

Missoula Urban Transportation District Coordination Plan

FY 2011

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

Adopted by MUTD Board

Submitted to MDT



Date Adopted by Board of Directors

This plan was adopted on the 21st day January, 2010 by the Board of Directors of the Missoula Urban Transportation District, Missoula, Montana.

Adoption is based on the recommendation of the Specialized Transportation Advisory Committee (STAC). The Coordination Plan Update was discussed and recommended for adoption at the December 18, 2009 STAC meeting.

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



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1.0 Introduction

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

This document updates the Missoula Urban Area Public Transportation Coordination Plan for Federal Fiscal Year 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.



2.0 Agencies Involved

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

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

The transportation providers are described in detail below.

2.1. Mountain Line

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

Currently Mountain Line operates within a 36 square mile area, serving to the communities of Missoula, East Missoula, Bonner, Target Range, Rattlesnake and Mullan Road. Mountain Line provided 795,216 rides in Fiscal Year 2009 on fixed route and 20,164 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 Farmers Market season. Buses generally



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

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

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

Premium Service: With both ADA Paratransit and the Senior Van, passengers may now request "Premium Service". Examples of Premium Service may include door to door (as opposed to curb to curb) service, package assistance, or service provided up to 10 miles outside our service area boundary. In addition, Mountain Line will soon be able to accommodate wheel chairs in excess of 600 pounds. Premium Service has a small additional fee of 50 cents for most services, and \$2.00 to \$3.00 additional dollars for out of area service.

Special Services: Mountain Line provides seasonal service to popular community events such as "Out To Lunch", and the Farmer's Markets.

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



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

2.2. Missoula Developmental Services

Missoula Developmental Service Corporation (MDSC) was opened in 1990 with a grant through the Montana Department of Public Health and Human Services (DPHHS). MDSC provides Residential, Day and Medical Services to Developmentally Disabled Adults in the Missoula area. MDSC has been a voting member of the STAC committee since its inception. MDSC was awarded a 12 passenger small bus in FY2010.

MDSC has nineteen vehicles used for demand-responsive transportation seven days a week, 365 days a year. MDSC has eight multi-person vans, two mini-buses, and eight cars. Both mini-buses and three of the vans are equipped with wheelchair lifts and tie downs. MDSC provides services for sixty (60) 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 – 10 to 15 rides per week.
- Shopping and outings 120 to 240 rides per week.
- Total weekly average – 905

2.3. Opportunity Resources, Inc.

Opportunity Resources, Inc. (ORI) is a non-profit agency whose overall mission is to support individuals with disabilities in enhancing their quality of life and inclusion within the Missoula community. Toward this mission, ORI provides a multitude of training and support services, including specialized transportation. ORI has been in operation for 54 years in the Missoula community.

ORI currently provides specialized transportation services to 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 180 individuals currently needing specialized transportation services, 40 are non-ambulatory and use wheelchairs. Another 10 individuals have mobility impairments causing them to need/use crutches or other assistive devices. ORI provides just 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 in accessing both work and community activities. All vehicles commence transporting individuals by 7:30 AM and are used intermittently throughout the day until 11:00 PM. Seven of the 16 vehicles used in providing services to consumers are based at residential facilities and are in operation seven days a week. The other eight service vehicles are based at work centers and are used regularly seven days a week.



ORI also provides transportation to the elderly and adults with developmental disabilities in the Missoula urban area on Sundays. Rides are provided on Sundays from 7:00 AM until 5:00 PM. scheduling for these rides are on a first come first serve basis. A mini-van is used primarily for the weekends, but if a person is in need of an accessible vehicle a lift van will be used. This is a free service provided through funding from Missoula Aging Services and the County of Missoula. There is one ORI employee who drives the weekend van; if he is unable to work a substitute will be found.

Transportation services are contracted with both the Developmental Disabilities Program and the Medicaid Division. Operations need to be further subsidized by revenues generated from the sales of products and services contracted to ORI's work program. In an effort to maximize the efficiency and utilization of community resources, ORI has extended considerable effort in collaborating with the local STAC in coordinating transportation services. 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 terminal bus stop in front of the ORI main offices on Russell.
2. Of note, MUTD and ORI collaborated six 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 busses.
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 agency's existing systems. ORI also provides extensive assistance to consumers in scheduling MUTD Para-transit 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 on improving pedestrian safety (cross walk) 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 in commuting 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 Departments 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. And 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 practiced in maximizing the utilization of resources, transportation is yet limited and insufficient in meeting the needs of persons with disabilities in the Missoula community.

