

# Appendix J: Coordination Plan Supplemental Information

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# SECTION I: EXISTING SERVICES

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# Section I: Existing Services

## A. Current providers

### **Helena Area Transit Service**

#### **Checkpoint Service**

In 1997, HATS began to operate the checkpoint system throughout Helena. This was based upon the recommendations from the 1996 TDP. The checkpoint system operations in a counterclockwise direction with service frequency at one hour. There are 18 checkpoint stops on the system. While there is a “route” the bus operates on, the system allows minor deviations to meet passenger demand. The bus must make the main checkpoint time points. The published time points are fixed points with a schedule which is adhered to as much as possible. There are also a number of “stops” where a passenger must request a pick-up or drop-off. Additionally, the bus can deviate, depending on demand and timing, to some destinations, usually within one or two blocks, as long as the bus returns within a timely manner (no more than 10 minutes at all stops). Figure V-1 illustrates the checkpoint system with the current stops and “route.”

The checkpoint service operates from 7:00 a.m. to 6:00 p.m., Monday through Friday. The service starts and ends that main facility on Main Street. Currently, fares are established at the following rates:

- \$0.85 for seniors/disabled
- \$1.00 for checkpoint stops
- \$1.50 for checkpoint deviations
- Children age 6 and under ride free

Monthly and other passes available at a discount

#### **Dial-a-Ride Service**

The Dial-A-Ride service is available to persons within the Helena city limits on weekdays. Rides are available Monday through Friday between 6:30 a.m. and 5:30 p.m. As the name implies, rides are arranged by calling and scheduling service. Formally, rides are required to be booked 24 hours in advance, but no more than 48 hours in advance. In practice, however, while this rule enforced as much as possible, typically there is a percentage which are handled on a same-day basis, often being scheduled within two hours from the time a request is made.

The Dial-A-Ride bus also has a number of “standing” requests which are established by regular passengers. Once the request is made, riders are picked up at the curb in front of their originating location and within a half-hour are dropped at the curb in front of their destination. Because of the personalized nature of the service, no physical transfers of passengers from one bus to another are ever required.

The city is divided into two zones—east and west—with one bus operating in each zone. In contrast to many other systems, HATS has an extremely dynamic scheduling procedure. With the exception of standing requests and some 24-hour advance requests, driver manifests are created one half-hour at a time and are radioed to each driver as time permits. Termed a “pure demand-response,” this dispatch-manifest procedure is akin to a personalized taxi service. The fluidity of this process makes experienced drivers and dispatchers crucial. A thorough knowledge of Helena’s street network, including street names and address ranges is required. Furthermore, this system demands a great deal of organization in order to most efficiently sequence passenger pick-ups and drop-offs. Drivers are given the latitude to countermand the dispatcher’s sequencing based upon general experience and based upon the driving conditions at that particular time. The

greatest demand and need for flexibility are seen during the winter months when snow and cold temperatures create hazardous conditions.

### **East Valley Service**

The East Valley service functions as a commuter bus service from the East Valley, East Helena, Capitol Hill Mall, and downtown Helena. The service began operating in early 2006, and has averaged nearly 1,000 trips per month. Service is provided from 7:00 a.m. to 6:00 p.m., Monday through Friday. The East Valley bus is able to deviate up to two blocks off the route to serve passenger needs. Figure V-2 illustrates the service area and stops. Round-trip fares are established at \$1.00; however, if a transfer to the checkpoint service is needed, passengers are required to then pay that additional charge of between \$0.85 and \$1.50.

### **Trolley**

The Helena Trolley is a service which began between the Capitol area and the downtown area. Service began in 2001 with mixed results. The Trolley historically has had a tough time attracting a tremendous amount of patrons. The first year the trolley averaged about 80 trips per day. The system was financed through the Helena Downtown Business Improvement District (BID). The Trolley was envisioned to create an alternative to driving for those traveling between the Capitol and the walking mall in the downtown area. Originally, the Trolley was free to riders; however, currently one-way trips cost passengers \$0.50 each. Figure V-3 provides the Trolley route through Helena. The Trolley bus is also used for contracted services when required. Currently, the Trolley service operates from 11:00 a.m. until 6:00 p.m., Monday through Friday. \$0.50 a ride.

### **Current Staffing**

Currently, HATS employs one manager (who also splits time as the Fleet Superintendent of Public Works), one part-time administrative assistant/dispatcher, four full-time, three part-time, and four on-call drivers. Maintenance is done through City Public Works; therefore, there are no full-time maintenance personnel. No other personnel are assigned to HATS.

### **Rocky Mountain Development Council (RMDC)**

Rocky Mountain Development Council, Inc. (RMDC) is one of the original Community Action Agencies created under the Economic Opportunity Act. The Agency started as a nonprofit 501(c) (3), became a public agency under county government in 1974, and is currently operating as a nonprofit. RMDC is the sponsoring agency of numerous community programs primarily geared to helping low-income seniors, individuals, and families meet their needs. Senior programs (many of which also serve a disabled clientele regardless of age), include Senior Transportation, Foster Grandparents, Senior Companions, Retired and Senior Volunteers, a Senior Center, the Daily Dinner Club, Home Delivered Meals, Senior Commodities, Area Agency on Aging, Spirit of Service, and others.

