

City of Billings
Aviation and Transit Dept.



MET TRANSIT DIVISION

Public Participation

and

Title VI Plan

April 25, 2022

Contents

PUBLIC PARTICIPATION PLAN	3
1 - PURPOSE	3
2 - GOALS	4
3 - PRINCIPLES	4
4 - PUBLIC INPUT POLICY	4
4.1 - Major Service Changes and Fare Changes	5
4.2 - Budget and Tax Levy Changes.....	6
5 - CUSTOMER PREFERENCES	6
5.1 - Customer Profiles.....	6
5.2 - Customer Communication Preferences.....	6
6 - DIRECT COMMUNICATION METHODS.....	6
7 - METHODS OF INVOLVING THE PUBLIC	7
7.1 - MET’s public involvement methods:	7
7.2 - Selection of meeting times and locations.....	8
8 - PUBLIC OUTREACH SUMMARIES	9
9 – LIMITED ENGLISH PROFICIENCY (LEP) SUPPORT, TRANSLATION, AND INTERPRETIVE SERVICES.....	9
10 - MET PARTNERS	10
11 - EQUITY CONSIDERATIONS	10
12 - OUTCOMES	10
13 - CONCLUSION.....	10
TITLE VI PLAN	12
1 - Plan Statement.....	12
2 - Title VI Contact.....	12
3 - Title VI Information Dissemination	13
4 - Subcontracts and Vendors	13
5 - Subrecipients	13
6 - Title VI Equity Analysis	13
7 - Record Keeping	13
8 - Title VI Complaint Procedures	14
TITLE VI.....	15
COMPLAINT FORM.....	15
9 - Title VI Investigations, Lawsuits, and Complaints.....	18

10 - Public Participation Plan 18

11 - Language Assistance Plan 18

12 - Aviation & Transit Advisory Board 20

13 - System-wide Service Standards and Policies 22

 VEHICLE LOAD 22

 VEHICLE ASSIGNMENT 23

 VEHICLE HEADWAY 24

 DISTRIBUTION OF TRANSIT AMENITIES 25

 ON-TIME PERFORMANCE 32

 TRANSIT ACCESS 33

APPENDIX 1 34

APPENDIX 2 35

PUBLIC PARTICIPATION PLAN

1 - PURPOSE

The City of Billings MET Transit Division (MET) encourages timely public involvement and participation and strives to deliver information, services and programs which reflect community values and benefit all segments of the community. This Public Participation Plan (PPP) for MET was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, have meaningful opportunities to participate in the decision making process for the transit system.

MET's public outreach strategies are designed to provide the public with effective access to information about services as well as provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. MET also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community based organizations, major employers, passengers, and the general public (including low-income, minority, LEP, and other traditionally underserved communities).

As a recipient of federal funding and pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, MET seeks out and considers the viewpoints of minority and low income populations, as well as individuals who do not speak English fluently, in the course of conducting public outreach and involvement activities. Additionally, MET offers early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

MET may modify these public participation methods based on feedback from customers, the general public, and other interested parties. The PPP is a dynamic document that may be updated periodically to reflect changing community preferences, demographics and transit services as well as respond to new communication and outreach methods.

MET Transit functions under a wide variety of local, state, and federal regulations and requirements. The list below provides an overview of a number of these laws and regulations.

Federal Requirements:

- Americans with Disabilities Act of 1990
- Title VI of the Civil Rights Act of 1964
- Executive Order 13166 – “Improving Access to Services for Persons with Limited English Proficiency”
- Executive Order 12898 – “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”
- National Environmental Policy Act (NEPA)

State of Montana Requirements:

- Montana Code Annotated Title 2, Chapter 3, Part 1 “Notice and Opportunity to Be Heard” and Part 2 “Open Meetings”
- Montana Code Annotated Title 2, Chapter 6 “Public Records”

2 - GOALS

The Public Participation Plan endeavors to promote meaningful opportunities for the public (including low income, minority, and limited English proficient populations) to be involved in the identification of potential impacts of proposed transportation decisions made by MET.

Specific goals of MET's public outreach efforts include:

- **Transparency** - The process should clearly identify and communicate where and how participants may have influence and potential impact on decision-making.
- **Participation** - MET customers and members of the public should have opportunity to participate in key decisions and have multiple options for how they receive critical information and share feedback.
- **Accessibility** – Significant effort is made to ensure opportunities to participate are timely and physically, geographically, and linguistically accessible.
- **Diversity** - Participants represent a range of socioeconomic, ethnic, and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities, residents with limited English proficiency, and other traditionally underserved people.