Opportunity Resources, Inc. is applying for funding for a lift equipped minivan with a heavy duty lift. This minivan would be used to transport consumers in chairs who are heavier. The past few years have seen ORI begin to serve consumers who are bigger while at the same time wheelchair technology has made modern electric wheel chairs with lifts and tilts weigh as much as three hundred pounds. The combination of heavier chairs and heavier consumers has become a large strain on our transportation services. We currently have 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 main offices in Missoula operated by ORI. The bus would be used seven days a week at various hours throughout the day and evening. It would be used to transport consumers to and from work at the main facility on Russell Street, doctor appointments, physical therapy, grocery stores, and any other community activities individuals may wish to attend. If granted this van would be used to transport individuals who currently use Mountain Lines Heavy Duty lift bus. This would decrease ORI's dependence on Mountain Lines Bus opening up transit spots for other users in the community.



2.4. Other area providers and key stakeholders

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

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



Missoula Aging Services

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

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

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

ASUM Office of Transportation

The Associated Students of The University of Montana Office of Transportation (ASUM OT) promotes and provides transportation options to the University community. This office was set up in November of 1999. The Park n Ride system went from van service giving 3,860 rides to a four bus transit system giving 338,168 rides on both the Park n Ride and UDASH systems in 2008-2009. ASUM OT owns and operates two 35 ft buses, one 30 ft bus, two 29 ft bus and two 22 ft buses. The bus system gave 5,425 rides on special shuttles including the football shuttle system. 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, Carpool sites (including GoLoco, and ERIDESHARE) to the University community including students, faculty, staff and visitors.

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

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

The East Broadway Park n Ride is from East Broadway to and around campus and back. The COT Shuttle runs down South Avenue around campus and back. The south park n ride has 10 minute headways and the East Broadway Park n Ride has 20 minute headways. 2008-09 ridership is 287,530 rides on the South Park n Ride and COT service, and 30,513 on the East Broadway Park n Ride. All buses are accessible and we give about 44 lift rides a week.

Budget – these services are paid for through a \$26/semester student fee. The Park n Ride budget for this academic year is approximately \$385,000 and the budget for the UDASH system is \$269,500.

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

The communities served by MRTMA are located in Missoula, Ravalli, Lake, Flathead and Mineral County. The affected Missoula County communities are comprised of Missoula, Lolo, Evaro, Huson and Frenchtown. The affected Ravalli County communities are Hamilton, Corvallis, Victor, Stevensville, and Florence. The affected Lake County communities are: Polson, Ronan, Pablo, Charlo, St. Ignatius, Ravalli and Arlee. The affected Flathead County communities are: West Glacier,

Kalispell, Big Fork, Columbia Falls, The affected Mineral County community is: Alberton. MRTMA provided 36,568 rides in Fiscal Year 2009 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 15 routes serving 152 individuals and 87 worksites. Twelve of the routes have been operating at capacity for the past four years. The vanpool program has a wait list of 217, 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 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 AlterNet Rides 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 are 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 consisting of plays, puppet shows, board games, experiments, computer programs and videos. The program is offered free to schools in Lake, Missoula and Ravalli County.

COORDINATION DESCRIPTION:

MRTMA coordinates with the following:

- BitterRoot Bus through client referrals, Guaranteed Ride Home and technical assistance.
- Confederated Salish & Kootenai Tribes through client referrals and technical assistance.
- South Lake Taxi through Guaranteed Ride Home Program.
- Yellow Cab through Guaranteed Ride Home Program.
- Mountain Line through vanpoolers accessing when in Missoula Urban Area and utilizes MRTMA transfer center. Donated a 2001 mini van for program expansion. Discussion of partnership for Miller Creek urban vanpool program.
- ASUM Office of Transportation through utilization of MRTMA transfer center.
- Opportunity Resources through client referrals and cooperative agreement.
- Summit Independent Living Center through client referrals.
- Voc Rehab through referrals and purchase of vanpool transportation services.
- Airport Shuttler through referrals.
- Community Medical Center through preferred parking for vanpool and technical assistance.
- Sanders County Council on Aging through client referrals and technical assistance.
- Western Montana Mental Health through agreement use of MRTMA vehicles for after hour and client group trip service.
- Paws Up Ranch through development of Park-and-Ride locations.
- Lake County Council on Aging through client referrals and technical assistance.

SERVICE EXPANSION:

MRTMA is applying for funding for ten 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 217 individuals which does not include the additional riders interested in vanpooling from Butte to Helena, Butte to Boulder, 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 outlying communities.

MRTMA and MUTD will be developing an agreement to organize and operate commuter van service in the Miller Creek area as a pilot project until fixed route bus service is feasible. MUTD will be requesting \$76,000 in CMAQ funds in FY2011 to purchase two 15-passenger vans to contract for urban vanpool service from MRTMA. Administration and operation of the Urban Vanpool program will be conducted through a joint partnership between MRTMA and MUTD.