Virtually all of RMDC's programs require transportation in one form or another, whether that means transporting low-income, elderly, and disabled participants to and from services or activities, or transporting goods and services to a broad, tri-county and low-income clientele. RMDC's Senior Transportation System targets services to elderly and disabled persons. This system provides an average of 42 rides per day.

The senior transportation service caters to a number of senior programs; with one of the more popular being congregate meals or Daily Dinner Club. Between 11:00 a.m. and 12:00 noon, two vehicles pick up seniors who attend the noon social/nutritional gathering. The Dinner Club averages 75 participants per day. Daily manifests are created for the Senior Bus and are ready at or before the start of the day. The driver is responsible for reviewing the manifest and has authority to make adjustments as needed.

RMDC, Inc. also provides transportation for its Head Start participants. The Head Start bus provides approximately 320 rides per day for 160 Head Start participants 130 days of the year. The RMDC, Inc. Head Start is federally funded and may provide transportation for participating families, either in-house or through a contract for services. The program provides 80 percent of the funds needed to operate the local program, with a required 20 percent local match. Federal safety requirement changes were passed in 2001, to be phased in through 2006. These changes instituted strict new requirements for the vehicles used to transport Head Start children. Although all Head Start vehicles are in compliance with current regulations, remaining compliant with changing regulations is an ongoing process.

### **Spring Meadows Resources**

Spring Meadows Resources is an agency devoted to serving the needs of developmentally-disabled adults. Transportation is one component of the overall operations which provides its clients with access to basic services such as shopping, recreation, social, and medical needs.

The organization currently has 107 clients, 72 staff members, and a fleet of nine vehicles. The primary use of this transportation system involves daily trips to the Spring Meadow Resources Day Center and Helena Industries. The service is also used to take clients to shopping centers, medical offices, banks, and restaurants.

Funds for the transportation program come from the agency's overall budget. Its budget sources are Title XIX and XX, Social Security funds, and miscellaneous state contracts. Spring Meadows representatives are in the process of providing more updated information. Once this is provided, information will be updated.

### **West Mont Habilitation Services, Inc.**

West Mont Habilitation Services is one of three agencies in a single corporation. The other two agencies are West Mont Home Health Services and West Mont Management Services. The common thread of all three agencies is to provide the necessary care, health and otherwise, to allow developmentally-disabled persons to live at home rather than being forced to live in a hospital or group home. The corporation maintains 30 satellite offices statewide, employing a total staff of 1,500 persons. West Mont has been providing this service in Helena since 1981.

Within Helena, the West Mont Habilitation Services transportation component provides services to developmentally-disabled persons in seven group homes and to individuals attending day training workshops. Of the seven group homes, two are outside the Helena city limits, one is two miles north of the city, and the other is five or six miles east along York Road. The transportation services provide West Mont's clients access to work, social, medical, and recreational/shopping opportunities in the community. Transportation is available on a demand-responsive basis 24 hours per day and 7 days per week. West Mont utilizes HATS as well.

West Mont occasionally gets calls from nursing homes wanting transportation. As a good citizen in the community, West Mont will fulfill some of these requests for the sake of community service. West Mont averages approximately 5,000 passenger-trips per month. To serve those trips requires 4,000 miles of travel. West Mont's record-keeping system does not differentiate between service-hours and hours of vehicle availability.

## **G & L Transit**

G & L Transit is a charter bus company based out of Helena/Lewis and Clark County and Butte. G & L serves the continental United States from the two base locations. Its major clients are the US Government (military personnel in particular) and the State of Montana. Other than a fixed schedule service for local government adult special needs clients, its service is available 24 hours per day and 7 days per week.

## **Head Start**

Head Start is a program also run through the Rocky Mountain Development Council (RMDC). The program operates transportation services Monday through Thursday during the school year. On a typical day, buses pick up one group of children around 7:00 a.m., bringing them to the RMDC offices for their classes. At 12:00 noon, the first group of children are returned home and a second group of children is picked up for class until 5:00 p.m. All bus trips require the presence of a bus aide in addition to the driver, by regulation. HATS will be coordinating with Head Start to provide transportation services in the future.

## **Capitol Taxi**

Capitol Taxi (formerly Old Trapper Taxi) is currently the sole taxi company operating in the Helena Valley. Capitol Taxi provides door-to-door demand-responsive service 24 hours per day, 365 days per year. Its service area for passenger transport is defined as the area within a 50-mile road radius from the Federal Building in downtown Helena.

The taxi has a base in-town fare of \$5.50 for the core of Helena south of the Burlington Northern Railroad. In other parts of the valley, the base fare ranges from \$5.50 to \$6.30. Additional fares are added to the base depending on the number of zones crossed.

Capitol Taxi maintains a fleet of six cars and one wheelchair-equipped van. Except for peak winter times; only five cars are used on a regular basis. Four cars run during weekday afternoons.

Capitol Taxi reports doing approximately 160 to 175 trips per day. Trips range from work trips, trips for elderly/disabled, and service to the airport. All the taxis are self-dispatched through the use of two-way radios. Trips are scheduled on an as-needed basis, with typical wait times of between 10 and 15 minutes.

## **Rimrock Trailways**

Rimrock Trailways is an intercity and interstate bus transportation provider headquartered out of Billings, Montana. There are two northbound, two southbound, one eastbound, and one westbound departure per day in Helena. Rimrock Trailways shares office/operations space with HATS on Main Street. There is limited passenger waiting at the HATS office for passengers. HATS will be coordinating transportation with Rimrock by performing some of the administrative functions.

