

# Missoula Urban Transportation District Coordination Plan

FFY 2021

for --

**Montana Department of Transportation**

prepared by --

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

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Submitted to STAC: January 24, 2020  
Submitted to MUTD Board: February 27, 2020  
Submitted to MDT: \_\_\_\_\_



# Date Adopted by Board of Directors

This plan was adopted on \_\_\_\_\_ by the Board of Directors of the Missoula Urban Transportation District, Missoula, Montana.

Adoption is based on the recommendation of the Specialized Transportation Advisory Committee (STAC). The Coordination Plan Update was discussed and recommended for adoption at the January 24, 2020 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 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 effectiveness and efficiency in the investment of local dollars to provide transportation services to people who live in, work in, or visit the greater Missoula area.

This document updates the Missoula Urban Area Public Transportation Coordination Plan for Federal Fiscal Year 2021 as recommended and approved by the lead organization in the Missoula Urban Area, the Missoula Urban Transportation District (MUTD).

The plan was also reviewed and recommended for approval by the STAC. 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 other providers.

It is the goal of all primary providers listed in this coordination plan to work closely with MUTD and 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, 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

The Missoula Urban Transportation District 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:

- Missoula Urban Transportation District (MUTD)
- Missoula Developmental Services Corporation (MDSC)
- Opportunity Resources, Inc (ORI)

The transportation providers are described in detail below.

### Missoula Urban Transportation District

The Missoula Urban Transportation District, operator of Mountain Line, is a local 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 MUTD consists of 50 operators, 8 maintenance employees, 4 direct supervisors and 8 administrative/management staff. The vision of Mountain Line is to create a flexible and innovative transit system that can serve an expanding community. Mountain Line promotes community involvement and ownership, actively seeking productive partnerships with other community agencies, businesses, and government.

Currently, Mountain Line operates within a 70 square mile area, serving the communities of Missoula, East Missoula, Bonner, Target Range, and the Rattlesnake. Mountain Line provided 1.5 million rides in fiscal year 2019 on fixed route and 41,918 on Paratransit and Senior Van combined.

As of January 5, 2015, Mountain Line service is provided at Zero-fare through support from several community partners. Zero-fare service launched as a three-year demonstration project, and is now entering its 5<sup>th</sup> year, having increased ridership by 70%. A list of community partners sponsoring Zero-fare can be found as an attachment.

Mountain Line provides the following services:

**Fixed Routes:** Twelve fixed routes provide various levels of service, including 15-minute all day service on Routes 1 & 2. Twenty vehicles provide this service



during weekday peak periods, fifteen during midday, and four during the evening service. Nine buses provide regular Saturday service, and ten operating during the downtown Farmer’s Market season. Buses generally operate between 6:00 AM and 10:00 PM on weekdays, and 9:00 AM and 6:00 PM on Saturdays.

**ADA Comparable Paratransit Services:** This program has been in effect since 1991 and provides transportation for ADA eligible passengers. Nine paratransit buses carry an average of over three thousand passengers per month. ADA Comparable Paratransit service operates weekdays from 6:00 AM until approximately 10:00 PM and on Saturdays from 9:00 AM to 6:00 PM. **Senior Van:** The Senior Van began operation on July 1, 2008. The service is designed for persons over the age of 60, but who do not qualify for the ADA Paratransit Service (requires a medical verification). The Senior Van operates Monday through Friday from 9:30 AM to 4:30 PM, and Saturdays from 10:00 AM to 2:00 PM. This service uses fully accessible buses and vans with lifts that can be used for wheel chairs, scooters and walkers, so there is no need to use the steps. This is a curb-to-curb service unlike ADA Paratransit’s origin-to-destination, but with fewer restrictions on eligibility and more limited hours of operation. Advanced reservations and a brief registration form are required. Any cost is waived as part of the Zero-fare program.

**Special Services:** Mountain Line provides seasonal service to popular community events such as “Out to Lunch” and the Saturday Farmer’s Markets.

Mountain Line traditionally contracted with The University of Montana (UM) to allow all students, faculty and staff to use the service at no charge. During the Zero-fare program, UM is a sponsoring community partner helping to supply rides at Zero-fare for all Mountain Line riders.

**Financial Request for FFY 2021:** The Missoula Urban Transportation District requests \$99,918 in 5310 funds with a local match of \$18,691 for the purpose of funding two (2) accessible paratransit vehicles. One vehicle, an accessible mini-van will replace a similar vehicle that has passed its service miles and is eligible for replacement; the other, an accessible cut-away will be a fleet addition to accommodate increased service demand.



