

THE DOWNTOWN CONNECTION

YOUR GUIDE TO DOWNTOWN MISSOULA



EVENTS



SHOPPING

MISSOULA
Downtown
CONNECTING OUR
COMMUNITY



DINING



ENTERTAINMENT



THE DOWNTOWN MISSOULA PARTNERSHIP



WELCOME

Welcome to Downtown Missoula! Either you've just opened your business, have been in business for years, or you're a new employee navigating the ins and outs of working at a business in a thriving Downtown environment. No matter where you fall, inevitably questions will arise that you need a quick answer to. Because of this, we have created a quick reference guide that will hopefully answer the questions you might have. From questions like: Who is the Downtown



Missoula Partnership? Who can I call if there is an overflowing garbage can outside my business? What should I do if someone is aggressively panhandling and bothering my customers? The answers are in this guide. Thank you for investing in our community and for choosing our Downtown as the place to work and/or grow your business. May you have many years of success in Downtown Missoula!

The Downtown Missoula Partnership is a unified organization comprised of the Missoula Downtown Association, the Missoula Downtown Foundation, and the Business Improvement District. Each are here to help you in different ways!

MISSOULA DOWNTOWN ASSOCIATION (MDA)



MISSION: The Missoula Downtown Association is a not-for-profit membership based organization dedicated to promoting, supporting and enhancing the vitality of downtown Missoula. The organization strive to retain and promote Downtown Missoula as Western Montana's center of business, culture and entertainment; provide a forum for mutual solutions to common problems Downtown; encourage preservation and enhancement of the area's physical beauty; and create public awareness of the historic and cultural significance of Missoula's unique Downtown to the community as a whole.

BENEFITS TO JOINING THE MDA:

1. Listing on missouladowntown.com with a direct link to your business' website
2. Connecting with other local businesses through networking events (three per month)
3. Advocacy for when issues arise that affect downtown businesses in the political arena
4. Access to the MDA Membership list and mailing labels
5. Advertising Discounts with local media entities
6. Customer traffic generated by MDA events (see events section for details and dates)
7. Additional sales through the Downtown Missoula Gift Card program (see Downtown Missoula Gift Card section for more details)
8. Opportunities to get involved via the Board of Directors, sub-committees such as Advocacy, Marketing, Master Plan, Membership, and/or Event committees

LOOKING TO JOIN THE MDA? Call (406) 543-4238 or head to www.missouladowntown.com/join-md



BUSINESS IMPROVEMENT DISTRICT (BID)



MISSION: The Downtown Business Improvement District of Missoula enhances the vitality of Downtown by facilitating commerce, promoting investment, enhancing streetscapes, conducting maintenance and improving security and safety. Created in 2005, the BID is funded by property owners within the district.

STREET MAINTENANCE:

This team is responsible for picking up garbage from street trash cans, emptying the recycling bins, and plowing the alleys throughout Downtown. The BID Street Maintenance staff is available for hire to power wash sidewalks in front of businesses, clean graffiti from buildings and sidewalks, and remove snow from individual storefronts and private parking lots. To schedule power-washing or obtain a bid for snow removal, please call 406.543.4238

CLEAN TEAM:

The BID contracts with a work crew from Opportunity Resources, a Missoula-based non-profit organization providing support for individuals with disabilities. The Downtown Clean Team provides a number of services to Downtown including: snow removal on 376 handicap ramps, maintaining 713 tree grates, litter removal, removal of hand flyers from utility poles and more.

AMBASSADORS:

These individuals work to serve the businesses, employees, and patrons of Downtown with valuable hospitality services for Downtown guests and help the City of Missoula Police Department with crime prevention. This team helps with any non-emergency issues in Downtown such as reporting graffiti, evening escorts to vehicles or transit, vandalism and more. If you would like assistance from a Downtown Ambassador, please contact the DMP office at 406.543.4238 or the Ambassadors directly at 406.396.7806 or 406.396.7806 during office hours.

FOR MORE INFORMATION: www.missouladowntown.com/downtown-business-improvement-district

MISSOULA DOWNTOWN FOUNDATION (MDF)



MISSION: The Missoula Downtown Foundation is a public benefit corporation organized exclusively for charitable and educational purposes of supporting and promoting activities such as the enhancement of the arts and culture, livability, economy, safety, and infrastructure of the greater Downtown Missoula area. Created in 2010, the MDF's goal is to fund Downtown Missoula.