3 - PRINCIPLES

Public participation at MET is based on the following principles:

- **Proactive and Timely** – Participation methods should allow for early involvement and be ongoing and proactive to allow participants to potentially influence decisions.
- **Tailored** – MET's public participation methods should be tailored to match local and cultural preferences as much as possible.
- **Authentic and Meaningful** – MET should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.
- **Clarity in potential for influence** - MET should communicate the factors weighing in each decision, so members of the public are clear on the potential for influence. In addition, staff should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing major themes, decisions reached and rationale for the decisions.

The recommendations in the Public Participation Plan will be updated to reflect feedback from MET customers and the general public at the end of any communications related survey; the Plan will also be updated to include changing best practices in the field.

4 - PUBLIC INPUT POLICY

The methods described in the Public Participation Plan cover the ways in which MET engages with its customers and the general public. However, MET understands decisions about budgets as well as changes to services or fares are of particular importance, and MET therefore has the following guidelines when considering such changes:

4.1 - Major Service Changes and Fare Changes

MET will conduct public input on major service changes and fare increases. MET defines a major service change as a change that effects 25 percent or more the system's revenue hours or revenue miles.

Major service changes and fare increases will meet the following public input requirements:

- Changes will be published for public review and comment no less than 60 days before the proposed changes will take effect. Notification methods may include on-board printed, digital, and audio announcements, posted notices at MET Transfer Centers or affected bus stops, and various forms of electronic communication. Information on all proposed changes will also be posted directly to the MET Transit website.
- A minimum of two public meetings will be held at various ADA accessible locations to present proposed changes and gather comments within four weeks of the published notice. The aforementioned notification methods (including on board printed, digital, and audio announcements, posted notices, and other electronic communication) will be utilized to inform the public of the date, time, and location of public meetings. Legal notices regarding the meetings will also be advertised in the local paper of record, the Yellowstone County News.
- Public comment is always welcomed, provided for, and considered at regularly scheduled City of Billings Aviation and Transit Board meetings; items such as proposed service changes, fare increases, and other items are discussed and presented at these meetings.
- After the initial public meeting(s), an overview of the proposed changes and public comments received is presented and reviewed at a City of Billings City Council work session meeting; during this work session meeting, public comment is also provided for and welcomed.
- A final approval of the proposed changes will be recommended for motion at a City of Billings City Council regular meeting with public comment on proposed changes provided for, welcomed, considered, and documented.
- For both council meetings (work session and regular), the City Council Meeting Agenda will be available on the City of Billings website 30 (thirty) days in advance; all City Council Meetings for any given month are advertised the month prior by the third week.
- A notice of the final changes will be posted via the various methods indicated above within 15 days of implementation.

In the event the City of Billings City Council approves a comprehensive fare policy which approves multiple phases or implementations of fare or service adjustments over a period of time, MET reserves the right to modify this public comment process.

4.2 - Budget and Tax Levy Changes

MET's annual budget and any associated tax levy changes will be reviewed at both a scheduled City of Billings City Council work session meeting and a regular public hearing meeting, both of which allow for public comment and consideration. Again, the City Council Meeting Agenda will be available on the City of Billings website 30 (thirty) days in advance; all City Council Meetings for any given month are advertised the month prior by the third week.

5 - CUSTOMER PREFERENCES

5.1 - Customer Profiles

MET understands the importance of tailoring communications and public participation techniques to the preferences of intended audiences. For most aspects of service planning and communication about MET's services, the primary audience is MET customers. In order to understand these customers, MET is implementing bi-annual customer transit surveys with the most recent survey released in March 2022. This section will be updated with items such as ethnicity, household income, language preferences, other metrics upon survey completion and response analysis.

5.2 - Customer Communication Preferences

Through the course of the aforementioned survey, MET will also collect information regarding preferred communication styles. Again, this section will be update with specific metrics upon survey completion and analysis of responses.

6 - DIRECT COMMUNICATION METHODS

The Public Participation Plan identifies a menu of available methods for providing information to MET customers and the general public. While these communication methods are broadcast widely, they are also important tools in reaching minority and LEP populations; based upon the results of the bi-annual public surveys, MET Transit will update the items below as needed. Current methods of communication include:

- **MET Transit's Website** – MET's website, www.mettransit.com, is one of the primary sources of information for MET riders and the public seeking information about the MET. Several tools are available within the site to communicate changes in service as well as to notify the public of opportunities to participate in MET's decision-making process. These include a calendar of events, a banner "slideshow" with important information, and a News and Announcements feed that displays short summaries (with links to full announcements); all of these items are present on the home page. The home page also includes links to all aspects of available MET Transit information regarding schedules, maps, bus tracking applications, paratransit information, and other items.
- **Signs and On-board Posters**– Signs and posters are printed materials posted in the notification areas of the buses, as well as at transfer centers and shelters, communicating applicable information. The signs and posters are a highly visible and effective means of communicating directly with MET riders; the size can be increased or decreased as needed to share additional information.