## Missoula Developmental Services

- Missoula Developmental Service Corporation (MDSC) was opened in 1990 with a grant through the Montana Department of Public Health and Human Services (DPHHS). MDSC provides Residential, Day and Medical Services to Developmentally Disabled Adults in the Missoula area. MDSC has been a voting member of the STAC committee since its inception.
- MDSC has twenty-two vehicles used for demand-responsive transportation seven days a week, 365 days a year. MDSC has 10 multi-person vans, three mini-buses, and nine cars. All mini-buses and three of the vans are equipped with wheelchair lifts and tie downs. MDSC provides services for seventy-three (73) adults with developmental disabilities and intensive needs in twelve group homes and two-day services centers all located throughout the Missoula area. Each group home uses a van or bus, eight residential sites also use a car, and one Day Services Vocational Department uses a car.
- The twelve 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 – 146 to 292 rides per day.
  - Doctor appointments – 45 to 50 rides per week.
  - Shopping and outings 150 to 300 rides per week.
  - Total weekly average – 1320

## Opportunity Resources, Inc.

Opportunity Resources, Inc. (ORI) is a non-profit agency whose overall mission is to support individuals with disabilities by enhancing their quality of life and their inclusion within the Missoula community. Working toward this mission, ORI provides a multitude of training and support services, including specialized transportation. ORI has been in operation for over 60 years in the Missoula community.

ORI currently provides specialized transportation services to just over 225 individuals who are unable to transport themselves or access public transportation; these individuals represent approximately 50% of the total number of consumers served by ORI. Of the individuals currently needing specialized transportation services, 53 are non-ambulatory and use wheelchairs. Another 20 individuals have mobility impairments





causing them to need/use crutches or other assistive devices. ORI provides over 7200 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 seven activity sites throughout the community. Routes are revised when passengers change residence, transition to other services, and when new individuals access services. Demand-responsive services are also arranged to enable individuals to access various community activities relating to their living and recreational needs. In addition, specialized transportation is provided to consumers in order for them to acquire needed medical services.

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

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 200 ORI consumers now use MUTD fixed-route services on a regular or seasonal basis. In response to this increased usage, MUTD has a bus stop in front of the ORI main offices on Russell.
2. Of note, MUTD and ORI collaborated ten 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 services to adults with disabilities and seniors on Sundays for ten hours at no charge. ORI also worked with MUTD to move its bus stop to become more accessible last year as well as coordinating to get the city of Missoula to place a cross walk in front of the facility. This cross walk allows access for ORI consumers to the outgoing buses.



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

4. The YMCA (Y) has developed numerous programs in which many persons served by ORI participate. ORI and the Y share in transporting consumers to both recreation and fitness programs. ORI assists with the Y's annual fundraising 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, ORI and YMCA collaborated to improve pedestrian safety (creating a crosswalk) between their two facilities on Russell Street.

5. With Medicaid approval, arrangements are made with Mission Mountain Medicab to transport ORI consumers to medical services.

6. Several consumers served by ORI occasionally use taxi services to commute to work and community events when public transportation is not operating.

7. In response to requests from Missoula Aging Services, ORI has transported other senior citizens to special community events. This collaboration is feasible when ORI consumers are being transported to the same event, and the ORI vehicles used are not at full capacity.

8. ORI has also transported other persons with disabilities not served by ORI to special events. These events include but are not limited to: Missoula Recreation Department's Haunted Forrest and Fall Fest, County Fair, City Concerts, and much more.

9. ORI participates annually in the City of Missoula Bike/Walk/Bus week events. This event is held annually by the city to encourage the use of alternative transportation.

10. ORI allows the Missoula City Fire Department/Police Department to borrow a lift van each summer to transport kids with disabilities to summer camp.

11. Many more examples that come up on a monthly basis.



This review of coordinated activities illustrates the concerted effort extended by ORI in enhancing transportation for its consumers. ORI currently has a staff member working on the STAC with many other community agencies to identify the shortcomings of the Missoula area specialized transportation. This group is working extensively to coordinate all local agencies with specialized transportation needs. STAC currently has monthly meetings as well as committee meetings. Persons served by ORI access all service options for which they are eligible at this time.