In order for this non-profit organization to help support efforts now and for future generations, it engages in various fundraising efforts including grant funding, the Friends of Downtown campaign, event sponsorships, and public and private donations.

LOOKING TO HELP MAKE DOWNTOWN MISSOULA EVEN MORE VIBRANT?

Support the Friends of Downtown Campaign. Head to www.fundingdowntownmissoula.org



MISSOULA DOWNTOWN ASSOCIATION EVENTS

Every year the Missoula Downtown Association plans close to 35 public events for our community that draw over 140,000 people into Downtown Missoula. With the events being held either in Caras Park or in the streets of Downtown Missoula, the influx of consumers into Downtown is sure to affect your business in a positive way! Be sure to make note of these annual events to plan for increased foot traffic and sales:



ANDREW GRAHAM

WINTER BREWFEST
Late February



TOM ALDRICH

GARDEN CITY BREWFEST
First Saturday in May



TOM ALDRICH

OUT TO LUNCH SUMMER SERIES
Every Wednesday 11am - 2pm
in June, July and August





DOWNTOWN TONIGHT SUMMER SERIES

Every Thursday from 5:30pm – 8:30pm
in June, July, and August



TOM ALDRICH

GARDEN CITY RIVER ROD RUN

Last weekend in June



ATHENA PHOTOGRAPHY

RIVER CITY ROOTS FESTIVAL

Last weekend in August



ARE YOU A MDA MEMBER?

Be sure to check out these monthly member-only socials to connect with other members. If you would like to host one of these events at your business, call (406) 543-4238. If you are not a member, come check one out and consider joining the MDA.

MEMBERSHIP LUNCHEONS: held at a different member business the second Tuesday of every month from 11:30 am to 1 pm. Luncheons provide networking and promotional opportunities and feature informative speakers on topics affecting Downtown business and the community.

COFFEE TALK: held at a different member businesses on the third Wednesday of every month from 8-9am. Offers the opportunity to showcase your business by encouraging members to drop by for coffee and conversation. Attendees mix and mingle for networking opportunities.

DOWNTOWN ON TAP: held at a different member business on the fourth Tuesday of every month from 5-7pm. This is a great opportunity to socialize, network, enjoy drinks and appetizers, and showcase your business.

INTERESTED IN RENTING CARAS PARK FOR AN EVENT? Visit missouladowntown.com/caras-park or call (406) 543-4238



DOWNTOWN MISSOULA GIFT CARDS

The Downtown Missoula Gift Card is the most versatile gift card in all of Missoula! This card, which is redeemable only at MDA member businesses who have signed up to accept MDA gift cards, helps give consumers the power of choice when it comes to dining, shopping, playing, and staying in Downtown Missoula.



FREQUENTLY ASKED QUESTIONS

→ WHERE CAN THE DOWNTOWN GIFT CARDS BE PURCHASED?

The gift cards can be purchased at the Downtown Missoula Partnership office located at 218 E. Main Street (near the Missoula Public Library), at the MSO Hub located at 140 N. Higgins Ave, or online at missouladowntown.com/downtown-gift-cards/.

→ DOES MY BUSINESS TAKE THE DOWNTOWN GIFT CARD?

We hope so! But if you need to double check, head to missouladowntown.com/downtown-gift-cards/. There you will find the most current list of businesses accepting the Downtown Gift Cards.

→ I AM A MDA MEMBER AND I WANT TO START ACCEPTING THE DOWNTOWN GIFT CARD. WHAT SHOULD I DO?

Give the Downtown Missoula Partnership a call at (406) 543-4238 and we will make an appointment to come set up your POS system to start accepting gift cards.



→ WE ACCEPT THE CARD BUT IT DOESN'T SEEM TO BE WORKING. THE PERSON SAYS IT SHOULD HAVE MONEY ON IT.

