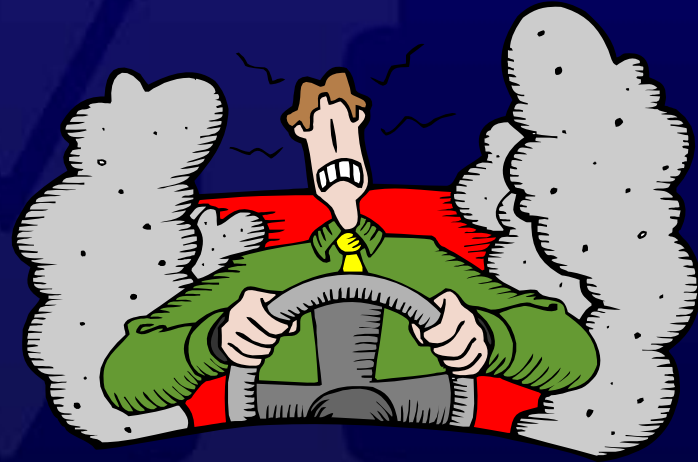


# An Evaluation of the Transportation Component of the Real Choices Systems Change Grant in Montana



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August 14, 2006**



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# Agenda

- Project Overview
- Helena Site
- Ravalli County (Hamilton) Site
- Statewide Objectives
- Conclusions



# Change

“I am not against progress, I just don’t like change”

Q: How many psychiatrists does it take to change a light bulb?

A: Only one, but the light bulb has to want to change!

