line at (406) 721-2848 to make the change at least one day prior to the scheduled pick-up. Mountain Line will make a good faith effort to accommodate requests for same-day changes but cannot guarantee that all changes can be accepted. When you change a destination or time, it may change your pick-up or drop-off time. Passengers are responsible for providing the following information:

1. Time and date of scheduled pick-up
2. New destination address, if applicable
3. New telephone number, if applicable
4. Status of any other scheduled trips for that day
5. New time of scheduled pick-up, if applicable

Trip Purpose Priority

Shuttle Van does not give priority to one trip over another. Trips are scheduled to allow for the maximum number of individuals to ride within the parameters set forth, without prioritizing according to purpose or destination.

Trips may be reserved from one (1) day to fourteen (14) days in advance. Early booking helps our scheduling department, as it provides more time



to put together a quality schedule. Early booking also increases the odds of getting a time closer to your preference.

In Case of Emergency

Shuttle Van is not emergency medical transportation. If you are at home or out in the community and have a medical emergency, call 911.

If there is a medical or health emergency on board the Shuttle Van vehicle, the driver will pull over, call dispatch (who will in turn call 911 and your emergency contact), and wait for a medical professional to arrive.

Shuttle Van Office Hours

Office Hours

The Mountain Line Paratransit and Shuttle Van office is available for customer service from 6 a.m. to 9 p.m. Monday through Friday, and 9 a.m. to 6 p.m. on Saturday. The office is closed Sunday and federal holidays.

Riding Shuttle Van

Ride Share

Mountain Line Shuttle Van service is a shared-ride system. Other passengers may be on board during transport to your destination. Your scheduled pick-up times or route of travel may be altered so another passenger can be accommodated. The vehicle may stop and pick up other riders as it proceeds to your destination. Shared rides lower the cost of Shuttle Van service by increasing system productivity. Mountain Line schedulers may ask you to accept trip reservation times that are different from your original requested pick-up time. Your reservation time will be



the available time closest to the time you requested. We ask that you be flexible.

Vehicle Arrival

When your driver arrives for your pick-up during your scheduled window, they can wait **no more than five minutes** for you to board the vehicle. If you are not ready to leave within five minutes of the vehicle's arrival, the driver will be required to move on to their next pick-up and you will be marked as a "no-show." If you are not curbside when the bus arrives, the driver will call the phone number on file to announce their arrival. If you are not ready and you miss your trip, we may not be able to send you another vehicle; therefore, it is very important that you are ready to board when your pick-up window begins. This is to ensure all passengers are able to reach their appointments on time.

Trip Length

As a shared-ride system, travel time can vary depending on the number of rides being accommodated. Rides are scheduled to ensure your time on board is comparable to what a trip would take if made on a regular fixed-route bus (including travel to and from the bus stop from your origin and destination, as well as any transfers needed to complete a similar trip). Usually, much less time is required to complete the trip.

Sometimes extenuating circumstances do occur, creating exceptions over which Mountain Line has no control (i.e., traffic conditions, road construction, weather, vehicle breakdown, etc.). Occasionally when this happens, some trips may exceed this standard. Passengers are advised to discuss their travel times with Mountain Line if they have any concerns.



Riding on Assigned Vehicle with the Assigned Vehicle Operator

Due to the complexity of the system and the limited availability of resources, you cannot request a pick-up in a certain vehicle or by a certain driver. You are expected to ride in the vehicle dispatched for your trip with the vehicle operator assigned by Mountain Line. If you have concerns or complaints about the condition of a vehicle, or the vehicle operator's performance, report it promptly to a supervisor at (406) 721-2848.

Curb-to-Curb

Mountain Line Shuttle Van is a curb-to-curb service. This means your driver will pick you up and drop you off curbside. You may request expanded service that will allow your driver to escort you from the front door of the building where you are being picked up to the vehicle, and then to the front door of the building at your destination upon drop-off. This includes boarding onto the vehicle and securing any mobility device you may be using.