Potential solutions:

1. *Are you running the card for more than what the card is supposed to be worth?* The cards cannot be ran for more than the balance that is on the card. For example, if the total bill is \$100 but the card only has \$50 on it, run a transaction for \$50 first using the Gift Card, then ask for additional payment.
2. *Does the person know the exact amount on the card?* Again, the card cannot be ran for more than it's worth. If the balance on the gift card is not at least the total cost of the bill, the card will not be accepted. Have the person call the number on the back of the card, or go to the website, to check the actual balance of the card.
3. *Have you changed your POS system?* If there have been changes to your POS system lately, we may have to come by and "re-install" the gift card acceptance program onto your system.
4. None of the above solve your problem? Please call the Downtown Missoula Partnership at (406) 543-4238 (*note our business hours are M-F 8:00am – 5:00pm; we will not be available to answer questions weekdays after 5pm or on weekends).



→ THE PERSON HASN'T USED THE CARD IN OVER A YEAR AND THEY THOUGHT IT HAD \$50 ON IT, NOW IT ONLY HAS \$40 ON IT. WHY IS THAT? Per law, there are fees that start to accrue after a year of inactivity. This fee is \$2.50 per month. We unfortunately do not have any control over these fees. To avoid these fees, the person needs to use the gift card at least once per year. Each time the card is used, the year will reset. If the person has any further questions or concerns about the fee, they are welcome to call the Downtown Missoula Partnership at (406) 543-4238.





PARKING INFORMATION

PARKING OPTIONS

Structure	Hours of Operation	Rates	Payment Options
Bank Street South of East Front St, next to the Higgins Street Bridge	Monday through Friday 8am to 5pm	1st Hour = \$0.50 2nd to 9th hour = \$1.00 each	Credit Cards: MC / Visa Quarters only <i>Refunds: Bring receipt to Missoula Parking Commission office at 128 W. Main St.</i>
Central Park 128 W. Main St.	Monday through Friday 8am to 6pm	1st hour = FREE 2nd hour = \$0.50 3rd to 10th hour = \$1.00 each	Cash, Value Pass Credit Cards: MC / Visa
New Park Riverfront	Monday through Friday 8am to 5pm	1st hour = \$0.50 2nd - 9th hour = \$1.00 each	Credit Cards: MC / Visa Quarters only <i>Refunds: Bring receipt to Missoula Parking Commission office at 128 W. Main St.</i>
Park Place 201 E. Front St.	Monday through Friday 8am to 6pm	1st hour = FREE 2nd hour = \$0.50 3rd to 10th hour = \$1.00 each	Cash, Credit Cards: MC / Visa Metered Parking
Metered Parking Central Business District	Monday through Friday 8am to 5pm	Progressive Rate Scale beginning at \$1/hour	Weekends and Evenings = Free Quarters, Dimes, and Nickels only

FAQ

WHERE DO I PAY MY PARKING TICKET?

Individuals may pay for a parking ticket in person at 128 W. Main Street, by mailing it using the envelope provided, or by dropping it into a night deposit box located just outside the main door of the Parking Commission's offices. A drop box is also available at the Finance Office window in City Hall. The Missoula Parking Commission also accepts payments over the phone using Visa or MasterCard, credit or debit cards.

For questions regarding tickets, or anything else parking related, please call the MPC office at (406) 552-6250 during office hours.

HOW DO I OBTAIN A PERMIT FOR COMMERCIAL, SPECIAL SERVICES, HANDICAP, LOADING ZONE, METER BAGS, AND THE RESIDENTIAL PARKING PERMIT PROGRAM?

All the above permits require an application to be filled out. Please go to the Missoula Parking Commission office located at 128 W. Main Street.