## **Treasure State Transit**

Treasure State Transit is the contractor who operates school bus service for Helena School Districts Numbers 1 and 2. TST's public utilities commission rights limit it to providing school-contracted services only within the State of Montana. Outside the state borders, it has rights to do interstate charters.

*Refer to Attachment #1 for contact information for each provider*

**Attachment #1****Local Transportation Provider Summary**

<b>Minorities Served (Yes/No)</b>	<b>Provider Type</b>	<b>Organization Name</b>	<b>Contact Person</b>	<b>Phone Number</b>	<b>Address</b>
Yes	General Public	Helena Area Transit Service	Ed Robinson, Manager	447-1565	City of Helena, HATS, 316 N. Park, Helena, MT 59601
Yes	Senior, disabled, Head Start	Rocky Mountain Development Council/Head Start	Walter Hanley	447-1680	P.O. Box 1717, Helena, MT 59624
Yes	Group Home Client Transportation	WestMont Independent Support Services	Mark Erler	447-3112	2525 Colonial Drive, Helena, MT 59601
Yes	DD Transportation	Spring Meadow Resources, Inc	Tiffany Sauer	443-2376	2850 Broadwater, Helena, MT 59602
Yes	Emergency ambulance transportation	St. Peters Hospital			
Yes	Intra-city private bus service	Rimrock Trailways	Clint Cazier		
Yes	Vans for veterans	Fort Harrison's Veteran Hospital			
Yes	Private bus company for charter service	G & L Transit	George or Darlene		1310 Birch, Helena, MT 59601
Yes	Private bus company for charter service	Treasure State Transit			
Yes	Private Taxi Cab	Capitol Taxi	Duane Grimes	443-3256	

# SECTION II: DATA GATHERING

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## Section II: Data Gathering

- A. **Hours of Operation:** *Refer to Attachment #2 on the following page*
- B. **Unmet Needs:** The current Transit Development Plan indicates that between 75 and 85 percent of the current needs in the greater Helena area are not being met. Future service improvements include more structured flexible fixed-routes in the Helena area, North Valley service, weekend service, and possible commuter service. Many areas are currently without service, however the primary service area with the greatest transit needs is concentrated in the Helena area. Therefore, service improvements will be concentrated in this primary area first, with secondary services to locations such as Jefferson City, if and when funding becomes available. Refer to Attachment #2 for specific needs by agency.
- C. There are numerous areas with a high propensity for transit usage. Refer to Exhibit 1 for a map of those transit destinations which are likely to support transit services.

**Attachment #2 - Agency Data**

**Agency Name: WestMont Independent Living**

<b>WestMont Vehicle Fleet</b>			
<b>Year</b>	<b>Make/ Model</b>	<b>Passengers</b>	<b>Wheel Chair</b>
2006	Ford	12-passenger van	No
2006	Toyota	8-passenger van	No
2005	Chevrolet	15-passenger van	No
2005	Chevrolet	15-passenger van	No
2003	Chevrolet	12-passenger van	Yes
2003	Toyota Matrix	5-passenger van	No
2001	Dodge	8-passenger van	No
2000	Dodge	12-passenger van	Yes
1999	Caravan	7-passenger van	No
1998	Subaru	5-passenger van	No
1997	Caravan	7-passenger van	No
1996	Caravan	7-passenger van	No
1995	Dodge	n/a	Yes
1995	GMC	8-passenger van	No
1995	Chevrolet	4-passenger van	No

***Specialty equipment:***

n/a

***Service description:***

Within Helena, the West Mont Habilitation Services transportation component provides services to developmentally-disabled persons in seven group homes and to individuals attending day training workshops. Of the seven group homes, two are outside the Helena city limits, one is two miles north of the city, and the other is five or six miles east along York Road. The transportation services provide West Mont's clients access to work, social, medical, and recreational/shopping opportunities in the community. Transportation is available on a demand-responsive basis 24 hours per day and 7 days per week. West Mont utilizes HATS as well.

***Unmet Needs:***

West Mont occasionally gets calls from nursing homes wanting transportation. As a good citizen in the community, West Mont will fulfill some of these requests for the sake of community service.

n/a

**Attachment #2 - Agency Data**

***RMDC indicated both short-term and long-term needs. RMDC indicates it is in need of approximately \$1.3 million in capital. Long-term needs include the following:***

<p>Extending service to outlying communities: There is extreme need for service to outlying rural areas, including White Sulphur Springs, Whitehall, Lincoln, Augusta, Basin, Boulder, Montana City, and/or Clancy. To begin with, services might be provided on a weekly basis, with the intent of establishing a transportation hub where the elderly and disabled from outlying areas could access a ride into Helena, where they can connect with the Helena Area Transportation System (HATS). From there, they could shop, attend appointments with health and other providers, or participate in senior center or other activities.</p>	<p>RMDC is a partner in the Eagles Manor Complex, which currently includes the Eagles Manor I (with 66 one-bedroom and single room occupancy units) and Eagles Manor II (with an additional 53 units). A third phase—Eagles Manor III—is currently undergoing the funding acquisition process and has been awarded Low Income Housing Tax Credit and HOME funds. This will add an additional 30 units to the common complex, which is located at 715 North Fee in Helena. These units are dedicated to low-income seniors and other adults with disabilities. The first two phases of the complex are home to the frail elderly with a mean age in the 80s. Most suffer from age-related disabilities and need walkers, wheelchairs, and portable oxygen tanks. Few drive or have access to personal vehicles. Because of the high concentration of elderly and disabled adult in one location, it makes sense to provide a dedicated means of transportation to assist people with accessing shopping, doctor, and other appointments.</p>	<p>A 24/7 paratransit system is needed throughout the service area. This could accommodate small emergencies that did not require an ambulance, as well as many living at poverty levels who must take jobs that demand nontraditional hours. Without access to transportation, it is difficult to find and hold a steady job.</p>	<p>Head Start parents consistently name transportation—particularly outside the city limits and after business hours—as one of the biggest obstacles to self-sufficiency and participation in the various Head Start opportunities. This presents a huge unmet need in the local service area.</p>	<p>There is great demand for expansion of Helena's Home Delivered Meals service area to the North Valley. This would require the addition of a van and more staff.</p>
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**Attachment #2 - Agency Data**