The front door is considered the outermost door of a home or facility accessible by the driver. For example, if you are being picked up at an assisted living facility or a hospital, the driver will meet you at the overall entrance of that facility. The base of exterior stairs to a building is considered the front door of the building for the purposes of this policy. Drivers are not permitted to assist clients up flights of stairs to their destination (even if these stairs are external to the building and within the line of sight of the vehicle), nor are they allowed to assist clients in elevators.

Drivers are not allowed to cross into interior areas within living accommodations or enter into facilities to search for you. If you require



assistance in these areas, it is recommended that you bring a Personal Care Attendant for your trip.

If escorting you to the front door of the building during either your pick-up or drop-off requires the driver to:

- Lose line-of-sight to their vehicle,
- Travel more than 50 feet from their vehicle, or
- Prevents them from easily and quickly returning to the vehicle in case of an emergency,

your driver may not be permitted to escort you all the way to the door. The driver's responsibility for curb-to-curb service ends at the point where their vehicle is no longer easily accessible in case of an emergency.

Drivers will assist you with packages that meet Mountain Line's package policy (see "Packages" page 27). If you are trying to bring items on board the bus that exceed this policy, you will not be permitted to ride. This is for your own safety and the safety of all people on board.

Passengers with special needs requiring greater assistance are encouraged to bring a Personal Care Assistant and / or discuss their needs with a Mountain Line supervisor.

Children

Be sure to alert your scheduler at the time of booking if you are traveling with children. All rules applying to adult riders also apply to children.

Children, eight years of age and under are required by law to use a child safety seat, a booster seat, or other safety restraint system (unless over a height of 4' 9"). An adult is responsible for providing such safety



equipment and for securing it and the child in the Shuttle Van vehicle. Mountain Line is not responsible for the safety of the child safety seat or booster, nor for its proper securement.

Late Trips

What if I Am Late for My Scheduled Ride?

If you find yourself running late, call Mountain Line as soon as possible. We will try to schedule a later same-day trip to accommodate you. Mountain Line drivers are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle's arrival, the driver may have to leave without you in order to be on time for their next passenger.

What if Mountain Line is Late Picking Me Up?

Many factors affect the on-time performance of Mountain Line vehicles. These include traffic and weather conditions. If Mountain Line finds it will be unable to meet your scheduled pick-up window by 15 minutes or more, Mountain Line staff will endeavor to call and notify you. For this reason, when scheduling your ride, it is important to provide a phone number (if one is available) where you can be reached.

Early Pick-Ups

Sometimes your vehicle will arrive before the beginning of the window because of a cancellation or especially light traffic. If your vehicle arrives before the pick-up window, you may wait to get on the vehicle until the start of your confirmed pick-up window, or you may get into the vehicle and leave right away.



Ensuring a Safe Ride for All

Passenger Safety

Passengers must wear seat belts (for ambulatory passengers) or safety lap belts secured to the floor of the van (for customers using wheelchairs) at all times. Each Mountain Line vehicle is fitted with seat belts for every passenger seat and securements for each wheelchair position.

If, for some reason, a seat or safety lap belt is not available due to failure of that equipment and all other equipment on board is already in use, passengers can decline their scheduled trip and Mountain Line will dispatch a properly equipped vehicle as soon as possible.

If you use a three- or more-wheeled mobility device (scooter), the driver will ask you to transfer to a regular seat. This is done for your protection as these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle, especially in the case of an accident. If you are unable or unwilling to comply with this request, you may decline, and the driver will secure you in your mobility device and continue with your ride.

Passengers are required to follow other safety instructions given by the driver and / or as required by law enforcement.

Safety is of primary importance to Mountain Line. If you believe you have been injured on a Mountain Line vehicle, please report your injury to your driver or to a Mountain Line supervisor as soon as possible—preferably immediately or within 24 hours.



Mobility Device Size

When purchasing a new wheelchair or scooter, riders should consider if it will fit on Mountain Line Shuttle Van vehicles.