- **Electronic Messages to MET Email and SMS Subscribers** – Electronic communications are sent out via the City of Billings’ mass email and SMS subscription service (NotifyME via the CivicPlus platform). Customers can sign up on MET’s website to receive emails and SMS messages from MET for items shared in the MET website News and Announcements section.
- **Emails to Partners** – These electronic communications are sent out directly from staff members’ email accounts; these can include messages to key staff members at partner locations, as well as additional posters or other materials for them to distribute.
- **Press Releases** – Press releases are aimed at generating news coverage of MET events, changes, public meetings, etc. They are distributed to the Department of Aviation and Transit’s media contact list, as well as posted in the News and Announcements section of MET’s website.
- **Community Newsletters** – MET has several partners in the community that publish newsletters, including several member governments. MET provides articles to these partners for publication in these newsletters.
- **Ads on Buses** – MET can create signage for display on the side, back, and interior of MET buses to advertise items as needed; as well as utilizing the digital infotainment screens on the buses.
- **Partners’ Websites** – Like community newsletters, MET’s community partners maintain websites that are frequented by the public. MET can provide information to these partners and request to be included on their websites.
- **Community Calendars** – One feature that is common to many of MET’s partners’ websites is a calendar. MET can share the times and dates of key meetings or events with the partners for inclusion on these calendars.
- **Paid Ads in Local Media** – MET can publish paid advertisements in the local newspaper, The Billings Gazette, as well as in community newsletters and on local broadcast channels.
- **Public Notices** – These are published in the weekly newspaper of record, The Yellowstone County News, and are also posted on MET’s website.
- **MET’s Facebook, Instagram, and Twitter pages** – MET’s Facebook and Twitter pages are used by staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in MET’s decision- making process. Items which are posted on the MET website under News and Announcements are also posted to the Facebook page.

**All communication methods are available for translation or interpretation upon request.

7 - METHODS OF INVOLVING THE PUBLIC

MET employs a number of methods for involving the public in the decision-making process. Staff considers several factors when designing a public outreach process, such as the magnitude of the proposed change or decision, what level of influence public opinion has over the decision, and who will be impacted by the decision. MET also takes into account the specific preferences of minority and LEP populations and updates preferences as possible based upon bi-annual surveys.

7.1 - MET’s public involvement methods:

- **Public Meetings** – A public meeting is a discussion between interested parties, often including riders and the general public. It is a meeting where information is presented and allows for an open discussion with a member of the MET staff; staff ensures comments stay focused on the information presented and that everyone has a chance to ask questions. A public meeting is

NOT required by federal regulations and comments do not go into the public record; however, MET Transit does take note of discussion topics and comments for consideration in the planning process.

- **Public Hearings** - A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a City official. A public hearing is NOT a question-and-answer format; public hearings generally occur during a scheduled City of Billings City Council Meeting.
- **Community Event Participation** – MET will staff informational tables at community events to share information about changes to service, new initiatives, community resources, and to provide further connection with the general public. These events allow MET to interact with a wide variety of community members
- **Surveys** – Surveys are a series of specific questions, often in multiple-choice format that can be distributed in print form as well as in digital form. The results from surveys can be quantified and analyzed for consideration. MET finished a survey in March 2022 and is currently compiling results and plans for future changes.
- **Aviation and Transit Board Meetings** - The Aviation and Transit Board meets the first Tuesday of each month at 5:30 p.m. at Billings Logan International Airport, 1901 Terminal Circle, Room 217, Billings, MT. These meetings are open to the public and include an opportunity for the public to comment on any item relating to aviation and transit. The Board meets monthly and meetings are open to the public. Meeting dates are advertised two weeks in advance on MET Transit’s website and in *Yellowstone County News*. The Aviation and Transit Board is composed of seven (7) members, each serving four-year terms; members apply for the position and are appointed by the Mayor with confirmation given by the City Council. They are advisory only in nature. City of Billings Boards and Commissions encourage all private citizens 18 years or older that reside in the City limits of Billings to participate in City government. They also offer an opportunity to learn how the City operates on a first-hand basis. When vacancies on the board occur, the opportunity to apply is advertised in the local paper and on the City of Billings website; further advertising is posted, in both English and Spanish, on the MET Transit website and social media, at transit facilities, and on-board transit vehicles.
- **Public Comment Cards** – Public comment cards are open-ended questionnaires that are distributed in printed form and are available on all MET Transit buses. These cards are valuable for open-ended discussions, although they are not as easy to quantify or analyze.
- **General Comments** – MET is always open to and accepting of public comments, regardless of whether they were given randomly or as part of an organized effort. Comments can be shared with MET by phone at 406-657-8218, by email at metadmin@billingsmt.gov, in person at 1705 Monad Road, Billings, MT, 59101, or by mail at the same address.