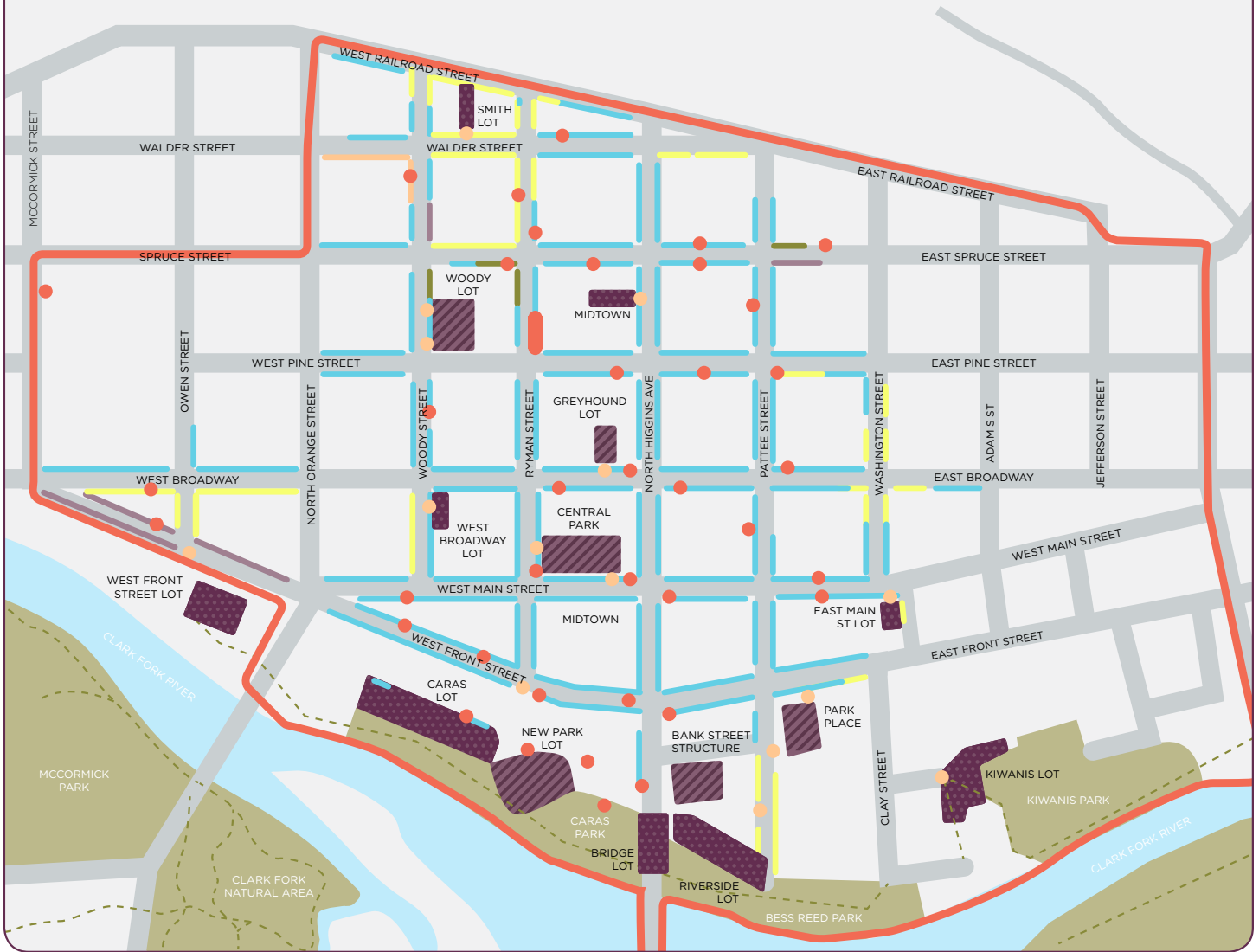
I WOULD LIKE TO LEASE A PARKING SPOT IN DOWNTOWN. HOW DO I DO THAT AND WHERE CAN I LEASE?

For a full list of available lease locations with costs, please head to www.ci.missoula.mt.us/488/Lease-Areas or call the Missoula Parking Commission at (406) 552-6250.



Missoula Parking
Commission

PARKING MAP



KEY

- JURISDICTION BOUNDARY
- DISCOUNTED DAILY PARKING
- METERED PARKING
- 30 MINUTE FREE PARKING
- ON-STREET PERMIT ONLY
- LEASE & SHORT-TERM LOT
- LEASE LOT
- PARKING LOT ENTRANCES
- LOADING ZONE
- - - WALKING PATH

DISCLAIMER: METERED PARKING SPACE LOCATIONS AND RATES ARE SUBJECT TO CHANGE.



PANHANDLING

Panhandling is a reality in our community. Whether it be panhandlers, the chronically homeless, or perpetual inebriates, it may be difficult to know how to handle various situations regarding these individuals.

