Windrider Transit in

Park County, Montana



Where we are...

- v Windrider Transit is headquartered in Park County, Montain
- v Park County is the 11th largest county in Montana, with a population of 17,250. The County is largely economically driven byagriculture and tourism.
- v Park County encompasses 2,800 square miles and shares 58% of its land with federal and state land management agencies.
- v We are one hour north of the original and only year round entrance into Yellowstone National Park.
- v We are surrounded by three mountain ranges; the world famous (and only undammed river west of the Mississippi River) Yellowstone River flows through a majority of our county.
- v We are also famous for our very strong and frequent winds (Interstate 90 is often shut down in our area and traffic is diverted through the town of Livingston).









Who we are...

- Windrider Transit began in November 2017 as a fare-free fixed route service, providing rides to all ages.
- We currently provide fixed route services, five days a week from 6:15 a.m. to 6:15 p.m., with 137 stops per day at 19 different stop locations.
- v We have one .1 FTE Director, a .75 FTE Coordinator, two .75 FTE drivers and 3 parttime relief drivers.
- v The first full year of fixed route services, we averaged about 9 passengers per day; in 2022, we averaged 23 passengers per day!
- v To date, through April 2023, Windrider Transit has provided 21,014 fare-free trips.
- Prior to securing RTAP funding for our Expanded Services program, we did not provide any Dial-A-Ride (DAR) services or Saturday fixed route services.





























Front Side of Five-Fold Schedule/Brochure with Perforated Section to Detach the Schedule

SATURDAY HALF-DAY ROUTES FARE FREE | SATURDAYS jurging federal holidous) Scenic Trail & Prairie Dr. (NorthFown) 8.05am 8:flam Summit Apartments 10:28am 8:15am 10:32am **Morthside Park** Katle Bonnell Park 8:23am 10:40am Levels Street (between Main & 2nd) 8:2fam 10:48am Sherwood Apts. (by Loaves & Fishes) B:35am 9:40am 10:52am 8:45am 11:02 are Livingson HealthCare Public Library R52am 1509am 856am 9:48am 11:13am Ace Hardway 9:02am Abertsons 9:56am 11:19um 9:05am 9:57am 11:22am McDonalds. Fairfield Inn 9:08am 10:00am 11:25am 9:11am 10:03am 11:28am Town & Country Lewis Street (between Main & 2nd) 9:16am 10:08am #:33am 10:12am 11:37am Sherwood Apts, (by Loaves & Fisher



PLEASE KEEP IN MIND:

- Schedule fuctuations may occur due to unforeseen breakdowns, weather, traffic, trains, etc.
- If the designated stop area is blocked or seen as dangerous at the time drivers make a stop, they will find the safest spot to stop, in the very near vicinity.
- Please be at designated stops at least five minutes prior to schedule departure times.
- Drivers will pick up/drop off passengers at certain street corners along routes IF it is safe AND IF they have time, based on departure times on the fixed route schedule.
- The most recent version of the fixed route schedule is always posted on the Park County website (www.park.county.org) - Transit Department page.
- = We ARE NOT an ambulance service and DO NOT transport passengers in need of immediate medical attention. We do transport passengers to Uningston HealthCare and near Community Health Partners for a presistance of the Community of the Community Health Partners
- Service animals or animals in small crates are allowed on buses; emotional support and comfort animals are not allowed on buses.
- Like us on Facebook, where you will get the most upto-date information regarding upcoming events, holiday closures, schedule fluctuations, etc.
- Please periodically check our website for bus news and updates, new services, maps and schedules!



A FREE PUBLIC
TRANSPORTATION SERVICE IN
Park County, Montana

Fixed route services are available between 6:15am and 6:15pm, Monday-Friday AND 8am-noon on Saturdays. The bus does not run on Sundays or federal holidays.

Please reference route schedules, as the Monday-Friday and Saturday schedules differ

Windrider Transit seeks to provide a FREE, efficient and courteous fixed-route service delivery system to citizens and disabled persons in Park County, Montana.

As required by the Americans with Disabilities
Act, we also provide Paratransit Dial-A-Ride (DAR)
service, which is an appointment-based,
shared-ride specialized public transit service
for people who have disabilities or other conditions
that might make it difficult for them to utilize
our fixed-route service. DAR operates up to
34 of a mile from our fixed bus route.