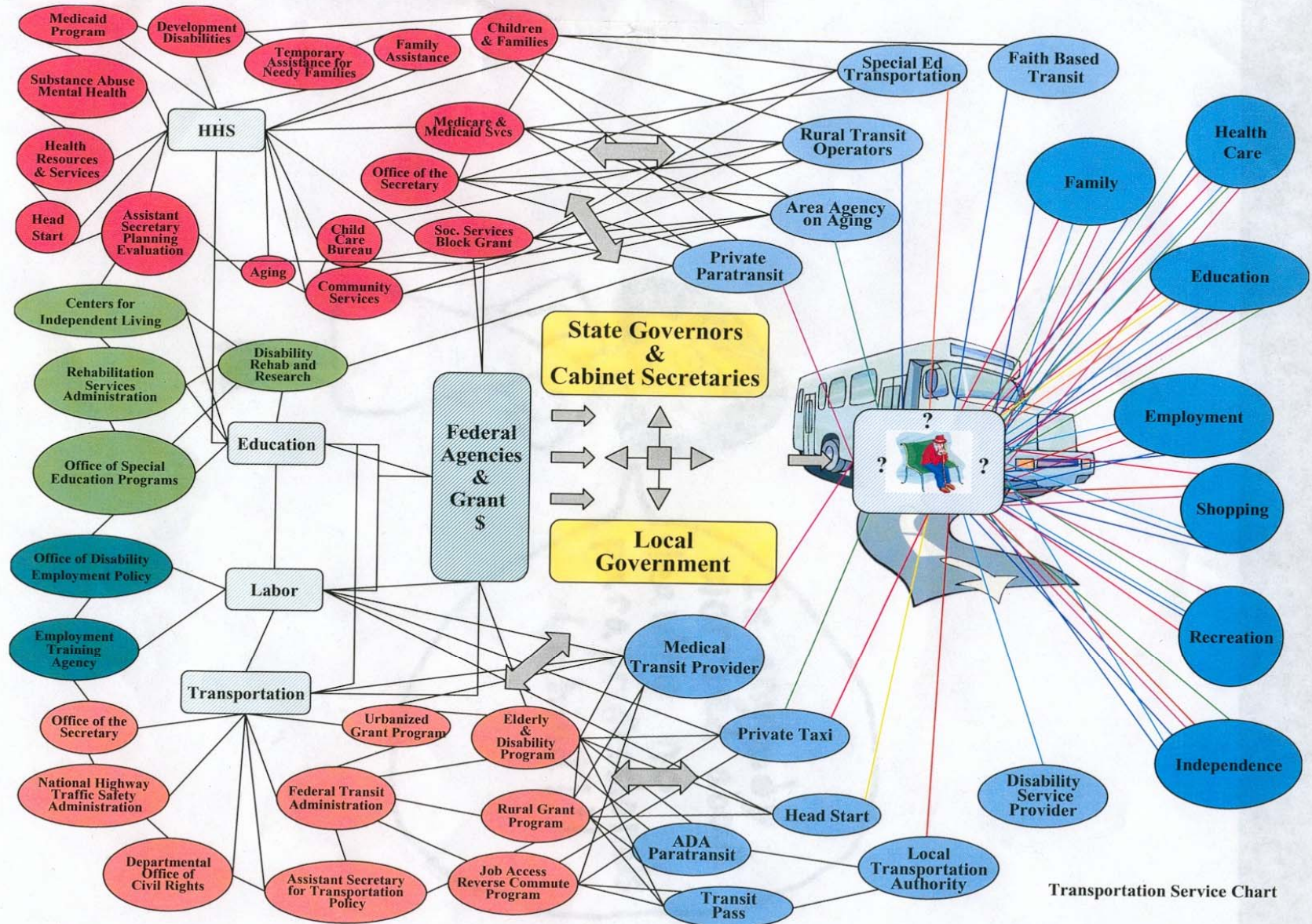
# Systems Change Grant

- A three year effort to provide “systems change” in Montana in housing, individualized service and transportation
- Our focus on the transportation component
- Funding: CMS to DPHHS, administered by MTP