Mountain Line recognizes that many Shuttle Van riders have chairs that exceed common dimensions for a variety of reasons. If you are using a larger mobility device, there is a chance that the vehicle dispatched to pick you up may not be able to transport you. However, if the wheelchair is able to enter the vehicle via ramp or lift, it will be transported regardless of size or weight.

If your wheelchair or scooter is power-driven, the driver cannot assist you in its operation and you will be expected to maneuver it safely on and off the vehicle.

Using the Lift or Ramp

Ambulatory passengers who have difficulty navigating stairs may request to board the vehicle on the wheelchair lift or ramp.

Life Support Equipment

You may bring your respirator, portable oxygen, or other life support equipment onto the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the Shuttle Van vehicle and must be managed by you or your Personal Care Attendant.

Driver Uniforms and Identification

Mountain Line Shuttle Van drivers wear uniforms bearing the “Mountain Line” logo on the shirt, jacket, and / or cap. Drivers also wear badges with their picture displayed prominently on the front.



Drivers will greet each passenger, give their name and confirm the passenger's name and destination for each scheduled pick-up.

Vehicles

All vehicles, ramps and lifts purchased for Shuttle Van service will meet or exceed the ADA Accessibility standards as required under the Americans with Disabilities Act of 1990.

All Mountain Line vehicles are kept in a safe and well-maintained condition.

Mobility Device Securement

If you ride in a wheelchair or scooter, your mobility device will be secured to our vehicle via a four-point tie-down system or a similar device. We will refuse to transport you if you will not allow your device to be properly secured prior to transport.

Mobility Device Condition

For your safety, please be sure that your wheelchair or other mobility device is properly maintained in accordance with manufacturer's specification. We may refuse to transport any mobility device that is not properly maintained and could pose a hazard of any type to riders, the driver, or to our equipment.

Caregiver Responsibility

Some riders are cognitively impaired or have severe memory problems such that they cannot be safely left on their own at either their pick-up or drop-off location. It is the responsibility of the rider's caregivers or family to clearly identify these riders to Mountain Line. The driver cannot act as an attendant for these riders. A Personal Care Attendant will need to travel with these passengers.



Cognitively impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior while on board the vehicle and are able to be left alone at their destination. If Mountain Line encounters absences of an attendant or caregiver, service to the rider may be suspended and the situation reported to Adult Protective Services.

Distracting / Disruptive Behavior

To ensure that your ride experience is as enjoyable and safe as possible refrain from distracting the driver while they are operating the vehicle. Even engaging in conversation with the driver while they are operating the vehicle may be distracting; consequently, be understanding if your driver asks you to refrain from engaging them in conversation during your trip.

Disruptive behavior such as screaming, yelling, banging on any surface of the vehicle and loud cell phone conversations are also not acceptable on board a Mountain Line vehicle. Dangerous behavior and physical or verbal abuse are also prohibited.

Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the driver, vehicle or other passenger(s).

Physical abuse is defined as any action that may cause direct or indirect physical harm to a passenger, driver, or Mountain Line staff.

The penalty for a proven incident of dangerous behavior or physical abuse will be determined by Mountain Line. The penalty will range from a warning letter to *permanent* suspension from the Mountain Line Shuttle Van program.



Verbal abuse is defined as any oral presentation that is offensive to a passenger, driver, or Mountain Line staff. The penalty for a proven incident of verbal abuse will be determined by Mountain Line. The penalty will range from a warning letter to *temporary* suspension from the Mountain Line Shuttle Van program.

Disciplinary Process

Our disciplinary process progresses from warnings to suspension. Typically, a rider is first warned by a telephone call from Mountain Line. If the behavior or action continues, the rider will receive a written warning with an explanation of the violation. Finally, if the behavior continues unchanged, Mountain Line will notify the rider of a pending suspension. Any step in this process may be bypassed should the behavior warrant doing so. For instance, suspensions can be immediate when the behavior is illegal or potentially compromises the safety of our driver, other riders, or our equipment.