Prearranged para-transit services (an application process is required) are available Monday through Friday. COMMENTS, QUESTIONS OR CONCERNS:

We would love to hear from you. Please contact us:

> t: 406.922.5683 TTY: DIAL 711

e: transit@parkcounty.org

414 East Callender Street Livingston, MT 59047

www.parkcounty.org/Government-Departments/Transit

Windrider Transit



Title VI:

In accordance with state and federal law, Windrider Transit does not discriminate on the basis of race, color, national origin, sex, age, disability or other protected class.

The Park County Windrider Transit Board meets on the third. Thursday of each morth at 1:00 p.m. in the City-County Complex. The meetings are typically held in the Community Room. Please contact transitisper kcounty org to be placed on the agenda or to verify meeting dates and times. We thank our many local community partners for providing additional cash and in-kind contributions to help make this program viable and successful.















FRIENDS OF WINDRIDER

American Bank
Coffee Crossing
Fairfield Inn by Marriott
Give a Hoot Campaign Donors
Huppert, Swindlehurst & Woodruff
NorthTown Livingston
Printing for Less

Montana Department of Transportation (MDT) administers federal and state capital and operating grants to help qualified organizations provide transportation to the rural general public, including the elderly and disabled. Bigible recipients of this funding are local public bodies; private nonprofit organizations; tribal governments and agencies; and, operators of transportation services.

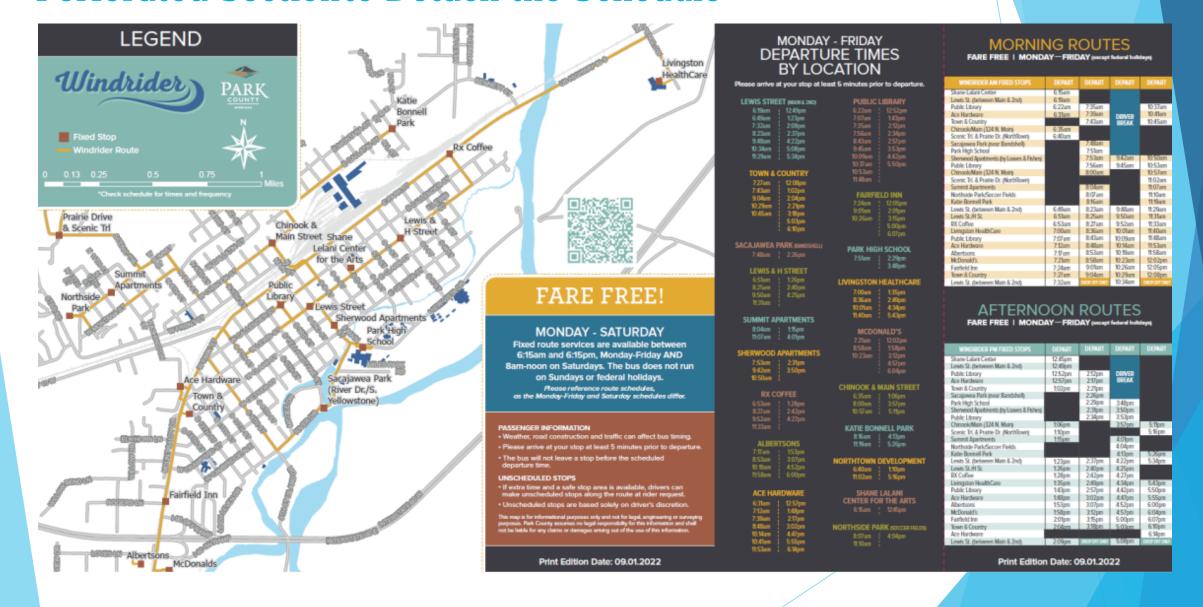


Print Edition Date: 09.01.2022

t: 406.922.5683 e: transit@parkcounty.org FARE FREE!

Print Edition Date: 09.01.2022

Back Side of Five-Fold Schedule/Brochure with Perforated Section to Detach the Schedule



Funding





- Windrider Transit is funded through Montana Dept. of Transportation - Transit Division 5311 grant (about 54% of our annual budget) and the rest is from generous community partners.
- Livingston hosts a "Give-A-Hoot" annual community giving fund drive once a year in July – this is where Windrider Transit derives about 40% of our annual budget funding (between \$38,000 and \$45,000 per year).
- v Windrider Transit also applies to various state and local foundations for additional support of our services.