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

**Financial Request for FFY 2021:** Opportunity Resources Incorporated will not be requesting vehicle funding this year.



## 2.1. Other area providers and key stakeholders

Other area providers and key stakeholders involved in the Coordination Plan include:

- ASUM Office of Transportation  
Jordan Hess  
University Center, Ste. 114  
University of Montana  
Missoula, MT  
243-4599
- A.W.A.R.E. Inc.  
Mike Shea  
2300 Regent St. #103  
Missoula, MT 59801  
543-2202
- Bitterroot Bus  
Sharna Paddock  
310 Old Corvallis Road  
Hamilton, MT  
363-7484
- Mineral County  
Commissioners  
PO Box 922  
Superior, MT 59872  
822-3577
- Missoula Aging Services  
Susan Kohler  
337 Stephens Avenue  
Missoula, MT 59801  
728-7682
- Missoula Transportation  
Planning Services  
Aaron Wilson  
127 W. Spruce Street  
Missoula, Mt 59802  
552-6630
- Missoula/Ravalli  
Transportation  
Management Assn.  
Lyn Hellegaard  
2820 S. Higgins Ave.  
Missoula, MT 59801  
327-8707
- Sanders County COA  
Tony Tannaci  
P.O. Box 519  
Hot Springs, MT 59845  
827-6966
- Missoula Indian Center  
Melissa Hammett  
830 West Central Ave.  
Missoula, MT 59801  
829-9515
- Confederated Salish &  
Kootenai Tribes  
Corky Sias  
P.O. Box 278  
Pablo, MT 59855



## Missoula Aging Services

Missoula Aging Services (MAS) promotes the independence, dignity and health of older adults and those that care for them. We do this 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 1982.

The Chief Executive Officer has served on the Specialized Transportation Committee for over 20 years, representing the transportation needs of older adults. As part of this committee, the CEO works towards maximizing existing transportation resources through coordination of transportation services. This includes promoting transportation options through [the MAS Resource Center](#), and advocating for changes to current transportation when needed.

In 2011, MAS completed an update of their four-year strategic long-range plan. One of the strategic priorities' states: Ensure the agency is able to provide core services for those who need them by developing earned-income options. Transportation is one of Missoula Aging Services core services that is administered through the transportation coordination plan. One of the goals under this priority is to develop strategies to address capacity and growth issues. A second goal is to Incorporate Aging and Disability Resources information, forms and links into an upgrade of the website, allowing the agency to serve more clients through technology, primarily those who prefer to retrieve web-based information, such as long-distance caregivers, baby boomers and rural consumers. Transportation information will be one of the areas that people will be able to access information on through the MAS web-site that is currently in the research stage.

## ASUM Office of Transportation

Established in 1999, The Associated Students of the University of Montana's Office of Transportation (ASUM) promotes and provides transportation options to the University of Montana campus community.

ASUM's Park & Ride system started with a 15-passenger providing 3,860 rides in 2000 and developed into the UDASH transit system providing over 400,000 rides annually on five fixed routes. ASUM operates five 35-foot buses, three 30-foot buses, and one 22-foot bus on five fixed routes:

- The Lewis & Clark Red Line serves student housing at Lewis & Clark Villages and University Villages; park and rides at Dornblaser and Lewis & Clark; and as a campus circulator.
- The Missoula College Blue Line serves student housing at Lewis & Clark Villages and University Villages; park and rides at Dornblaser and Lewis &

Clark; and as a shuttle connection between the main campus and Missoula College.

- The East Broadway Green Line serves the park and ride lot on East Broadway and housing on East Broadway.
- The 5<sup>th</sup>/6<sup>th</sup> Street Purple Line serves residential areas along the Russell and 5<sup>th</sup>/6<sup>th</sup> corridors.
- The Downtown Gold Line connects student housing to campus and downtown.

All buses are accessible and UDASH gives about 50 ramp/lift rides each week.

ASUM owns and maintains a fleet of 120 bicycles that are available for short-term free checkout and long-term rental.

In addition to providing service, ASUM promotes many services to the UM community, including but not limited to: Mountain Line, MRTMA, Missoula in Motion, Bitterroot Bus, and Free Cycles.

ASUM coordinates services with Mountain Line by educating riders about transit, promoting Mountain Line service, sharing bus stops, and engaging in joint planning endeavors. Similarly, ASUM is a financial partner in the Zero-Fare pilot program. As a result of the program, both agencies supply transit with no fare to Missoula passengers. To increase efficiency of its routing overlays with Mountain Line, ASUM's UDASH will begin new service over parts of Route 8 along 5<sup>th</sup> and 6<sup>th</sup> Streets, which reaches areas of high-density student housing. This UDASH service complements Route 8 to provide a 3 to 4 trip per hour headway throughout the day.