**Agency Name: Rock Mountain Development Council**

Vehicle Make	Vehicle Model	Seating Capacity	Year	Replacement Year	Wheelchair Tie-down	Condition	Program
Ford	Bus	12	1995	2006	Yes	Poor	Sr. Trans
Chevrolet	Star Trans	12	2001	2006	Yes	Fair	Sr. Trans
Ford	Cargo Van	n/a	1999	2007	n/a	Poor	Meals
Bus	Passenger Cutaway	24			Yes		Head Start
GMC	Safari Van	4	1995	2005	No	Poor	Head Start
GMC	Safari Van	4	1995	2005	No	Poor	Head Start
Chevrolet	Bluebird Bus	35	1995	2007	Yes		Head Start
Chevrolet	Bluebird Bus	35	1995	2007	Yes		Head Start
IHC	Antram Bus	35	1998	n/a	Yes		Head Start
Blue Bird	Bluebird Bus	35	2001	n/a	Yes		Head Start
GMC	3500 Van		1999	n/a	No		Weatherization
Chevrolet	Silverado	n/a	1991	n/a	No		Weatherization
Dodge	Caravan Cargo	n/a	1992	n/a	No		Weatherization
International	Truck	n/a	1981	n/a	No		Weatherization
Ford	F350	n/a	1995	n/a	No		Weatherization

**Specialty equipment:**

**Service description:**

Senior, low-income, disabled transportation to and from activities including social, meals, and Head Start.  
Peak daily vehicles used include 1 senior bus, 1 nutrition vehicle, 7 Head Start buses, 5 weatherization

**Unmet Needs:**

RMDC Short-Term Needs	
Short-Term	Estimated Cost
Additional cargo van for expansion of Home Delivered Meals service area	\$75,000
Replacement cargo van for existing	\$75,000
Two (2) Blue Bird Buses to replace	\$200,000
Two (2) new Head Start transport	\$100,000
Bus barn to house and maintain all RMDC vehicles, which are currently	\$750,000
Transportation needs assessment specific to the low-income, senior,	\$50,000
Dedicated bus for the Eagles Manor	\$74,000
<b>Total Estimated Short-Term Needs</b>	<b>\$1,324,000</b>

**Attachment #2 - Agency Data**

**Agency Name: Helena Area Transit Service**

<b>Vehicle</b>	<b>Seating</b>	<b>Condition</b>
(1) 2000 Body-on-Chassis	15 pax or 2 wheelchrs + 3 pax	Poor
(1) 2001 Body-on-Chassis	15 pax or 2 wheelchrs + 3 pax	Poor
(1) 2002 Body-on-Chassis	15 pax or 2 wheelchrs + 3 pax	Good
(1) 2003 Body-on-Chassis	17 pax or 2 wheelchrs + 3 pax	Good
(1) 2003 Trolley	24 Pax or 2 wheelchrs + 3 pax	Excellent
(1) 2004 Body-on-Chassis	12 pax or 2 wheelchrs + 2 pax	Poor
(1) 2005 Body-on-Chassis	17 pax or 2 wheelchrs + 3 pax	Excellent
<b>Replacements Requested for 2007</b>		
(2) 21-Passenger Small Buses	1-Replacement/1-New	n/a
(1) 24-Passenger Small Buses	New	n/a
(2) 28-Passenger Body-on-Chassis	1-Replacement/1-New	n/a

***Specialty equipment:***

***Service description:***

All vehicles lift equipped with two-way radios  
 City general public checkpoint service and complimentary ADA paratransit service  
 East Valley Bus  
 Capitol to Downtown Trolley  
 Trips for employment, shopping, medical, recreation, social, other  
 5-vehicles used on a daily basis

***Unmet Needs:***

Vehicle replacement  
 Maintenance/Operations Facility  
 Dispatching software

## **Attachment #2 - Agency Data**

**Agency Name: Spring Meadow**

**No Vehicle information provided**

***Specialty equipment:***

n/a

***Service description:***

Spring Meadows Resources is an agency devoted to serving the needs of developmentally-disabled adults.

Transportation is one component of the overall operations which provides its clients with access to basic services such as shopping, recreation, social, and medical needs.