7.2 - Selection of meeting times and locations

The selection of meeting times and locations that are convenient for target audiences is crucial to providing meaningful opportunities for public participation. Announcements about meetings on service changes or fare changes are shared with the public via the means indicated above. Meetings are held at multiple times throughout the day (including mid morning, mid-day, early evening, and late evening). Meetings are held at multiple locations throughout the City to ensure easy travel access for individuals in effected areas; common locations include community centers, the Billings Public Library, and MET Transit facilities.

Historically, attendance at public meetings typically averages roughly 5 - 8 members of the public, while community events resulted in 15+ interactions per event. MET has found that having technical staff available for outreach can allow for more detailed conversations with customers and members of the public.

8 - PUBLIC OUTREACH SUMMARIES

MET keeps historical record of public feedback received via meetings, comments, cards, and emails for reference as needed. Further, public meeting summaries are posted for review on the MET Transit website in News and Announcements.

Public Outreach Activities undertaken in the last 3 years include:

- 2020-2022: Public outreach events at Montana State University- Billings orientation event, Phillips 66 South Park Community Picnic in the Park, Travel Training at the Billings Public Library, Chamber of Commerce Breakfast, Jobs Jamboree at MetraPark, and various schools in the city.
- Monthly Aviation and Transit Board Meetings and various City Council meetings
- Spring 2022: A survey that will be used to further evaluate service needs, wants, and routes used in conjunction with the implementation of a Transit Development Plan later in 2022.

9 – LIMITED ENGLISH PROFICIENCY (LEP) SUPPORT, TRANSLATION, AND INTERPRETIVE SERVICES

MET's program for providing translation and interpretive services is critical to the success of the Public Participation Plan in reaching minority and LEP populations. The program provides translation and interpretive services upon request at the customer service window, over the phone, at all public meetings, and for important documents.

MET currently utilizes Language Link to provide verbal interpretation services to customers upon request. These services can be accessed by phone or at the customer service window at the MET Transit METroplex. Further, MET also partners with the local Migrant Council for Spanish interpretation in person or of passenger documents, if needed. MET will also utilize Google Translate as necessary should an interpreter not be available. The availability of translation services is publicized in meeting notices.

MET also provides Spanish translated copies of documents vital to accessing the transit service including the MET Routes and Schedules book, the Request for Certification of ADA Paratransit Eligibility form, the Title VI Complaint Form, the Title VI Notice, the ADA Complaint Form, and the Passenger Conduct Policy.

Further, public outreach notices are made available in Spanish via on-board posters, the MET website, and social media postings; MET also sends meeting notifications to the Migrant Council for dissemination to the LEP population that agency serves.

More details about MET's strategy and resources to ensure that language is not a barrier for people to take full advantage of MET's services can be found in MET's Title VI plan.

10 - MET PARTNERS

MET utilizes a network of local partners to enhance its reach within the community. MET can increase exposure of its messages by routing them through partners' communication networks, thereby reaching more of the minority and LEP populations. These messages include:

- Information about MET's services
- Opportunities to participate in MET's decision-making process

Further, this network allows MET to consult with partners' staff and clients on:

- Transportation needs
- Solutions to potential or real issues

11 - EQUITY CONSIDERATIONS

MET recognizes that, on a national scale, minority and low-income populations have historically been systematically excluded from participating in public decision-making. Due to persistent societal and cultural influences, it can be difficult to ensure diverse public participation in MET's decision-making, despite the concerted efforts described in this plan. MET therefore recognizes the need to carefully consider how to design inclusive outreach processes, and to build in key steps to consider whether a public participation process and its outcomes are achieving the intended results.

MET staff will utilize the following considerations to evaluate the racial equity implications of key decisions:

- Have ethnic communities/people of color represented within the area population been informed, involved and represented in the process?
- How has the feedback been considered and incorporated?
- What challenges has MET faced in receiving minority and low-income population participation?
- Is there a group that benefits more than another because of this process/decision?
- What could be one unintended consequence of this process/decision for ethnic communities/communities of color?
- What action will be implemented to advance equity in this process/decision?

12 - OUTCOMES

The outcomes of public participation will be reported in an open and transparent manner. The expectation is that, once community members have participated in a process, MET owes it to them to say how their participation influenced the outcome. MET should be able to demonstrate that it explored the suggestions and recommendations of the public and taken that into consideration as part of the process. Meeting summaries, survey results, and other reports will be shared via the MET Transit website News and Announcements section as well as via methods indicated above.