Bathroom Accidents

Many of us have had times in our lives where we became ill in public. At Mountain Line, we realize this kind of thing happens. Should it happen to you on board the vehicle, please discretely notify the driver of the situation so that they can make arrangements to get you home quickly and return the vehicle to a clean state.

However, consistent problems of this nature cannot be accepted. If this should happen to you, Mountain Line will suggest steps be taken to control the situation.

Mountain Line vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please take



proper precautions prior to departure to ensure you will be able to make your entire trip without incident.

No Show Policy

Mountain Line Shuttle Van has a “No Show” policy. No-shows increase Mountain Line’s operational costs, waste taxpayer funds, and cause an inconvenience to passengers who are riding the van or who wanted to but were unable to book a trip during the time of the no-show. An unchecked pattern of no-shows encourages waste and mistreatment of the service and passengers. Therefore, it is important to identify those passengers who have developed a pattern and practice of accumulating no-shows.

You will be considered a “No Show” if:

1. You are not ready or available to take your scheduled trip.
2. You cancel a trip on the day it was scheduled or after 4:30 p.m. on the business day prior to the scheduled trip(s).
3. You do not come to the curb (or door as arranged) within 5 minutes of the scheduled time.
4. You delay the vehicles’s departure when you cannot be left unattended and no one is at the drop off location to receive you.
5. If you arrive for your ride as the driver is leaving curbside, you may be transported if the operator determines it is timely and safe to do so, but you will be charged with a “No Show” for creating delays and to discourage further late arrivals.

You will receive a “No Show” for all missed rides except those that are canceled by 4:30 p.m. the day before the scheduled ride.



NO SHOW PENALTY CHART

Number Of “No Shows”	Within This Timeframe	Will Result In
3	30 Days	Warning Letter
5	30 Days	10 Day Suspension of Service
6+	30 Days	30 Day Suspension of Service

Operators are required to wait a maximum of (5) five minutes. They are required to radio Mountain Line’s Shuttle Van scheduler to report any no-show passengers so it may be witnessed and recorded in the passenger’s file.

Mountain Line schedules pick-up and return trips **separately** and assumes all scheduled return trips are needed unless notice is given by the passenger or their representative. If your pick-up trip is a no-show, Mountain Line will NOT automatically cancel your return trip. It’s possible to have two (2) “No Shows” recorded if you no-show for both the pick-up and return trips.

The passenger or the passenger’s personal representative will be notified in writing of violations resulting in service privilege suspensions and the passenger’s right to appeal.

The passenger has 10 days to notify Mountain Line of their intention to appeal. Passengers will be given a 10-day notice in writing of any pending suspension of privileges. Upon request, suspension of service privileges may be postponed, pending completion of the appeals process.



Appeals

If you are determined to be ineligible for Shuttle Van service, or you are a client of Mountain Line Shuttle Van with existing service who has been suspended, you have access to an appeals process.

All requests for an appeal must be received in writing by Mountain Line Shuttle Van within 10 days of issuance of the notification of penalty or service suspension, or within 60 days of determination of conditional eligibility or denial of eligibility.

Your written appeal must include:

1. Date
2. Name
3. Address
4. Contact number
5. The reason given to you for your suspension / denial of service
6. Why you are appealing that decision
7. Date of suspension / denial
8. Signature

Written appeals should be addressed to:

Mountain Line
Attn: Shuttle Van Eligibility
1221 Shakespeare
Missoula, MT 59802

If you are an existing client of Mountain Line Shuttle Van who has been suspended for violation of the “no show” policy and you choose to



appeal, your eligibility will continue until your appeal is heard by a review panel and a determination is reached to uphold or overturn the suspension.

A copy of the appeals process can be obtained by contacting Mountain Line.