RTAP Assistance



- w Windrider Transit was awarded RTAP funding in 2021 to originally provide:
 - v Fare-free, twice weekly DAR trips in and around Livingston
 - v Fare-free, once weekly DAR trips to and from Bozeman
 - v For: Medical, dental, vision and behavioral health appointments
- v Half Day Saturday Services
- v The target audience was disadvantaged passengers who cannot drive, are without reliable vehicles or who have limited funds for vehicular expenses.
- v Project partners included medical, dental, vision and behavioral health specialists in Livingston and Bozeman.



New Dial-A-Ride (DAR)

- Services

 v Due to many more requests for trips to and from Bozeman, trip schedules were changed to include twice weekly DAR trips to and from Bozeman and once weekly DAR trips around Livingston for appointments related to:
 - v Medical
 - Dental
 - v Vision
 - Behavioral Health
- It is important to know that Windrider Transit does not transport passengers to and from Bozeman for anything other than medical, dental, vision and/or behavioral health appointments. This is because we receive a majority of our annual program funding from Park County/Livingston based organizations, businesses and individuals and we want to have our passengers shopping and spending money in our community as a way to show support of the generous support we receive.









Why Bozeman?

- v Bozeman offers many more specialty medical, dental, vision and behavioral health options. Livingston patients are often referred to Bozeman providers.
- The drive from Livingston to Bozeman is about 28 miles one way, over one of the most accident prone passes in the state of Montana.
- With very inclement weather in the Windrider Transit service area, between the months of October through April, passengers take advantage of the services to the Bozeman community so as to not have to drive over the Bozeman Pass.











Windrider Transit

Bozeman 2 Days a Week Tuesdays & Wednesdays

FREE RIDES FOR:
Medical/Dental/Vision/Mental Health
Appointments

Livingston Appointments
Thursdays

Call to Schedule Appointment 406-922-5683

FREE TRANSIT SERVICES

LIVINGSTON - THURSDAYS
TO/FROM BOZEMAN - TUESDAYS &
WEDNESDAYS

MEDICAL APPOINTMENTS
DENTAL APPOINTMENTS
BEHAVIORAL HEALTH APPOINTMENTS
VISION APPOINTMENTS















Half Day Saturday Services

- v Half Day Saturday services run from 8:00 a.m. to 12:00 p.m., with 45 stops per half day at 16 stop locations.
- v Since the Expanded Services Program began in October 2021, through March 31, 2023, we have provided services to 398 passengers

FARE FREE SATURDAY HALF-DAY ROUTES

/alid through 12.31.2022



Windrider Transit was awarded National RTAP funding to help with our "Half Day Saturday" objective that provides free rides to established stops including grocery stores, pharmacies, hardware stores, apartment complex areas and historic downtown.

Use the schedule below to find transportation options from 8:00am-noon on Saturdays.

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Wall of the ouigh 12.31.2022, except the densith old tage	Sherwood Apts. (by Loaves & Fishes)	Lewis Street (between Main & 2nd)	Town & Country	Fairfield inn	McDonalds	Albertons	Ace Hardware	PublicLibrary	Livingston HealthCare	Sherwood Apts. (by Loaves & Fishes)	Lewis Street (between Main & 2nd)	Katle Born di Park	Northside Park	Summ t Apartments	Scanic Trail & Prairie Dr. (NorthTown)	Chinook & Main (324 N. Main St.)	BUS STOP LOCATIONS	FARE FREE SATURDAY HALF-DAY ROUTES WINDRIDER TRANSIT
	Drop Off Only	9:16am	9 flam	908am	9:05am	9:02am	856am	8:52 am	8:45am	8:35am	8.3 tam	8:23 am	8:5am	&ffan	8:05am	8:00am	DEPARTURE TIME	AUF-DAY R
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	11:37am	1133am	1128am	1125am	11 22am	1t 19 am	ft:13am	11:09am	11:02am	10:52am	10:48am	10.40um	1032am	10:28am	10:22bm	10:Vam	DENRTURE	WINDRIDER
											Drop Off Only	11.59am	tt5lam	11:47am		1142am	DEPARTURE TIME	TRANSIT





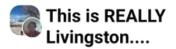




Inserts into 350
Livingston Food Resource
Center Thanksgiving
Food Bags that were
distributed to families on
November 20th. Regular
brochure, new Saturday
perforated brochure
insert, bright yellow
flyers describing the new
Half Day Saturdays and
the
medical/dental/behaviora
l health/eye care DARs.