13 - CONCLUSION

This Public Participation Plan is accountable to the public. The strategic approach, goals, and guiding principles MET has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of Limited English

Proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by MET are intended to help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented. While the methods and techniques used during the public participation process may vary according to each circumstance, MET will make every effort to achieve the standards it has set within this plan. Further it will design public communication efforts with the goal of most effectively reaching out to the diverse populations throughout MET's service area. As a living document, this Plan may evolve according to the demographic makeup of MET's communities and their unique needs, as well as MET's evaluation of its public participation effectiveness.

TITLE VI PLAN

The Billings MET Transit Program (hereinafter referred to as the “Recipient”) hereby agrees to comply with the following Federal Statutes, Federal Highway Administration Regulations, Federal Transit Administration, and the Montana Department of Transportation, and the policies and procedures promulgated by the Federal Highway Administration, as a condition to the receipt of Federal Funds.

1 - Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. section 2000d).

The City of Billings MET Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

The MET Transit Bus program provides transportation within the City limits of Billings through both a para-transit demand response system and a fixed route bus program. An eligible rider wishing to use the para-transit demand response system may call the Billings MET Transit office and arrange for a pickup and delivery within the bus service area. This service provides these riders with a “curb to curb” para-transit service. Fixed Route bus riders are picked up and dropped off at a specific location on the fixed route. MET Transit operates with no program priorities, in that all riders’ requests are handled on an equal basis.

This plan was developed to guide the City of Billings MET Transit in its administration and management of Title VI-related activities.

2 - Title VI Contact

The City Administrator of the City of Billings has Title VI responsibility for the MET Transit Bus program, and is responsible for initiating and monitoring Title VI activities, preparing required documents, conducting complaint investigations, and generally implementing the procedures described in the Program. The City Administrator also has the authority to delegate responsibility for certain items to other individuals, where appropriate. All reports, investigations, and reviews will be prepared by or submitted to the City Administrator within the prescribed time constraints.

Chris A. Kukulski, City Administrator
City of Billings
City Hall, 210 North 27th Street
PO Box 1178
Billings, MT 59103
kukulskic@billingsmt.gov

The organizational chart for the City of Billings is found in **Appendix 1**.

3 - Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in the Administrative Offices of the City of Billings MET Transit Office at 1705 Monad Road, Billings, MT 59101, in all MET Transit vehicles, at both transfer centers and on MET Transit's website: www.mettransit.com.

Additional information relating to nondiscrimination obligation can be obtained from the City of Billings MET Transit Manager.

Rusty Logan, Transit Manager
City of Billings MET Transit
1705 Monad Road
Billings, MT 59101
406-657-8218
loganr@billingsmt.gov

A copy of the poster is found in **Appendix 2**.

4 - Subcontracts and Vendors

All subcontractors and vendors who receive payments from the City of Billings MET Transit where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

5 - Subrecipients

MET Transit does not oversee sub-recipients nor does it anticipate expanding to include sub-recipients. Should this change, MET Transit will assess its Title VI plan and update as needed.

6 - Title VI Equity Analysis

MET Transit has not constructed nor identified sites of new facilities and, therefore, has not undergone a Title VI Equity Analysis. Should MET Transit undertake such a project in the future, the agency will conduct an equity analysis as required to maintain compliance with regulations.

7 - Record Keeping

The City Administrator will maintain permanent records, which include, but are not limited to, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

8 - Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Billings MET Transit (hereinafter referred to as “the MET”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint form. The City of Billings MET Transit investigates complaints received no more than 180 calendar days after the alleged incident. The MET will process complaints that are complete.

Once the complaint is received, the MET will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The MET shall also provide assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the MET shall make every effort to address all complaints in an expeditious and thorough manner.

The MET has 60 days to investigate the complaint. If more information is needed to resolve the case, the MET may contact the complainant. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the MET can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven days after the date of the letter or the LOF to do so, and the appeal will be reviewed and answered by the Director of Aviation and Transit.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

TITLE VI
COMPLAINT FORM
City of Billings MET Transit

SECTION I:

Last Name	First Name	Middle Name	
Address	City	ST.	ZIP
Home Phone	Work Phone	Cell Phone	

Electronic Mail Address: _____

SECTION II:

Are you filing this complaint on your own behalf? *If you answered "yes" to this question, go to Section III. If not, please supply the name and relationship of the person for whom you are complaining:	Yes*	No

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No
---	-----	----

SECTION III:

SECTION V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

- Yes No

If yes, check all that apply:

- Federal Agency: _____ State Agency: _____
 Federal Court: _____ Local Agency: _____
 State Court: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____
Title: _____
Agency: _____
Address: _____
Telephone: _____

SECTION VI

Name of agency complaint is against: _____
Contact person: _____
Title: _____
Telephone number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature of Complainant

Date

Please submit this form in person at the address below, or mail this form to:

City of Billings MET Transit
Title VI Coordinator
1705 Monad Road
Billings, MT 59101

FOR CLERICAL USE ONLY
DATE COMPLAINT RECEIVED BY RECIPIENT
Month: _____ Day: _____ Year: _____
Complaint #: _____



9 - Title VI Investigations, Lawsuits, and Complaints

	Date	Summary	Status	Action(s) Taken
	(Month, Day, Year)	(include basis of complaint: race, color, or national origin)		
Investigations				
1.				
2.				
3.				
Lawsuits				
1.				
2.				
3.				
Complaints				
1.				
2.				
3.				