Customer Comment Procedure

Your feedback is appreciated. Comments or complaints may be made directly to Mountain Line by:

Phone: (406)721-2848
Email: info@mountainline.com
Mail: Mountain Line Shuttle Van
1221 Shakespeare
Missoula, MT 59802

Other Policies

Animals on Board

Service Animals

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals and not pets.

The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to



provide comfort or emotional support do not qualify as service animals under the ADA.

Be prepared to indicate if the animal is required because of a disability and what task the animal has been trained to perform.

When scheduling a trip with Mountain Line Shuttle Van, advise the scheduler that a service animal will be riding. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle. It cannot wander around at will and it will be removed if showing signs of aggression or disruptive behavior, i.e., growling, snarling, or biting. Service animals must be housebroken.

In the interest of safety for you and your service animal, Mountain Line asks that if you need to board the vehicle using the lift that your animal be boarded via the passenger door. This is to keep from having their tails, paws, head, or equipment from catching in the lift mechanism and to ensure ample room for you to ride up the lift.

Pet Policy

Pets can be transported in a carrier provided that the carrier fits on your lap or under your seat and the animal and carrier together are under 20 lbs. Service animals are excluded from this policy (see “Service Animals” above). Pets must remain in the carrier for the entirety of the trip. Pets are to refrain from barking, showing signs of aggression, or going to the bathroom on board the vehicle.

Lost and Found

Passengers are responsible, and Mountain Line accepts no responsibility, for personal items left on a vehicle. Passengers may call Mountain Line



Lost and Found at (406)721-3333, to find out about any personal items they may have left on the vehicle. If recovered, Mountain Line will hold personal items for 30 days prior to disposal.

Packages

Passengers are advised to limit their carry-on bags or packages to what can be carried onto the bus in one trip, with each package no heavier than 20 pounds. One small personal shopping cart is allowed. Packages or parcels may not obstruct aisles or prevent seats from being used.

Eating, Drinking and Smoking

Mountain Line Code of Conduct requires that passengers refrain from eating, drinking, and smoking while on the vehicle.

Exception: Passengers who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.

Inhalation of medical cannabis on board the bus is prohibited by federal law.

Strong Scents

Passengers are requested not to wear strongly scented personal care products while on board. This helps to ensure that vans are accessible for passengers with chemical sensitivity or environmental illness.

Appendix A: Other Services

All fixed-route buses accommodate seniors and passengers with disabilities.

Mountain Line's entire fleet is 100 percent accessible and complies with the Americans with Disabilities Act (ADA). Mountain Line vehicles are equipped with wheel chair accessible ramps / lifts and offer priority seating for seniors and persons with disabilities. Mountain Line operators are trained to provide necessary, but limited assistance to persons traveling in mobility devices. Major stops, intersections and destination information are announced to assist with passenger orientation and all buses are equipped with a "kneeler" system to lower the bus for easier entry and exit. Yellow safety lines and tactile warning strips are also provided in an effort to allow many seniors and persons with disabilities to use the regular fixed-route bus service.

The cost to provide the Missoula community with curb-to-curb service is significantly higher than the fixed-route service. We encourage you to consider fixed route. Below are some advantages of fixed-route service over Shuttle Van that attract many seniors.

- Reservations and negotiating trip times are not required.
- You can travel when you want to.
- Fixed-route buses provide access to all major shopping and medical facilities.
- All buses have ramps or lifts similar to the smaller Paratransit vehicles, which provide easy access for wheel chairs, walkers etc.
- Each fixed-route bus has designated areas for seniors and persons with disabilities.

- Each bus is equipped with kneeling systems, voice announcement, tactile signal strips, and non-slip flooring.
- Operators are trained to secure your mobility device and provide a comparable level of service to what you would receive on curb-to-curb Shuttle Van.