Testimonials



Nancy Adkins • 4h • 🖪

Here I am riding the Windrider to Bozeman for a doctor's appointment. It is free on Tues and Wed. It is a great service as I was afraid of driving in the snow and ice. Be sure to make an appointment ahead of the day. They picked me up at my home too.

A grant was received for this service.

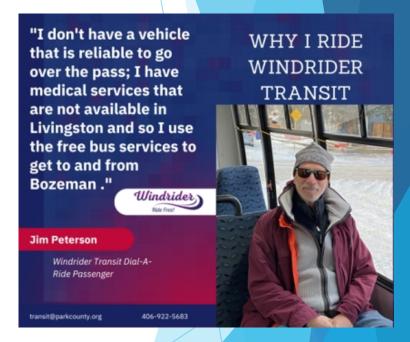


Community members and passengers have mentioned how very thankful they are for Windrider Transit Expanded Services:

From Kelsey Denison, Community Services Supervisor at L'esprit Behavioral Health Services - "The support of the Park County Windrider Transit service has been a valuable asset to L'esprit. Because Park County is a small, intimate, rural community, there is a limited amount of healthcare providers, most of which have a significant waitlist. Windrider services have directly impacted the success of our clients by increasing their access to a larger selection of providers and healthcare services outside the Livingston area. Many of the clients we work with at L'esprit don't have any form of transportation, so without Windrider, these clients wouldn't be able to attend medical, dental, vision, or behavioral health appointments in Bozeman. We are impressed with Park County Transit's dedication to the Livingston community. They are always consistent in their pickups, it's very easy to schedule transportation appointments, and I know that the clients utilizing their services will arrive safely and on time."

From individual passenger survey comment forms:

- v It is helpful transportation option when my own vehicle is broken down.
- v This service is so helpful! I also never sleep well. This helps a lot!
- v It's great to be able to ride with you when roads are not so clear.



Impacts

- v Community members and passengers have mentioned how very thankful they are that WRT is providing- at no cost both the Saturday fixed route and medical / dental / vision / behavioral health trips to and from Bozeman and around Livingston. Some of the reasons these passengers choose to be driven over and back to Bozeman or around Livingston include
 - v not owning a vehicle (or a reliable vehicle);
 - v inability to drive due to lack of license or a physical disability;
 - v not wanting to drive the Bozeman Pass and Bear Canyon (very dangerous and accident-prone mountain pass and canyon area between Livingston and Bozeman); and,
 - v cost savings (our services are fare-free).
- The WRT expanded services benefits were heightened during the winter months, when passengers find it extremely difficult to walk in town or navigate the pass and through Bear Canyon to Bozeman. Livingston is located at 4,500 feet elevation in the mountains and is one of the windiest places in the United States. Due to the long winter season and high winds, there are several months that make either walking or biking prohibitive and why passengers choose to utilize services.

- increased demand for additional days for DAR services to and from Bozeman, those goals were adjusted to provide just one DAR service day in Livingston per week and two DAR service days in Bozeman per week.
- Windrider Transithas had some challenges with vehicle and staff availability. Windrider Transit has mini-van on order to expand our current fleet and to save on fuel expenses, but that order has been delayed due to supply issues which has made scheduling maintenance, oil changes, etc. on our existing fleet vehicles more challenging.
- v Windrider Transithas also had some staffing challenges which has made it difficult to cover all fixed route and DAR shifts.
- We have learned it takes some time to provide relevant program service awareness, which then starts to build upon the passenger numbers.
- There is a definite need to continue to constantly communicate the services - we try to provide at least one social media advertisement every week and may increase this to two times per week - and information about the process for passengers to sign up, etc.
- Guidelines should be set as to what types of appointments you are able to transport passengers to/from. For example, Windrider Transit is not able to transport for any appointments that require anesthesia, surgical type appointments, etc. Sometimes the expectation from the passenger is not reasonable, so it is best to establish exact policies up front.



Sustainability



- v The Montana Dept. of Transportation (MDT) has granted Windrider Transit funding for about 58% of the costs to continue the Expanded Services Program for at least two additional years.
- v MDT will then re-assess the passenger counts and firmly believes that they will increase Windrider Transit's TransAde funding to continue these important services.
- Windrider Transit also takes advantage of many state and local foundation programs to supplement income to provide as many services as possible for our community. When federal opportunities are released, we also apply to funding that meets our current priorities.
- v An example of a recent federal opportunity was application for 100% funding for a new Public Transit Facility; we were awarded funding in late 2021 and the projected finish date of the new 3,000 sq. ft. facility is in June 2023.