

A REFERENCE GUIDE AND STEP-BY-STEP PLAN FOR
COORDINATING TRANSPORTATION SERVICES

Montana Coordinated Transportation Handbook[©]

Sponsored by:

Montana Council on
Developmental Disabilities
Post Office Box 526
Helena, Montana 59624

Vocational Rehabilitation Program
Department of Public Health
and Human Service
Post Office Box 4210
Helena, Montana 59620

Prepared by:

Shaun Kelly, Research Aide
Xianming Shi, Research Aide

David Kack, Research Associate
Lisa Ballard, P.E., Research Engineer

of the

Western Transportation Institute
College of Engineering
P.O. Box 174250, Montana State University-Bozeman
Bozeman, MT 59717

Copyright 2003-Montana Council on Developmental Disabilities



Chapter 1

Introduction

Chapter 1 introduces this handbook and the complementary website, including instructions for their use.

Across Montana and the United States, the increasing need for public and human services transportation continues to outstrip the funding available for these programs. The Montana Rural Passenger Needs Study, conducted for the Montana Department of Transportation (MDT) in 2001, estimated that only 17% of the statewide need for transportation was being met. Those hit hardest by this transportation shortfall are the transportation disadvantaged, commonly defined as those with limited transportation options due to disabilities, age, or income status.

The Montana Rural Passenger Needs Study estimated that only 17% of the statewide need for transportation was being met.

To help meet the needs of the transportation disadvantaged, funding and informational programs in Montana and nationwide have been emphasizing the importance of coordinating public and human service transportation. Coordination involves multiple agencies working together to achieve more efficient delivery of service, thereby allowing transportation providers to do more with what they have. Measurable benefits in terms of cost savings and increased provisions of service have been achieved around the country in coordination programs of varying sizes, scopes, and goals. What coordination entails, the benefits, and challenges involved are discussed in greater detail in Chapter 2.

Those hit hardest by this transportation shortfall are the transportation disadvantaged.

About the Handbook

The Montana Coordinated Transportation Handbook was developed to be a resource for organizations seeking to coordinate transportation services across the state of Montana. It includes step-by-step instructions for planning and implementing a coordinated transportation program and extensive reference information to consult throughout the process.