Other Transportation Providers

Montana Medicab
(406) 327-1510

Yellow Cab
(406) 543-6644

The Green Taxi
(406) 728-8294

Appendix B: Glossary of Terms

- **Accessible** – a vehicle that is equipped with a lift or ramp to allow passengers with a disability (with or without a mobility device) to board and deboard with minimal effort. All Mountain Line vehicles are accessible and equipped with securement devices for wheel chairs.
- **Americans with Disabilities Act (ADA)** – enacted in 1990 this law requires that all transit systems allow persons with disabilities equal access to fixed route buses and requires that Paratransit service be available only for persons with disabilities who have been determined eligible and who are unable to use fixed route buses.



- **Appeal** – process which allows a Shuttle Van applicant to challenge their eligibility determination or a Shuttle Van passenger to challenge a suspension for violating Mountain Line policy.
- **Chronic Abuse** – a repeated, continuing pattern of abuse of Mountain Line’s Shuttle Van policies and procedures.
- **Client** – Mountain Line Shuttle Van passenger
- **Cognitive Ability** – ability to process information and make rational decisions.
- **Companion** – person accompanying a Shuttle Van passenger.
- **Denied** – declined, not approved, ineligible.
- **Disability** – professionally diagnosed condition which limits ability of an individual.
- **Drop-Off Time** – time scheduled for Shuttle Van passenger to arrive at their destination. This time varies with circumstances. Passengers are encouraged to allow for drop-off time delays by allowing extra time when requesting their trips.
- **Environment** – conditions that impact the ability of individuals to function, such as steps, steep hills, incomplete sidewalks, etc.
- **Fixed-Route Service** – buses that serve marked bus stop locations and operate on a specific time schedule, traveling a set route each day without variation.
- **Mobility Device** – a mechanical device used to assist a person with a

disability to travel. Examples include walkers, wheel chairs and scooters.

- **No Show** – term describing a missed trip. The “No Show” may be caused by the failure to cancel a scheduled trip by 4:30 p.m. the day before the trip, the person not being there to receive the ride, or the person not being ready at the appointed time.
- **Personal Care Attendants** – also referred to as PCAs, these individuals are in the employ of the passenger to provide assistance. Notice that a PCA’s assistance will be required should be provided to Mountain Line by the applicant when applying for Shuttle Van eligibility. PCAs should be used for assisting a disabled passenger from the curb to a destination or for carrying packages etc.
- **Phone Number On File** – the number the driver will call when they arrive at a location to pick you up. This will be the primary number on file. We will not call multiple numbers.
- **Pick-Up Time** – estimated time a Shuttle Van bus will arrive to pick up a passenger for a scheduled trip. Pick-up times can vary depending upon other scheduled trips. Shuttle Van passengers are required to be ready at the start of their 30-minute window.
- **Enhanced Service** – provides an enhanced ride service for passengers needing additional assistance. Examples of Enhanced Service may include: door-to-door (as opposed to curb-to-curb) service or assistance with packages. When scheduling a trip, passengers must specify the need for Enhanced Service so that time can be scheduled to accommodate.

- **Scheduled Trip Time** – trip times requested by Shuttle Van passengers are by advance appointment only, and scheduled by computer. Mountain Line drivers make every effort to maintain their schedules, however a variety of things outside their control can result in them being early or late for appointments. Shuttle Van passengers are encouraged to consider the possibility of delays when scheduling their appointments. Passenger patience is appreciated.
- **Secured** – not mobile, fastened down, prevented from moving.
- **Shuttle Van** – provides transportation for seniors who are not eligible for ADA Paratransit Service. This is also a reservation service that will be provided as available, during prescheduled days and time periods within Mountain Line service area. This service can be used by individuals who receive seasonal eligibility. For example, it is possible to be eligible for ADA Paratransit in the winter and able to use regular bus service or the Shuttle Van service in the summer.
- **Service Animal** – an animal that has been trained for a specific task to provide assistance to a person with a disability.
- **Shared Ride Service** – like the regular fixed-route bus system, Shuttle Van passengers share vehicles with a variety of other passengers going to different destinations at different times. Passengers are boarded and deboarded in an order determined most efficient by the Shuttle Van driver or scheduler. Shuttle Van riders may have to ride to other destinations before reaching theirs.
- **Suspension of Service** – a temporary or permanent interruption of

Shuttle Van services caused by serious or chronic abuse of Mountain Lines policies and procedures.