ASUM coordinates with MRTMA by promoting its service and by running the Lewis & Clark Red Line to its facility. ASUM and Missoula in Motion work jointly to promote transportation options and the Way to Go Club. Student visits to Free Cycles are subsidized by ASUM.

ASUM services are funded for through a \$33.50 per semester fee assessed to each full-time student. The UDASH budget for 2013-2014 was approximately \$700,000.

## City of Missoula Development Services Transportation Planning Division

As staff to the Missoula Metropolitan Planning Organization (MPO), the Development Services Transportation Division participates in and coordinates the transportation planning program for the Missoula metropolitan planning area in accordance with Federal Law. This program is a collaborative effort 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. The mission 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 January, 2013, the Transportation Planning Division was relocated to the City Development Services office, where it continues to provide transportation services to both City and County in the Missoula urbanized area under a new interlocal agreement signed October 9, 2013.

In addition to the agencies noted above, 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), transportation 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 (PPP). 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 related to this Coordination Plan. The four agreements are listed below and are also posted on the City of Missoula website under the “Gov’t Agreements” link on the Transportation Division home page at

[ftp://ftp.ci.missoula.mt.us/DEV%20ftp%20files/Transportation/MPO/Documents/GOVERNMENTAL\\_AGREEMENTS/](ftp://ftp.ci.missoula.mt.us/DEV%20ftp%20files/Transportation/MPO/Documents/GOVERNMENTAL_AGREEMENTS/)

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 of 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 for transportation planning services dated October 9, 2013.

## Missoula Ravalli TMA

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

The communities served by MRTMA are located in Missoula, Ravalli, and Lake County. The affected Missoula County communities are comprised of Missoula, Lolo, and Evaro, and Frenchtown. The affected Ravalli County communities are Hamilton, Corvallis, Victor, Stevensville, and Florence. The affected Lake County communities are Arlee, Charlo, and Ronan. MRTMA provided 28,092 rides in Fiscal Year 2019 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 and Arlee. The vanpool program controls operating costs through a volunteer driver program. The vanpool program currently has 24 routes serving 197 individuals and 81 worksites. The vanpool program has a wait list of 2, and many of these individuals have irregular work schedules or are out of the service area.

### Special Services:



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

Ride Matching Program:

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

Guaranteed Ride Home Program:

The Guaranteed Ride Home program, sponsored by Missoula In Motion, provides commuters who regularly vanpool, carpool, bus or are active users of the Way To Go Club, a way to get home or to a park-and-ride site when an emergency arises. To be eligible, a person needs to be registered with the Way to Go Club or MRTMA. MRTMA has developed a GRH program for vanpoolers ineligible for the Missoula In Motion program. The MRTMA program utilizes Huckleberry Express Taxi, Green Taxi, BitterRoot Bus and Confederated Salish and Kootenai Transit for vanpoolers living in working in Ravalli and Lake 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, Guaranteed Ride Home, ETA voucher program and technical assistance.
- Lake County Council on Aging through Guaranteed Ride Home Program, client referrals, accounting and technical assistance.
- Mineral County Pioneer Council through referrals and technical assistance.
- Yellow Cab through the Guaranteed Ride Home Program.
- Green Taxi through ETA voucher program
- Mountain Line through vanpooler access when in Missoula Urban Area and utilization of MRTMA transfer center.
- ASUM Office of Transportation through utilization of MRTMA transfer center.
- Opportunity Resources through client referrals.
- Summit Independent Living Center through client referrals.
- Voc Rehab through referrals and purchase of vanpool transportation services.
- Airport Shuttler through referrals.
- Missoula Parking Commission financial support and free parking passes.
- UM Foundations through employer sponsored vanpool.
- GlaxoSmithKline through employer sponsored vanpool.
- Designs for Health through employer sponsored vanpool
- Community Medical Center through preferred parking for vanpool, ETA voucher program and technical assistance.