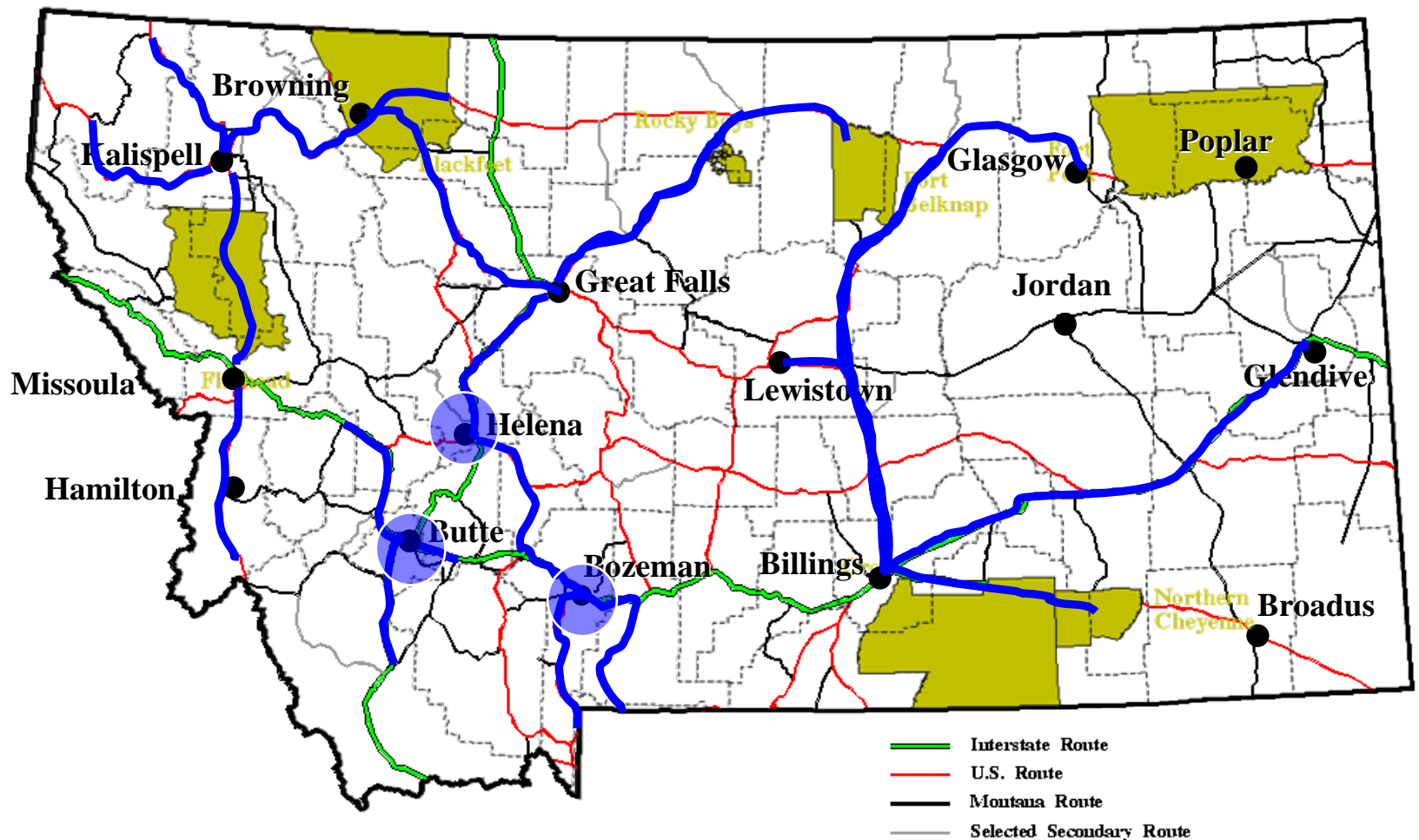


# Transportation Puzzle



Transportation Service Chart

# Selection Process



# Montana Coordinated Transportation Handbook

## Part A: Background Information

1

Introduction

2

What and Why

## Part B: Planning

3

Initial Planning and  
Data Gathering

4

Communication

5

Collaboration

6

Consolidation

## Part C: Implementation & Evaluation

7

Implementation

8

Evaluation

9

Funding Sources

## Part D: Resources

10

Supporting  
Documents

11

Contact  
Information

12

Internet  
Links

## Appendices

A

Abbreviations

B

Glossary

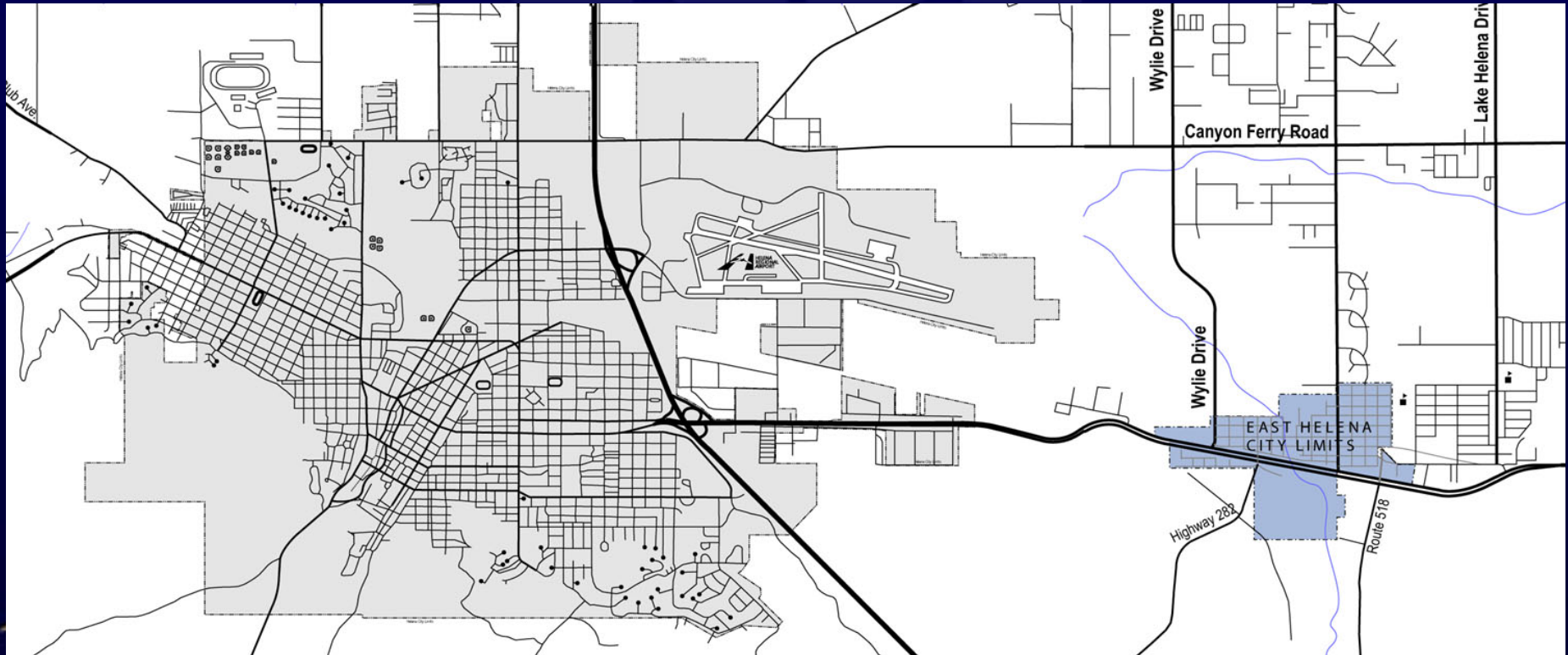
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References