YOUR ROLE AS A BUSINESS

1. Do not give money to panhandlers, homeless individuals, or perpetual inebriates. This could lead to them continuously coming back to ask for more money or assistance. If they are in dire need of services such as food or shelter, please direct them to the Poverello Center (406-728-1809) or the Salvation Army (406-549-7825).
2. Should you observe any incidences, record the location(s) and descriptions of what the subject is doing (i.e. approaching vehicles, preventing entry/exit to businesses, aggressively asking for money, etc.). If you feel they are becoming too aggressive or are becoming a nuisance, please call 9-1-1.
3. If you feel comfortable and safe to do so, communicate with the person panhandling that they are not welcome to panhandle in front of your business if they are not abiding by the City of Missoula ordinances (see Pedestrian Interference or Solicitation and Aggressive Solicitation Acts for distances they are required to stay away from entrances).
4. Do not permit a person who is panhandling to provide a service for you (i.e. washing windows, dishes, etc) as this could lead to that individual or others wanting a similar agreement and then loitering in front of your business waiting for an opportunity to earn money.

WHAT TO DO IF.....

- A person is illegally panhandling within 10 feet of your store, you ask them to leave politely and they leave – no action required
- A person is illegally panhandling and/or is intoxicated and harassing pedestrians outside your business. If it is safe to do so, you politely ask them to leave or they become aggressive or confrontational and refuse to leave - Call 9-1-1

IMPORTANT PHONE NUMBERS

Downtown Police Officer	(406) 396-3188
Downtown Ambassador	(406) 396-7806
Homeless Outreach Team	(406) 493-7955

All of these individuals are here to answer your questions if you are unsure of any situations regarding panhandlers, inebriates, or homeless individuals. Their highest priority is your safety, so please do not hesitate to call if you are ever in need of assistance. If they are not available, please call 9-1-1 for assistance.

CITY OF MISSOULA ORDINANCES

Missoula Pedestrian Interference Act

1. Used to protect the health, safety, and welfare of the citizens of and

WHEN TO CALL 911 (AND WHY)

- If activity is known to be illegal
- If you want an officer to respond
- To create a history of activities
- If downtown officer is unavailable

Dispatch will prioritize calls according to urgency so do not hesitate to call!

When to call ambassadors -

- If unsure if activity is illegal
- Questions about anything related to downtown

When to call homeless outreach team

- If a person is in need of social services

When to call a Downtown police officer

- Anytime police assistance is needed or questions need to be answered. If unavailable, PLEASE call 911 if you would like an officer to respond.

visitors to the city by prohibiting acts of aggression or interference toward pedestrians. This includes prohibiting actions that intentionally obstruct pedestrian passage on public bridges, streets, sidewalks, parks, and other publicly held or owned lands.

For example: It is unlawful for any person to sit, lie or sleep (between 6am & 11pm) on a sidewalk within ten (10) feet of a public entrance