- Flathead Transit through referrals, ETA voucher program and technical assistance.
- Sanders County Council on Aging through client referrals, ETA voucher program and technical assistance.
- Clarkfork Valley Hospital through the ETA voucher program
- Mineral County Attorney's Office through the ETA voucher program.
- Western Montana Mental Health through agreement and use of MRTMA vehicles for after hour and client group trip service.
- Paws Up Ranch through development of Park-and-Ride locations.
- Missoula County Veteran's Court through referrals.
- Seeley Lake Community Foundation through technical assistance
- Pyramid Lumber through technical assistance
- Seeley Lake School District through technical assistance
- US Forest Service through technical assistance
- Lake and Missoula County Job Service through technical assistance and ETA voucher program.
- Wolfe Transportation through referrals and ETA voucher program
- Huckleberry Express Transportation through referrals and ETA Voucher.
- Seeley Lake Community Foundation technical and capital assistance.
- Valley Veterans Service Center provide vehicle and operating funds for transports to Missoula Vet Clinic and Ft. Harrison.

### SERVICE EXPANSION:

Staff is working with the Seeley Lake Community Foundation to sustain a new community medical transportation program. The program was started in March 2017 and has given over 508 since inception.

MRTMA has also partnered with the Valley Veterans Service Center to develop a veterans transportation program. The program addresses the unmet need of Ravalli County veterans needing trips to the Missoula Veteran Clinic, Ft. Harrison or immediate rides to mental health facilities. Statistics since inception of the transportation program in July 2016 show a total of 903 vehicle trips.

MRTMA continues to provide training for dispatcher and volunteer drivers. Vanpools are still being discussed for area workers either living in Seeley Lake and working in Missoula or living in Missoula and working in Seeley Lake.

### Financial Request for FFY 2021

MRTMA will be applying for \$143,634 in 5311 and \$79,371 in CMAQ operating funding for FY 2021. MRTMA will be applying for two replacement minivans and one 12-passenger van in FY2021.

## BitterRoot Bus

The BitterRoot Bus provides on demand bus service in the Ravalli County area (Hamilton, Corvallis, Victor, Stevensville, Darby and surrounding areas) BitterRoot Bus also provides weekly trips to the Missoula metro area every Monday, Tuesday, Wednesday and Friday. The bus arrives in Missoula around 10 AM each day and departs no later than 3:00 PM on Tuesday and 4:00 PM on Monday, Wednesday and Friday. While in Missoula, the bus will generally take passengers to up to two locations, such as a doctor's appointment and shopping. Passengers are encouraged to use Mountain Line if more than the allotted stops are needed. This service is available to the general public. It is required that rides be scheduled in advance.

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

AWARE (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 with developmental disabilities could learn a trade and make a valuable contribution to the community. Since AWARE first started 44 years ago, it continues to help thousands of people across Montana achieve their potential.

AWARE is directed by a seven-member Board and currently employs approximately 780 people in multiple communities across the State, including Missoula. 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 and currently operates three therapeutic youth group homes and two adult developmentally disable group homes. 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 residents 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. In some instances, the residents are from different counties and are required to participate in meetings and court hearings in their respective communities. Transportation is also provided to allow visits with family members in Missoula and the surrounding area. The number of rides provided averaged approximately 2,025 per month for 2019

Relative to coordination efforts, AWARE is represented on the Missoula Special Transportation Advisory Committee (STAC) and shares the commitment of its

members to coordinate public transportation services within the Missoula Urban Area thereby maximizing funds and equipment available to provide transportation services to all who need it. No increase in ridership is projected for FY 2020-2021.

AWARE, Inc. Missoula Fleet  
(Mileage is as of December, 2019)

- 2013 Ford E350 / 10 passenger / 52,254
- 2014 Dodge Grand Caravan / 6 passenger / 93,723
- 2017 Dodge Grand Caravan (accessible) / 19,880
- 2019 Ford E350 / 10 passenger / 4,134
- 2019 Ford Transit Connect / 6 passenger / 6,111

**Financial Request for FFY 2021**

AWARE will be making application for one, 10 passenger van to replace a similar type vehicle that was wrecked and totaled late last year.

## 3.0 Agencies Not Involved

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

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

## 4.0 Needs Assessment

Public Outreach was conducted through a variety of means. A public notice ad requested comments in writing or at public meetings of the Special Transportation Advisory Committee (STAC) or the MUTD Board.

Among those agencies solicited for input were STAC members, local government offices connected to transportation issues, Opportunity Resources, and Missoula Aging Services.

### *Missoula Urban Transportation District Planning Efforts*

During 2012 the Missoula Urban Transportation District conducted a Comprehensive Operational Analysis of Mountain Line and a Long-Range Plan for strategic vision through 2040. The result of the public-intensive planning process was the creation of a 5-phase blue print for the future of Mountain Line services that creates a Primary Transit Network for land use planning, and a strategy of increased frequency of Mountain Line buses for a transit system that is both more user friendly and efficient. Included in the Long-Range Plan is planning for important paratransit and senior van services.