# Helena

- Create service between Helena and East Helena
- Coordinate services as much as possible
- Implement technology when feasible





# Outcomes

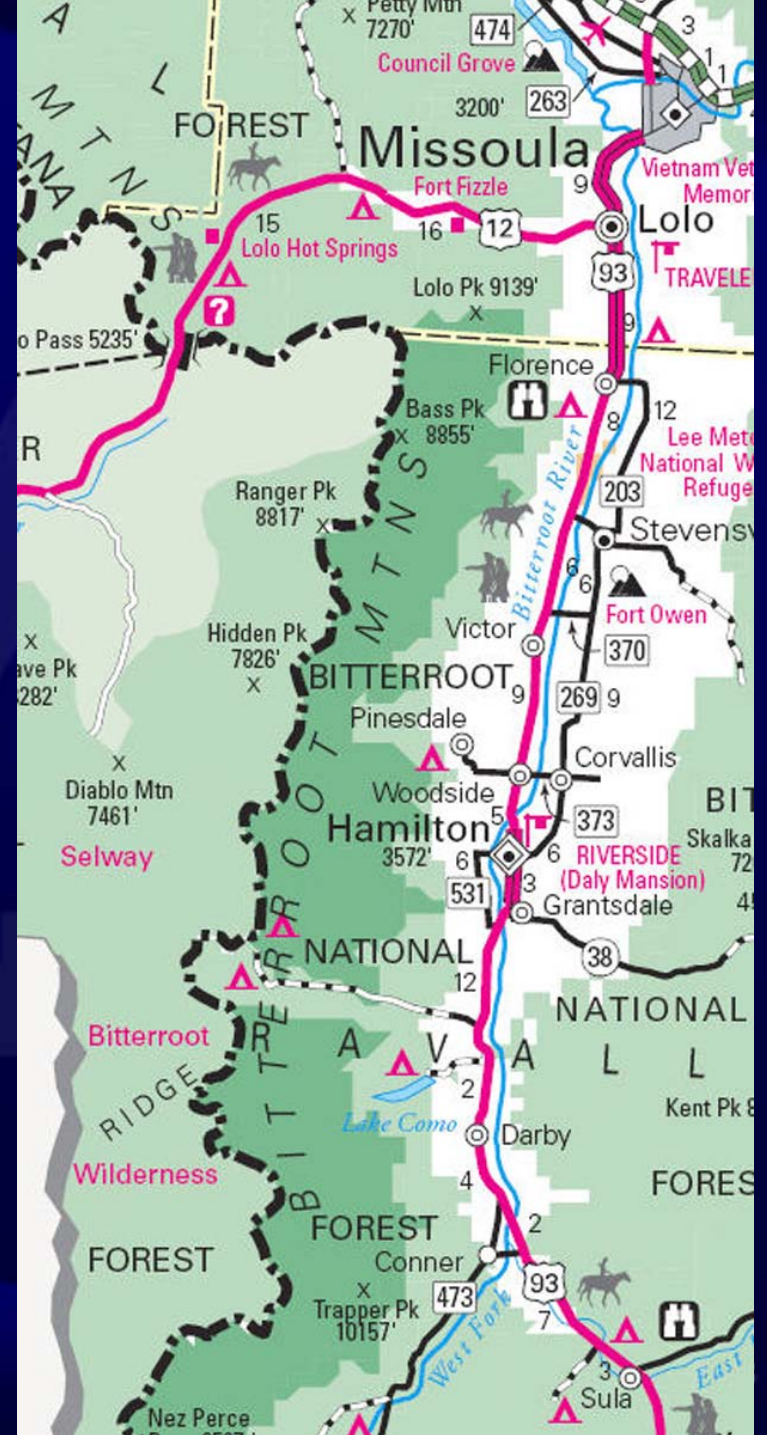
- July 2003 – 15 rides
- July 2005 – 1,099 rides
- Service increase from 9 a-noon & 1 pm-4 pm to 7 am-7 pm
- Plan to leverage out \$80,000 of county funding through the FTA Section 5311 provider
- Identified other “contract for services” leveraging opportunities
- Identified 39 vehicles among 4 agencies