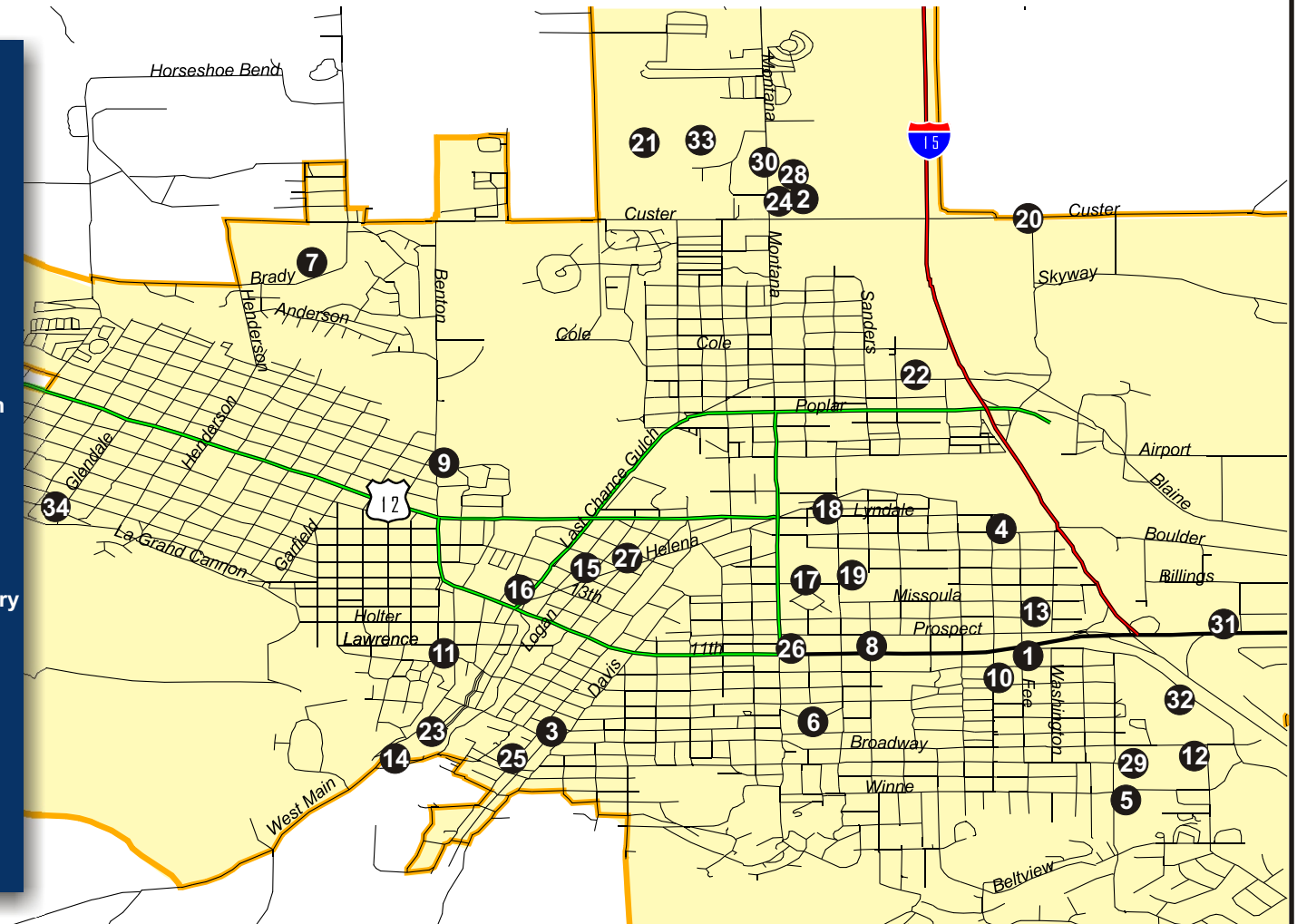
The organization currently has 107 clients, 72 staff members, and a fleet of nine vehicles. The primary use of this transportation system involves daily trips to the Spring Meadow Resources Day Center and Helena Industries. The service is also used to take clients to shopping centers, medical offices, banks, and restaurants.

***Unmet Needs:***

n/a

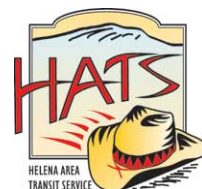
## Exhibit 1 Activity Centers in the Helena Area

1. Albertson's
2. Albertson's North
3. B&B Quality Market
4. Benchmark
5. Big Sky Care Nursing Home
6. Capital Complex
7. Capital High School
8. Capital Hill Mall
9. Carroll College
10. City/County Health Dept.
11. City/County Building
12. Cooney Nursing Home
13. Eagle's Manor
14. Federal Building
15. Golden Triangle Mental Health
16. HATS Office
17. Helena High School
18. Helena Industries, Inc.
19. Helena School of Technology
20. Home Depot
21. June's House Nursing Home
22. Kmart
23. Lewis and Clark County Library
24. Northgate Plaza
25. Rocky Mountain Care Center
26. Safeway
27. Shodair Hospital
28. Shopko
29. St. Peters Hospital
30. Target
31. Wal-Mart
32. Western Care
33. Williamson House North
34. Williamson House South



# SECTION III: DESCRIPTION OF COORDINATED SERVICE PLAN

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# Section III: Description of Coordinated Service Plan

**A. Refer to Attachment #3.**

**B. Management**

The coordination of services will be managed both through the existing Helena Area Transportation Council, of which many of the local providers are a member of, as well as through HATS. At this time, there are three coordinated efforts occurring. First, HATS is contracted to provide the local Head Start transportation. Second, HATS is providing senior bus service for RMDC. Finally, RMDC is providing matching funds for the operation of the East Valley Bus. No other providers in the area have expressed interest in coordinating with HATS, however, many have stated that this is simply due to the fact that they are not requesting capital or operating funds from FTA/MDT at this time. Likely these providers will become part of the coordinated system in the future.