Over the next few years the policy recommendations and action items outlined in the planning efforts will help MUTD to:

- **Focus Investment** in the Primary Transit Network that will support high ridership that aligns with projected job and population growth patterns, including senior and disabled residents.
- **Improve Service Quality** that makes transit more competitive with the private auto by enhancing travel time and reliability and improving services on the Primary Transit Network.
- **Foster Community** to leverage transit investments in support of growth management and development goals, enhance place-making, and achieve environmental goals.
- **Develop and Foster Partnerships** for high quality transit, which requires investment from many public and private stakeholders. For MUTD to succeed it needs to build and maintain political, financial, capital development, and marketing support from multiple partners.
- **Provide Education and Outreach** to development and enhance education and financial incentive programs that support transit use in Missoula.

- **Monitor Progress** by creating performance measures to help the City monitor Long Range Plan implementation and changes in transit performance levels and quality. This includes tracking mode shift, improved health and safety, and reduced emissions in order to demonstrate return on transit investment.

## 5.0 Public Involvement

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

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

- Solicitation of comments from area agencies including Opportunity Resources, MDSC, STAC, MUTD Board, Missoula Development Services' Transportation Staff, AWARE, etc.
- Public Comment at the January 24, 2020, STAC meeting.
- Public Comment in writing via mail, fax or email.
- Public Comment at MUTD Board meeting February 27, 2020.



## 6.0 Private Sector Providers

### Regional and National Transportation Connections

#### Flathead Transit/Jefferson Lines

Flathead Transit, a service of the Confederated Salish and Kootenai Tribes, supplies passenger service between Missoula and Whitefish, and partners with Jefferson Lines to offer nationwide service. (406) 675-2700.

Jefferson Lines provides inter-city bus service from a bus terminal located at 1660 West Broadway in Missoula. Corporate offices located in Minneapolis, Minnesota. (612) 359-3400.

#### Beach Transportation

Beach Transportation provides school bus and charter services. (406) 549-6121.

#### Cab Services

Yellow Cab (406) 543-6644, Medicab (406) 327-1510, and Green Taxi (406) 728-8294, 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 six major airlines with regularly scheduled flights:

- Alaska Airlines – **(800) 252-7522**
- Allegiant Airlines – **(800) 432-3810**
- American Airlines - **(800) 433-7300**
- Delta Airlines – **(800) 221-1212**
- Frontier Airlines – **(800) 432-1359**
- United Airlines – **(800) 864 -8331**

## 7.0 Special Transportation Advisory Committee

The Missoula Special Transportation Advisory Committee (STAC) meets monthly and the primary providers involved in this coordination agreement meet at least quarterly.

### EXISTING SERVICE / PRIMARY SERVICE PROVIDERS

Primary Providers in the Missoula Urban Area:

<b>Organization</b>	<b>Name</b>	<b>Address</b>	<b>City, Zip</b>	<b>Phone</b>
Missoula Developmental Services (MDSC)	Mike McCollough	1005 Marshall	Missoula 59801	728-5484
Mountain Line (MUTD)	Corey Aldridge	1221 Shakespeare	Missoula 59802	543-8386
Opportunity Resources Inc. (ORI)	Vacant	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
- Lyn Hellegaard, Missoula/Ravalli TMA
- Jennifer Sweten, Missoula Urban Transportation District
- Autumn Holm, Home & Community Based Services
- Susan Kohler, Missoula Aging Services
- Vacant, Opportunity Resources, Inc.
- Marsha Hauck, Missoula Manor
- Mike McCollough, Missoula Developmental Services Corporation
- Andrea Dahl, Consumers/Older Adults
- Tara Osendorf Missoula Development Services Transportation Division
- Ben Weiss, Bike/Pedestrian Committee
- Mark O'Brien, Montana Vocational Rehabilitation
- Mike Shea, A.W.A.R.E., Inc.
- Tom Thompson, Consumer Representative

## 9.0 List of Attachments

- Coordination Plan review and approval: MUTD Board Meeting Minutes: February 27, 2020
- Specialized Transportation Advisory Committee (STAC) Meeting Minutes January 24, 2020
- Copies of letters requesting local agencies to participate in Coordination Plan development
- Interlocal Agreements -- various
- MUTD Zero-fare Community Partners
- Primary provider fleet roster
- Legal Public Notice & Affidavit of Publication
- MUTD System Map & Schedule