# Lessons Learned & Best Practices

- A strong TAC is vital
- A strong TAC is a diverse TAC
- Planning and communication are essential
- Remain flexible
- Celebrate your successes

# Ravalli County - Hamilton

- Increase use by general public
  - Fixed Route
  - Name Change
- Enhance efficiency



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# Outcomes

- Name change from Ravalli County Transit to BitterRoot Bus
- Developed fixed route system, although now discontinued
- Analyzed demand responsive service to increase rides per hour
- Testing of two different software systems





# Lessons Learned & Best Practices

- A strong TAC is important
- Relationship between providers and TAC vital
- Transportation training for riders and potential riders necessary when changes are made
- Laws/regulations may need to be changed



# Statewide Efforts

- House Bill 273
  - Eliminate Public Service Commission oversight of FTA Section 5310 & 5311 providers
- Technology Concept Document
  - How will technology be integrated into public and specialized transportation systems in the next 5 to 10 years



# Conclusions

- The only thing that is constant is change
- You can either be proactive or reactive to change
- “If you fail to plan, you plan to fail”
- Remain flexible
- Celebrate your successes
- Remember, planning and coordination are on-going processes



“Nothing endures but change”

Heraclitus 540-480 BC

“The world hates change, yet it is the  
only thing that has brought progress”

Charles Kettering, Inventor, 1876-1958



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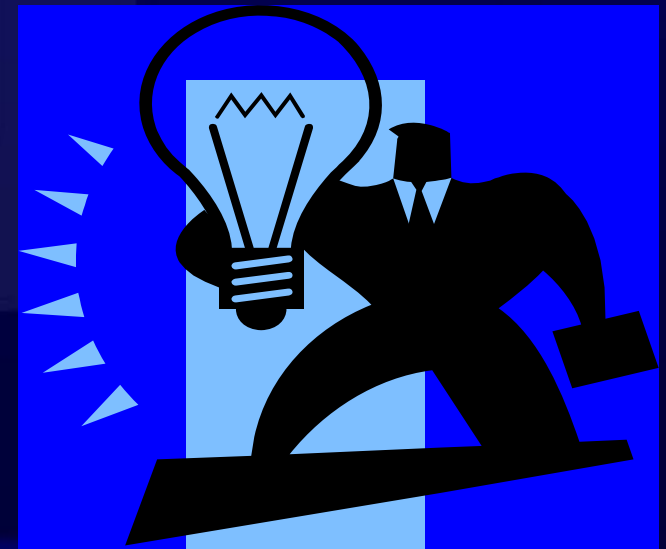
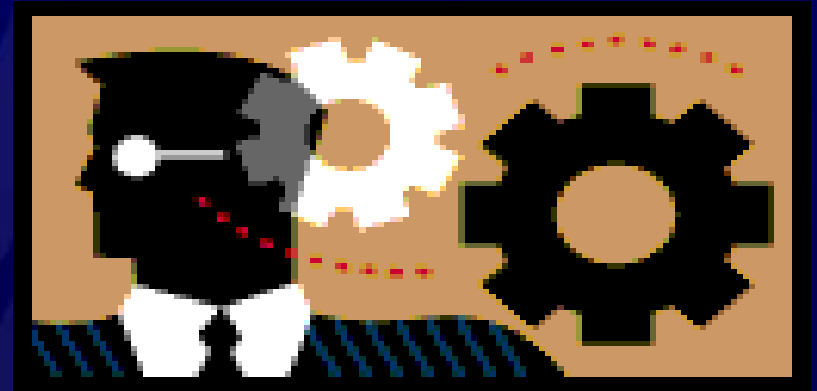


# Acknowledgements

- Montana Transportation Partnership
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- Ravalli County Transportation Advisory Committee
- Centers for Medicaid and Medicare
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# Questions and Discussion



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