- **Time Window** – A 30-minute period of time in which your vehicle may arrive. You must be ready for transport at the beginning of this window.
- **Trip** – one way transport of a person to a single destination.
- **Voicemail** – answering machine.
- **Wheel Chair** – mobility aid belonging to any class of three or more-wheeled devices, usable indoors and outdoors, designed for and operated by individuals with mobility impairments. May be operated manually or powered. Mountain Line may not be able to transport mobility devices that exceed the capacity of our equipment.

Appendix C: Title VI

Mountain Line’s Title VI Policy Statement

Mountain Line grants all citizens equal access to its transportation services. Mountain Line is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (“Title VI”).

Members of the public can request additional information on Mountain Line’s nondiscrimination obligations or a copy of “Mountain Line Title VI Policy Statement” by contacting:



EEO Officer
Mountain line
1221 Shakespeare
Missoula, MT 59802
(406) 534-8386

Appendix D: Rider & Driver Responsibilities

Rider Responsibilities:

- Carefully read all Rider's Guide materials.
- Follow all rules and regulations set forth in this Rider's Guide.
- Make ride reservations at least one [1] day in advance.
- Avoid no-shows and late or repeated cancellation of reservations.
- Be at the designated pick-up location on time and provide entry for the vehicle if you live in a gated community or have special access requirements.
- Board the vehicle promptly, remain seated once on board, wear your seat belt, and keep arms, legs, and head inside the vehicle.
- If the vehicle has not arrived by the end of the scheduled pick-up window, call Mountain Line at (406) 721-2848.
- Call to cancel an unneeded ride as soon as possible to avoid a "no-show."
- Wear seat belts at all times during transport.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in safe operating condition according to manufacturer's specifications.
- Expect "shared-ride" service. Others may be picked up after you, and / or dropped off before you reach your destination.
- Maintain acceptable standards of personal hygiene; please refrain



from using scented products as they can bother other chemically-sensitive riders.

- Follow these common rules of courtesy:
 - No eating, drinking, or smoking on board the vehicle.
 - No riding under the influence of alcohol or illegal drugs.
 - No littering in the vehicle.
 - No sound-generating equipment (i.e. phones, MP3 Players, iPods, radios, etc.) may be played aloud on board the vehicle (use with headphones is acceptable).

Driver Responsibilities

Drivers must:

- Be courteous at all times.
- Call upon arrival.
- Get out of the vehicle, greet and assist you with boarding.
- Adhere to the same standards of common courtesy and personal hygiene as those required of riders.
- Be in proper uniform.
- Visibly display a proper ID badge.
- Carry only the riders assigned to them, along with attendants and companions, who have reservations.
- Go only to the destinations listed on the manifest or as notified by their dispatcher.
- For safety reasons, maintain “line-of-sight” of vehicle.
- Keep to the assigned service schedule for the convenience of all riders.
- Provide reasonable assistance to riders entering or leaving the vehicle.
- Driver cannot use personal cell phones or other personal electronic devices, or play loud music while driving.
- Operate the vehicle and lift in a safe manner and safely secure

wheelchairs on the vehicle.

- Assist passengers to and from the main door of their origin and destination when requested and only if safe to do so and within line-of-sight of the vehicle.
- “Assistance” includes, but is not limited, to:
 - Offering ambulatory passengers a steadying arm or other appropriate assistance when walking or using stairs.
 - Helping persons in wheelchairs maneuver onto standard ramps to and from the main door of their origin and destination (if safe to do so and while remaining in the line-of-sight of their vehicle).
 - Carrying packages that comply with Mountain Line’s policy for items on board the vehicle.