**C. Non-participants**

Numerous participants have chosen not to be included in this first coordination plan. Refer to Attachment #3 for a list on non-participants. Also, refer to the letters attached from specific agencies.

**D. Transportation Advisory Committee (TAC)**

Currently the TAC is made up of the Helena Area Transit Council. See attachment of membership. Many of these members were actively involved in the development of this plan. Notably, HATS staff, RMDC, West Mont, MILP, and Montana Transportation Partnership. Many members were not directly involved due to the fact that they were absent from numerous meetings when this plan was conceived.

**E. Process**

The HATC and HATS has been working with a local transportation consultant in updating the current Transit Development Plan, set to expire this Fiscal Year. This process has involved contacting all local providers to request information updates, transit demand analysis, service alternatives/options, financial planning, public open house, County Commission presentation, and other public outreach. Representatives from many of the human service agencies represented their clients during the planning process. A Draft Coordination Plan was submitted to MDT in July of 2006. Comments on this Draft were used to help prepare this submittal for review.



**HELENA AREA TRANSPORTATION COUNCIL**

<b><u>Name/Position</u></b>	<b><u>Representing</u></b>
Clark, Les Chair	Montana Independent Living Project Senior Companion Program 1820 11th Ave Helena MT 59601 Phone: 442.5755 <a href="mailto:milples@quest.net">e-mail: milples@quest.net</a>
Kennedy, Janet Vice Chair	Montana Independent Living Project 1820 11 <sup>th</sup> Avenue Helena MT 59601 Phone: 422.5567 <a href="mailto:iclar1@bresnan.net">e-mail: iclar1@bresnan.net</a>
Enyeart, Kathy Secretary/ Treasurer	Montana Independent Living Project Senior Companion 1123 Clinton St East Helena MT 59635 Phone: 449.7282 <a href="mailto:enyeart@prodigy.net">e-mail: enyeart@prodigy.net</a>
Allen, Lesli	Career Training Institute 347 N Last Chance Gulch Helena MT 59601 Phone: 443.0800 <a href="mailto:lallen@ctibr.org">e-mail: lallen@ctibr.org</a>
Burrell, Dee	Montana Council on Developmental Disabilities (MCDD) PO Box 526 Helena MT 59624-0526 Phone: 443.4332 <a href="mailto:dee@mtcdd.org">e-mail: dee@mtcdd.org</a>
Cater, Karen	Area IV Agency on Aging RMDC PO Box 1717 Helena MT 59604 Phone: 457.7352 <a href="mailto:kcater@rmdc.net">e-mail: kcater@rmdc.net</a>

**HELENA AREA TRANSPORTATION COUNCIL**

<b><u>Name/Position</u></b>	<b><u>Representing</u></b>
Disburg, Marlene	Montana Transportation Partnerships C/o Director's Office-OPCA PO Box 4210 Helena MT 59604 Phone: 444.0062 <a href="mailto:mdisburg@mt.gov">e-mail: mdisburg@mt.gov</a>
Erler, Mark	WestMont, Inc. 2525 Colonial Dr Helena MT 59601 Phone: 447.3112 <a href="mailto:merler@westmont.org">e-mail: merler@westmont.org</a>
Grimes, Duane	Capitol Taxi P.O. Box 4669 Helena, MT 59601 Phone: 443-3256 <a href="mailto:whln1@montana.com">e-mail: whln1@montana.com</a>
Hanley, Walter	Rocky Mountain Development Council PO Box 1717 Helena MT 59624-1717 Phone: 447.1680 <a href="mailto:whanley@rmdc.net">e-mail: whanley@rmdc.net</a>
Hermanson, June	Mt Transportation Partnerships MYLF 1617 Euclid Suite 1 Helena MT 59601 Phone: 442-2576 <a href="mailto:jguenzler@hotmail.com">e-mail: jguenzler@hotmail.com</a>
Losey Weller, Terri Healthcare for Homeless	PO Helena MT Phone: 461.0516 <a href="mailto:tlosey@co.lewis-clark.mt.us">e-mail: tlosey@co.lewis-clark.mt.us</a>

**HELENA AREA TRANSPORTATION COUNCIL**

<b><u>Name/Position</u></b>	<b><u>Representing</u></b>
Carlson-Thompson, Lizzie RMDC Headstart	PO Box 1717 Helena MT 59624 Phone: 457.7333 <a href="mailto:lthompson@rmdc.net">e-mail: lthompson@rmdc.net</a>
Maffit, Bob	Montana Independent Living Project 1820 11th Ave Helena MT 59601 Phone: 442.5755 <a href="mailto:milpbob@qwest.net">e-mail: milpbob@qwest.net</a>
Powell, Mike	Good Samaritan Ministries 3067 N Montana Independent Helena MT 59601 Phone:442-0780 <a href="mailto:mike@goodsamministries.org">e-mail: mike@goodsamministries.org</a>
Robinson, Ed	City of Helena HATS 316 N Park Helena MT 59601 Phone: 447.1565 <a href="mailto:erobinson@ci.helena.mt.us">e-mail: erobinson@ci.helena.mt.us</a>
Sauer, Tiffany	Spring Meadow Resources Inc 2850 Broadwater Helena MT 59602 Phone: 443.2376, 459.2855 Cell <a href="mailto:tsauer@springmeadowresources.org">e-mail: tsauer@springmeadowresources.org</a>
Schultz, Nancy	Montana Independent Living Project Senior Companion Program 401 E Riggs East Helena MT 59635 Phone: 227.7601 <a href="mailto:nrlafleurschultz@aol.com">e-mail: nrlafleurschultz@aol.com</a>