MRTMA and MUTD are coordinating with Missoula County Public Works and a private developer to construct a new park-and-ride in the Miller Creek area. The park-and-ride lot is tentatively planned for the intersection of Linda Vista Boulevard and Upper Miller Creek Road.

Other locations in the urban area under consideration for park-and-rides are: Grant Creek, Pleasant View, East Missoula, the Rattlesnake and the Wye area. Destinations being considered are: the MUTD Transfer Center, the University of Montana, North Reserve, Southgate Mall, Expressway and the Missoula Airport/Fire Lab.

BitterRoot Bus

The BitterRoot Bus provides on demand bus service in the Hamilton, Corvallis, and Grantsdale area. The BitterRoot Bus also provides weekly trips to the Missoula metro area every Tuesday. The bus arrives in Missoula around 10 AM each Tuesday morning and departs around 3:30 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 33 plus 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 a seven member Board and presently employs more than 700 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 three intensive level therapeutic group homes for adolescents.

AWARE's Adolescent Residential Services serve children ages 10-18 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 adolescent group homes in Missoula consist of one, six-bed male home and two, four-bed female homes. The adult home is a three-bed male home. The total number of consumers served is 15, with a second adult male scheduled to be placed in the month of December. Also, plans are in development for one additional, four-bed male home and expansion of one of the female homes to six-beds increasing the number of consumers served to 22.

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 2,600 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.

AWARE, Inc. Missoula Fleet

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

- 1996 Dodge Van / 2 passenger (maintenance)
- 2000 Dodge Van / 11 passenger / 169,801 miles / 1,201 miles
- 2007 Dodge Caravan / 7 passenger / 44,050 miles / 895 miles
- 2007 Chevrolet / 7 passenger / 24,573 miles / 1,154 miles
- 2008 Chevrolet / 7 passenger / 15,752 miles / 524 miles

AWARE is requesting the following vehicles in the FY 2011 Capital Grant application:

- 1 – 6 passenger mini-van conversion
- 1 – 7 passenger mini-van

One vehicle will replace an existing vehicle and the second represents an expansion of service due to the planned development of an additional 4 bed, male home as well as serving as a roving vehicle to provide transportation service during down times of other vehicles.

3.0 Agencies Not Involved

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

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

4.0 Needs Assessment

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

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

A survey was mailed to all 313 registered Senior Van users by Missoula Aging Services in September 2009. 101 surveys were returned, 97 of the respondents said they were satisfied or very satisfied with the service.

A survey was mailed to 240 registered Paratransit users by Mountain Line in October 2009. 94 surveys were returned, with 85 of those respondents saying they felt the service was very good or good. A summary of the responses to the two separate surveys is attached.

Overall both surveys reported good levels of satisfaction with the services. However, one area where improvement is needed is in scheduling process. Efforts are underway to address these concerns.

Missoula Aging Services Needs Assessment

Transportation needs were identified by Missoula Aging Services in their Four Year Plan Update, most recently conducted in 2007. 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 14.6% 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 Mountain Lines 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: \$80,000

- \$80,000 Above and Beyond ADA and Same Day Service (operating)

JARC: \$140,000

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

Operating (formerly TransADE)

- \$100,000

Capital

- \$39,900 (Mini Van Conversion)
- \$67,500 (13 Passenger Small Bus)

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:

- Survey of Paratransit passengers conducted by Mountain Line.
- Survey of Senior Van passengers conducted by Missoula Aging Services.
- Solicitation of comments from area agencies including Opportunity Resources, MDSC, STAC, MUTD Board, Office of Planning and Grants Transportation Staff, etc.
- Public Comment at the November and December, 2009 STAC meetings.
- Public Comment in writing via mail or email/web site.
- Rider Alerts posted on web site and buses.
- MUTD Board meeting January 28, 2010

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 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)	Steve Earle	1221 Shakespeare	Missoula 59802	543-8386
Opportunity Resources Inc. (ORI)	Josh Kendrick	2821 Russell	Missoula 59801	329-1754

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

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

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

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

9.0 List of Attachments

- Interlocal Agreement (MUTD and Missoula County)
- Contract with University of Montana
- Contract with the Associated Students of the University of Montana (ASUM)
- Special Transportation Advisory Committee (STAC) Meeting Minutes: December 18, 2009
- Capital and Operational Ranking (STAC Minutes)
- Letters of Support
- Primary provider fleet roster
- Coordination Plan review and approval: MUTD Board Meeting Minutes: January 21, 2010