

# Capital Transit Recurring Trip Policy

Capital Transit's Recurring Trip Policy allows riders with extenuating circumstances (such as medical treatments, rides to and from school etc.) to have rides scheduled automatically by the scheduling system without having to call our office daily to reserve rides. Capital Transit is offering two types of recurring service:

- Short-term recurring trip service.
  - For a regularly scheduled weekly ride consisting of no less than 1 ride per day, no less than 2 days per week, over the period of 4 – 8 weeks, with an additional extension available of 4 weeks without submitting re-application.
  - Short-term recurring may only be used once in a 6-month period.
  - A passenger utilizing the *short-term recurring trip service* may not have more than a combined 2 “no-shows” and/or “less than 1 business day” cancellations during the time their recurring trip service is active, or their privileges will be revoked, and any outstanding rides will be canceled. If your privileges are revoked, you must wait until the 6-month period has lapsed to apply for a new *short-term recurring trip service*.
- Long-term recurring trip service.
  - For a regularly scheduled weekly ride consisting of no less than 1 ride per day, no less than 3 days per week, no less than a period of 8 weeks. Maximum time limit at the discretion of Capital Transit Administrative staff.
  - Riders may have only one recurring ride service of each type, at the same time, per fiscal year.
    - For example: One could not set up one *long-term recurring ride service* for school and then another for after school camp, etc.
  - A passenger utilizing the *long-term recurring trip service* may not have more than a combined 3 “no-show” and/or “less than 1 business day” cancellations during the active service period, or their privileges will be revoked, and any outstanding rides will be canceled. If your privileges are revoked, you must wait until the next fiscal year to apply for a new *long-term recurring trip service*.

The Capital Transit Recurring Ride Service is available to riders who apply and are approved by Capital Transit Administrative staff. Capital Transit strives to provide the most reliable service available to all riders, however, events outside the control of Capital transit could occur which may have impact on the ability of the scheduling system to accommodate recurring rides, in which case a ride may not be granted. The East Valley/East Helena service area is currently not available in the recurring ride system.

#### How to Apply:

1. Visit: <https://www.helenamt.gov/Departments/Transportation-Systems/Capital-Transit> .
2. Scroll down and click the “How to Ride” bar, then select “Recurring Trip Application”.
3. Or Visit Capital Transit at 1415 N Montana Ave, Helena, MT 59601 for a paper application.

Once you have completed the application it will be reviewed by the Transit Administrative staff within 3-5 business days. If you have not received a response within 5 business days, please contact the Transit Manager at 406-447-8081. If approved, the Transit Coordinator will reach out to set up the recurring trip date and times.

Please remember that all Recurring Trips are subject to pick up and drop off windows, as well as Capital Transit’s Demand Response Policies and Ridership Rules.