**HELENA AREA TRANSPORTATION COUNCIL**

**Name/Position**

**Representing**

Jacobs, David

MT Dept of Transportation  
2701 Prospect Ave  
PO Box 201001  
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# SECTION IV: THE SERVICE PROVIDER

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## Section IV: The Service Provider

### A: **HELENA AREA TRANSPORTATION SERVICE (HATS)**

#### **History**

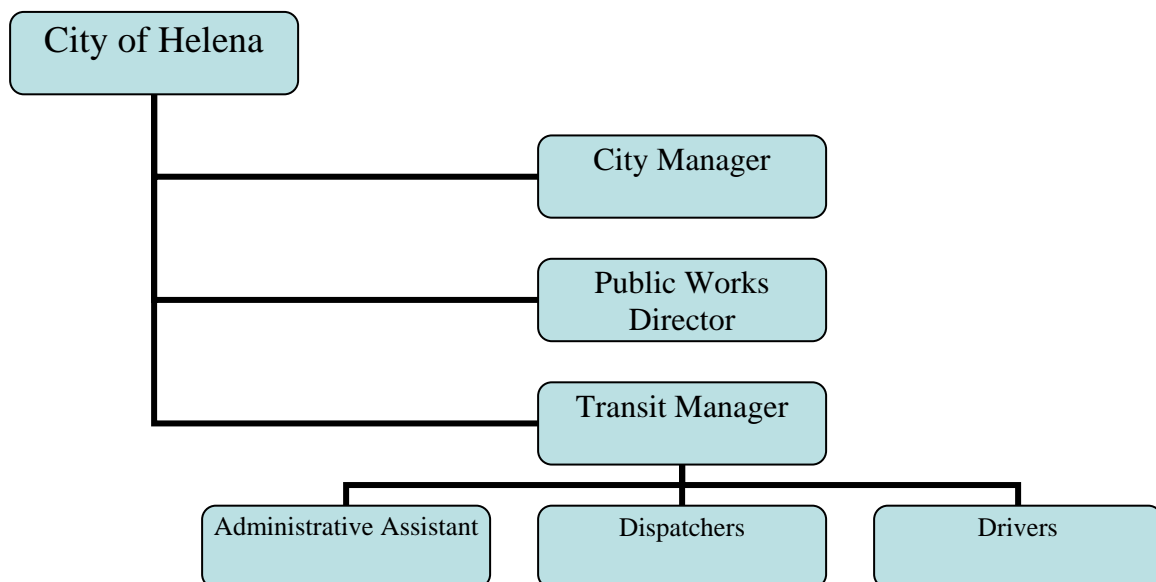
The City of Helena began operating dial-a-ride bus service within the city in 1979. Since that time, service has expanded into a local checkpoint service, a local trolley service, continued dial-a-ride service serving those who are unable to use other services, a commuter type service to East Helena, as well as other contracted and charter service.

#### **Description of Transportation Services**

The Helena Area Transportation Service, also known as HATS, is an agency within the Public Works Department of the City of Helena. The Helena Bus is one of the few city agencies physically located outside the city/county building. Its operations offices are located at 630 North Main Street in a converted gas station. As mentioned, HATS offers a variety of transportation options discussed briefly in the following section. The fleet consists of six buses and one trolley bus. The whole fleet is equipped with wheelchair lifts, two-way radios, and all meet ADA regulations.

### B. **Organizational Structure**

HATS is a function of the City of Helena under the following structure:



### C. **Record Keeping/Financials**

The Administrative Assistant and Transit Manager are responsible for record keeping and financial information.

### D. **Preventative Maintenance**

See attached HATS maintenance guide

## HELENA AREA TRANSIT SERVICE

OPERATOR'S DAILY INSPECTION GUIDE		DATE (MO/YR)
VEHICLE	LICENSE NUMBER	
1. CLEAN VEHICLE (exterior and interior)		
2. DAMAGE (exterior and interior, missing parts)		
3. TIRES (visually check for damage/abnormalities)		
4. LEAKS (visually check fuel/oil coolant)		
5. ENGINE OIL AND COOLANT (visually check fluid levels)		
6. BATTERY (visually check fluid level/hold-down secure/cleanliness)		
7. DRIVE BELTS (visually check for fraying or cracking)		
8. LIGHTS (visually check all for proper operation)		
9. SAFETY DEVICES (seatbelts/harness, headrests, warning lights, etc.)		
10. INSTRUMENTS/HORN/WINDSHIELD WIPERS (functionally check for operation)		
11. BRAKES/STEERING (functionally check-responsive/effective/smooth)		
12. UNUSUAL OCCURRENCES (noises/vibration/odor/erratic instruments/etc.)		
13. OTHER (specify)		
14. OTHER (specify)		
OPERATOR'S SIGNATURE SIGNIFIES ACCOMPLISHMENT OF CHECKS		
DAY	DAY	DAY
1	11	21
2	12	22
3	13	23
4	14	24
5	15	25
6	16	26
7	17	27
8	18	28
9	19	29
10	20	30
		31
MONTHLY TIRE PRESSURE CHECK		
TIRE PRESSURE GAUGED (COLD) AND ADJUSTED TO:		
FRONT _____ PSI                      REAR _____ PSI		
OTHER COMMENTS:		
OPERATOR'S SIGNATURE		DATE PERFORMED