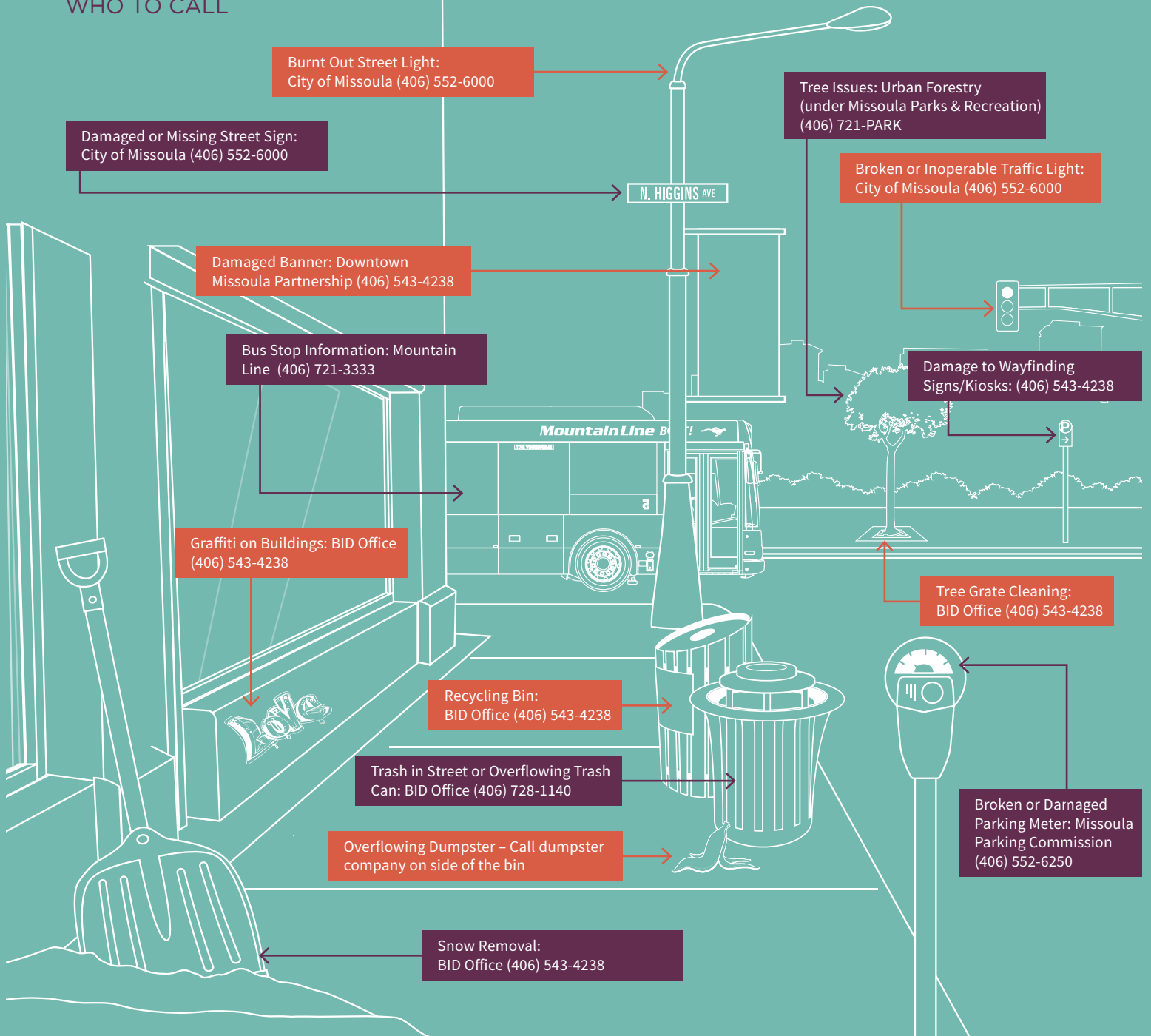
Missoula Solicitation and Aggressive Solicitation as Acts of Disorderly Conduct Act

1. Used to protect the health, safety, and welfare of the citizens of and visitors to the city by prohibiting acts of aggression or interference towards pedestrians.

Examples include:

- No person shall solicit within twenty (20) feet of any entrance or exit of banks or ATMs
- No person shall solicit in any public transportation vehicle, within ten (10) feet of any bus or bus station/stop, or any public or private parking lot/structure
- No person shall solicit within ten (10) feet of any outdoor patio or sidewalk café
- No person shall solicit on or within ten (10) feet of any entrance/exit to any pedestrian foot bridge or pedestrian tunnel

WHO TO CALL





KEY CONTACTS

EMERGENCY SERVICES

City Police, Fire, and Ambulance	911
City Police (non-emergency)	(406) 552-6300
Downtown BID Police Officer	(406) 396-3188
City Fire Department (non-emergency)	(406) 552-6210

MISSOULA CITY, CIVIC SERVICES, & MISCELLANEOUS

City of Missoula Offices	(406) 552-6000
Parking Commission	(406) 552-6250
Mountain Line	(406) 721-3333
Bicycle/Pedestrian Program	(406) 552-6352
Health Department	(406) 258-4770
Animal Control	(406) 541-7387
Homeless Outreach Team	(406) 493-7955
Poverello Center	(406) 728-1809
United Way	(406) 549-6104

DOWNTOWN MISSOULA PARTNERSHIP

(Missoula Downtown Association, Business Improvement District, and Missoula Downtown Foundation)

Office	(406) 543-4238
Office Email	info@missouladowntown.com
BID Office - BID Office	(406) 543-4238
Clean Team - BID Office	(406) 543-4238
Downtown Ambassador	(406) 396-7806



MISSOULA
Downtown
CONNECTING OUR
COMMUNITY

STAY CONNECTED!



www.fb.com/missouladowntown



[@mssladowntown](https://twitter.com/mssladowntown)

MISSOULA, MONTANA | 406.543.4238 | WWW.MISSOULADOWNTOWN.COM