- a. There are no outstanding lawsuits or complaints naming the City of Billings MET Transit which allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- b. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to the City of Billings MET Transit and, to the best of our knowledge, there are not presently any ongoing civil rights review activities being conducted with respect to the City of Billings MET Transit.
- c. There are currently no pending construction projects which would negatively impact minority communities being performed by the City of Billings MET Transit.

10 - Public Participation Plan

The MET Transit Public Participation and Title VI Plan is now a combined document and posted to the MET Transit Website at:

<https://ci.billings.mt.us/DocumentCenter/View/39212/MET-Transit-Public-Participation-Plan-FINAL-10 2019>

11 - Language Assistance Plan

Based on the US Department of Transportation (USDOT) – Federal Transit Administration Office of Civil Rights guidance concerning recipients’ responsibilities to Persons with Limited English Proficiency (LEP), there are four factors to consider in determining MET Transit’s obligation to provide LEP services.

1. The number or proportion of LEP persons serviced or encountered in the eligible service population.

Based on the 2022 World Population Review, Billings has a small percentage of its total population belonging to the LEP population.

- Per the 2022 World Population Review, Billings has a population base of 89.14% Caucasian/White, 4.60% American Indian and Alaska Native, 1.02% Black/African American, and 5.23% Other Races. 6.32% of the population identify as Hispanic. 95.79% of Billings' residents speak only English, while 4.21% speak other languages. The largest non-English language is Spanish, which is spoken by 1.83% of the population.

2. The frequency with which LEP individuals come in contact with the program.

- Based on contacts with our transit vehicle drivers, calls to MET Transit's customer service telephone line and riders coming into our Administrative office to purchase passes or request schedules, we have had very limited interaction with LEP individuals.

3. The nature and importance of the program, activity, or service provided by the recipient to people's lives.

- Many of MET Transit's patrons are transit-dependent and the MET is important in providing access to employment, personal business/errands, schools and colleges.

4. The resources available to the recipient and cost.

- MET utilizes *Language Link*, an over-the-phone interpretation service, for in person and over the phone interpretation. The cost is \$0.57 cents per minute. This service is available 24/7/365 and covers 240 languages and dialects. Notice of availability for over the these interpretation services is posted at the METroplex customer service window; further, customer service staff are trained in how to use the Language Link system should they receive a phone call from an LEP individual.
- The MET Transit website (<http://www.mettransit.com>) includes a link to translate the site to Spanish via Google Translate. This is a zero cost service provided via the Google Translate webpage. **Notice of interpretation services are also indicated on the website.**
- MET Transit also has on file a Memorandum of Understanding between The City of Billings MET Transit Division and the Montana Migrant and Seasonal Farmworkers Council, Inc stating the Migrant Council will provide interpretation services.

MET Transit provides Spanish translated copies of documents vital to accessing the transit service including the MET Routes and Schedules book, the Request for Certification of ADA Paratransit Eligibility form, the Title VI Complaint form, the Title VI Notice, and the Passenger Conduct Policy. Further, public outreach notices are made available in Spanish via on-board posters, the MET website, and social media postings; MET also sends meeting notifications to the Migrant Council for dissemination to the LEP population that agency serves.

As Transit Operators may encounter LEP individuals, operators carry cards to provide to individuals with language barriers that contain the following statement in both English and Spanish "For language assistance, please contact the MET office at 406-657-8218 or visit us at 1705 Monad Rd, Billings, MT." This information is also posed in vehicles and at transfer centers. In emergent situations, operators and other staff may utilize the Google Translate mobile app or webpage to provide basic translation services. Operators and all other employees interacting with LEP individuals are required to notify the Transit Manager regarding any unmet Language Assistance needs.

To ensure effective implementation of this plan, MET Transit will schedule training of new employees during orientation or on-boarding, as well as provide training to employees on an annual basis to review:

- MET Transit's Language Assistance Plan
- Current demographic data about local LEP populations
- Printed LEP materials
- How to handle verbal requests for transit service in a foreign language
- How to handle emergency situations requiring translation
- Responsibility to notify management regarding unmet LEP needs.