Drivers Are Not Permitted to:

- Lift or carry passengers.
- Enter the residence of a rider.
- Perform any personal care assistance for any rider, such as assisting with dressing.
- Retrieve anything from a passenger’s pocket, purse or bags.
- Wait for a passenger to make a stop to conduct business, such as at an ATM / cash machine, pharmacy, or store.
- Assist a passenger beyond the exterior door of a public building or beyond the front door of a private residence.
- Accept tips or any other gratuities.
- Perform errands for riders such as picking up prescriptions or groceries.
- Take information from the rider about cancellations or changes in reservations.
- Secure child safety systems in the vehicle or children into such systems.

Appendix E: Code of Conduct

The code of conduct applies to all activities that occur in or on **any Mountain Line vehicle, transfer centers, bus stops, shelters, or other passenger facilities.**

For the comfort and safety of all passengers, the following conduct is expected when using Mountain Line services:

- Cooperate with requests from Mountain Line personnel.
- Be considerate and respect the privacy of others.
- Use headphones for music and keep cell phone conversations short and quiet.
- Wear clothes and shoes.
- Disembark after one round trip.
- Refrain from unnecessary conversation with the driver while the vehicle is in motion.
- Keep baby strollers, shopping carts and other items out of aisles.
- Carry – don't wear – roller skates, rollerblades and shoes with cleats onto the bus.
- Riders traveling with small children should exit through the front door. Please carry or hold the child's hand while exiting.
- Take all items with you when you leave. Packages left on the bus will be confiscated.

Refrain from behavior that intrudes on the welfare of others including, but not limited to:

- Interfering with the safe operation of any Mountain Line vehicle.
- Endangering, threatening, harassing or intimidating others.
- Roughhousing, screaming, shouting or spitting.
- Profanity or offensive language.



- Placing feet on seats or seat backs or lying down on seats.
- Refusing to relinquish posted seating to the elderly or disabled.
- Using tobacco products, including e-cigarettes, in unauthorized areas.
- Eating on the bus.
- Littering.
- Urinating or defecating except in restroom facilities.
- Drinking alcohol, drunk or disorderly conduct, or possession of an open container.
- Loitering without intent to utilize Mountain Line services.
- Indecent exposure.
- Throwing any object at transit property or at any person on transit property.
- Bringing onto transit property odors and substances that unreasonably disturb others or interfere with their use of the transit system, whether such odors or substances are from one's person, clothes, articles, accompanying animal or any other source.

ANYONE WHO FAILS TO COMPLY MAY BE ASKED TO LEAVE THE BUS AND / OR FACILITY AND MAY BE PROSECUTED TO THE FULL EXTENT OF THE LAW.

You may appeal any of these rules by requesting appeal information at 543-8386.



Appendix F: Tips for Riding Shuttle Van

- You may arrive at your destination early and / or be required to wait at your destination. For this reason many riders choose to bring books or some other form of entertainment to pass the time.
- Weather in Missoula can often vary. Remember to take this into consideration before you leave for your trip. Dressing appropriately and comfortably can make a big difference.
- If you suffer from an ailment that requires or may require medication, remember to bring it with you. Those requiring oxygen should ensure your tank is adequately filled before you travel.
- When scheduling your rides it is important to estimate your return time as accurately as possible. Giving yourself some extra time can mean the difference between meeting your driver and missing your trip.
- If you can, it is recommended you do not schedule your rides to arrive at or leave a location at the exact time when that location is scheduled to open or close. This is because you may be picked up or dropped off up to an hour before or after your requested appointment time. If the location is not open, you may be forced to wait outside.
- If your rides take you to more than one location before returning home, remember to give yourself enough time at each location to complete your tasks. You should also consider giving yourself some extra time as your ride times may change and this could affect the amount of time you have at any given location.
- If you have an issue with your ride, please be sure to bring it to the attention of a Mountain Line Supervisor or your driver. We are constantly trying to improve the system and your feedback is greatly appreciated.

Thank you for riding Mountain Line's Shuttle Van.
Welcome aboard!



THANK YOU TO OUR ZERO-FARE PARTNERS