HELENA AREA TRANSIT SERVICE  
BUS AND EQUIPMENT MAINTENANCE PLAN

ACTION	RESPONSIBLE PERSON	TIME FRAME
1. Check Gas, oil levels belts, tires, gauges	Bus Driver	Dailey
2. Check radiator, battery oil level, transmission fluids, brake fluids	Bus Driver	Approximately every third day during gas refills.
3. Oil change, lube and oil filter	Bus Driver/ Shop	Every 3,000 miles or four months
4. Change air filter	Bus Driver/ Shop	Every 5000 miles
5. Check and if necessary replace antifreeze, air	Bus Driver/ Shop	Every 6 months (spring and fall)
6. Tire rotation and replacement	Bus Driver/ Shop	Every 10,000 miles rotate tires, replace at 40,000 miles
7. Brake system	Bus Driver/ Shop	Every 15,000 miles
8. Detailed Inspection	Shop	Annually
9. Routine repair work	Shop	As needed
10. Lift and ADA equipment Run lift through complete cycle to be sure that it works; check for seal leakage and the binding of hardware; Check for frayed or Damaged lift cables, Hydraulic hoses, or chains; Check for physical damage and jerky operation, Hazardous protrusions, Exposed edges, etc. Assure Padding and protection. Check fasteners and bolts (snugness, etc.) Equipment is checked to be sure it's clean, in good repair and safe.	Bus Driver	Daily in accordance with usage

ACTION	RESPONSIBLE PERSON	TIME FRAME
11. Lubricate all rubbing and Bearing surfaces; Lubricate Sliding extension channel; Check and lubricate manual Controls (manufacturer's Specified lubrication material to be used).	Bus Driver	Weekly

**X. PREVENTIVE MAINTENANCE (20 POINTS)**

Describe your preventive maintenance schedule for all vehicles.

<b>Helena Area Transit Service</b>		
<b>Task</b>	<b>Responsible Person(s)</b>	<b>Time Frame</b>
Check gas, oil levels, belts, tires and gauges	Bus driver	Daily
Check radiator, battery oil level, transmission fluids, brake fluids	Bus driver	Approximately every third day during gas refills
Oil change, lube and oil filter	Bus driver/Contracted garage	Every 3,000 miles or four months
Change air filter	Bus driver/Contracted garage	Every 5,000 miles
Check – and if necessary – replace antifreeze, air coolants	Bus driver/Contracted garage	Every 6 months (spring and fall)
Tire rotation and replacement	Bus driver/Contracted garage	Every 10,000 miles rotate tires; replace at 40,000 miles
Brake system	Bus driver/Contracted garage	Every 15,000 miles
Detailed inspection	Contracted garage	Annually
Routine repair work	Contracted garage	As needed
Clean vehicle – interior and exterior	Bus driver	Daily
Check exterior and interior for damage and missing parts	Bus driver	Daily
Visually check tires for damage and abnormalities	Bus driver	Daily
Visually check fuel oil and coolants for leaks	Bus driver	Daily
Visually check engine oil and coolant for fluid levels	Bus driver	Daily
Visually check fluid level, hold-down secure and cleanliness of battery	Bus driver	Daily
Visually check drive belts for fraying or cracking	Bus driver	Daily
Check safety devices	Bus driver	Daily
Functionally check instruments, horn, windshield wipers	Bus driver	Daily
Functionally check responsiveness, effectiveness and smoothness of brakes and steering	Bus driver	Daily
Investigate unusual occurrences including noises, vibrations, odors, erratic behavior	Bus driver	Daily
Check tire pressure	Bus driver	Monthly

## Preventive maintenance for lifts and other ADA equipment

### HATS Lift and ADA Equipment Maintenance Plan

Run lift through complete cycle to be sure it works	Bus driver	Daily in accordance with usage
Check for seal leakage and the binding of hardware	Bus driver	Daily in accordance with usage
Check for frayed or damaged lift cables, hydraulic hoses or chains	Bus driver	Daily in accordance with usage
Check for physical damage and jerky operation, hazardous protrusions, exposed edges, etc.	Bus driver	Daily in accordance with usage
Assure padding and protection	Bus driver	Daily in accordance with usage
Check fasteners and bolts for snugness	Bus driver	Daily in accordance with usage
Check equipment to be sure it's clean, in good repair and safe	Bus driver	Daily in accordance with usage
Lubricate all rubbing and bearing surfaces	Bus driver	Weekly
Lubricate sliding extension channel	Bus driver	Weekly
Check and lubricate manual controls (manufacturer's specified lubrication material to be used)	Bus driver	Weekly

- Name of the agency person responsible for vehicle maintenance  
Ed Robinson, Transit Manager
- City of Helena Shop.
- Separate files are kept on each vehicle.

Note: Copies of the written preventive maintenance plan and serve sheets utilized by Helena Area Transit Service are provided with this application. Please refer to Tab J.

# SECTION V: COOPERATIVE AGREEMENTS

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