MET Transit will endeavor to update this Language Assistance program, as needed, with each revision of the Title VI plan based upon feedback received via public outreach and direct comment from the public, as well as metrics recorded by MET Transit to assess the plan directly (including number of LEP persons served each year and number of requests for language assistance received).

12 - Aviation & Transit Advisory Board

BMCC Section 5-201 – 204 created an Aviation and Transit Board. The Aviation and Transit Board shall be composed of seven members, each serving four year terms, each of whom will possess the qualifications for office required for the office of Mayor and shall be appointed by the Mayor with the consent of the Council. When vacancies on the board occur, the opportunity to apply is advertised in the local paper and on the City of Billings website; further advertising is posted, in both English and Spanish, on the MET Transit website and social media, at transit facilities, and on-board transit vehicles.

The Board shall be a citizen's advisory board to the City Council to aid the City Council in formulating City policy in matters pertaining to the MET Transit System, Airport and the concomitant properties. The primary responsibility of the Board is to review existing and proposed City policies and to review City department activities to ensure that City policies are being implemented and carried out, and further, to report any shortcomings and make recommendations to the City Council.

The Board meets monthly and meetings are open to the public. Meeting dates are advertised two weeks in advance on MET Transit's website and in *Yellowstone County News*.

Body	Caucasian	American American/Alaska Native	African American	Asian American	Other or Two or More Races
Total Population	89.14%	4.60%	1.02%	0.86%	4.37%
Hispanic (6.32% of Total)	4.02%	0.60%	0.38%	0.02%	1.30%
Non-Hispanic (93.68% of Total)	85.12%	4.00%	0.64%	0.84%	3.07%
Aviation & Transit Committee	100%	0%	0%	0%	0%

13 - System-wide Service Standards and Policies

VEHICLE LOAD

Standard

Vehicle load factor is the ratio of number of seats to number of passengers on each trip. At this time none of MET's buses exceeds their capacity. All passengers are able to utilize a seat during their trip. The load factors in the MET Transit system are all less than 1:1. Route headways vary between 30 and 60 minutes, depending on the route. MET does not differentiate between peak and off-peak hours.

Policy

Service frequencies are adjusted to ensure that the maximum load standards are met whenever possible.

Methodology

The Weekly Vehicle Load Factor (Table 1) details the average weekly load factor for all MET routes.

Comparison to Service Standard

The table shows a load factor of less than 1:1 for all routes. These load factors compare very favorably to the standard of 1:1.

Table 1

WEEKLY VEHICLE LOAD FACTOR

ROUTE	NUMBER OF SEATS	AVG. NUMBER OF PASSENGERS	LOAD FACTOR
1	3,105	349	0.11
3	2,970	218	0.07
5	5,940	996	0.17
7	2,970	357	0.12
9	2,970	394	0.13
10	2,970	527	0.18
13	2,970	249	0.08
14	675	71	0.11
15	729	57	0.08
16	1,824	285	0.16
17	1,269	126	0.10
18	837	255	0.30
19	1,620	385	0.24
24	2,970	207	0.07

VEHICLE ASSIGNMENT

Standard

The MET's Operations Supervisors are responsible for assigning vehicles to routes. Assignments are made from a vehicle list indicating buses available for all day runs. The Maintenance Department is responsible for ensuring that there are a sufficient number of vehicles available to provide service on all routes and to schedule vehicles for regular maintenance.

Policy

MET has a 25-bus fleet, operating 15 buses on weekdays and 7 buses on Saturdays. Table 2 (Fleet Roster) lists the vehicles in the fleet; all buses are ADA accessible. MET currently has six Champion/Ford buses and 2 Gillig buses, and 17 Eldorado National California (ENC) buses, and they are assigned randomly.

Methodology

MET Fleet Roster (Table 2) provides an overview of the fleet, including the age of a bus and seating capacity.

Comparison to Service Standard

All bus equipment is used to serve minority and low-income areas.

Table 2

FLEET ROSTER

<u>Unit Number/Make</u>	<u>Year</u>	<u>Seating Capacity</u>
1818/Gillig	2011	31 seats
1819/Gillig	2011	31 seats
1820/Champion	2016	27 seats
1821/Champion	2016	27 seats
1822/Champion	2016	27 seats
1823/Champion	2016	27 seats
1824/Champion	2016	27 seats
1825/Champion	2016	27 seats
1826/ENC	2021	26 seats
1827/ENC	2021	26 seats
1828/ENC	2021	26 seats
1829/ENC	2021	26 seats
1830/ENC	2021	26 seats
1831/ENC	2021	26 seats
1832/ENC	2021	26 seats
1833/ENC	2021	26 seats
1834/ENC	2021	26 seats
1835/ENC	2021	26 seats

1836/ENC	2021	26 seats
1837/ENC	2021	26 seats
1838/ENC	2021	26 seats
1839/ENC	2021	26 seats
1840/ENC	2021	26 seats
1841/ENC	2021	26 seats
1842/ENC	2021	26 seats

VEHICLE HEADWAY

Standard

Vehicle headway is defined as a measurement of the time interval between two vehicles traveling in the same direction on the same route.

Vehicle headways are determined by route (see Table 3). MET service includes 30 and 60 minute headways.

MET does not differentiate between peak and off-peak service.

Policy

MET policy is to provide a level of service that meets the service demand as measured by ridership, vehicle load factors and population density. Vehicle load factors at maximum load points are used to determine the individual routes headway.

Methodology

Vehicle headway is outlined in Table 3. All bus equipment is used to serve minority and low income areas.

Comparison to Service Standard

All bus equipment is used to serve minority areas. Thus, vehicle headways are based on ridership and passenger demand, and not based on race, income, or other Title VI population groups.

Table 3

MET TRANSIT VEHICLE HEADWAYS

<u>Route</u>	<u>Headway</u>	<u>Initial Departure Time</u>
1	30 minutes	8:35 am (M-F)
3	60 minutes	6:20 am (M-F) 8:10 am (Sat)
5	30 minutes	5:50 am (M-F) 8:10 am (Sat)
7	60 minutes	6:18 am (M-F) 8:10 am (Sat)
9	60 minutes	6:20 am (M-F) 9:10 am (Sat)
10	60 minutes	6:20 am (M-F)

13	60 minutes	6:20 am (M-F) 8:10 am (Sat)
14	60 minutes	5:50 am (M-F)
15	60 minutes	6:50 am (M-F)
16	60 minutes	5:50 am (M-F)
17	60 minutes	6:45 am (M-F)
18	60 minutes	6:48 am (M-F) 8:40 am (Sat)
19	60 minutes	6:18 am (M-F) 8:05 am (Sat)
24	60 minutes	6:20 am (M-F)

DISTRIBUTION OF TRANSIT AMENITIES

Standard

Transit amenities refer to items of comfort and convenience available to the general riding public, such as passenger shelters and benches.

Bus Shelters: MET Transit provides bus shelters along bus routes. Several factors help determine whether a bus stop will receive a shelter. These factors include ridership volume, availability of right-of-way, passenger demand, the need for added protection from inclement weather, and concentration of elderly or disabled passengers in the area. Currently there are 24 shelters located along MET routes.

Bus Benches: Several factors help determine the placement of bus benches. These factors include ridership volume, availability of right-of-way, visual impact of the bench for advertising, and concentration of elderly or disabled passengers in the area. Currently there are 266 benches along MET routes.

Policy

It is the policy of MET to distribute its transit amenities in a manner to serve a maximum number of customers.

Methodology

Table 4 is an example of where the bus shelters and bus benches are located on all MET routes.

Comparison to Service Standard

MET has communicated the need for equitable placement of amenities and will continue to monitor these placements.

Table 4

Bus Shelter Locations

<u>Location</u>	<u>Located by</u>
Monad/24 th St. W.	Buffalo Wild Wings
Stewart Park Transfer Center	West of Rimrock Mall
Central/Santa Fe	Billings Health & Rehab

Grand/17th St. W.
 15th St. W./Ave B
 Poly/13th St. W.
 Ave D/8th St W.
 N. 30th/12th Ave N.
 N. 27th/near Rimrock Road exit
 2417 8th Ave N.
 2675 Central Ave
 7th N./N.19th St.
 N. 23rd St/between 3rd & 4th Ave N.
 S. 28th/8th Ave S.
 9th St S./S.30th
 2850 King Ave W.
 Rosebud/21st W.
 Grand/8th St. W.
 Wicks Lane/West of Bench Blvd
 Poly/Ash
 Central Ave./38th St. W.
 S. 27th/10th
 220 N. 25th St.
 1705 Monad Rd.

US Bank/West Park Promenade
 U-Haul/West Park Promenade
 First Presbyterian Church
 Pleasant View Apartments
 St. Vincent Hospital
 MSU-Billings (tennis courts)
 Prairie Towers
 Lamplighter Square
 Big Sky Apartments
 Sr. Community Center/Parks & Rec
 Fraser Towers
 Southside Senior Center
 Arby's/Casino
 Job Service
 Holiday Station
 Walmart
 MSU-Billings (north side of Poly)
 Billings Career Center
 Passages
 Downtown Transfer Center
 METroplex & MET Transit Administration

Bus Stop Benches

1	1st Av N & 27 th	SEC	Sheraton
2	1st Av N & 27 th	NWC	Jakes
3	1st Av N & Division	NWC	Central High School
4	1st Av S & 28 th	SEC	Meadowgold Dairy
5	1st Av S & 27 th	NWC	Parking Lot
6	2nd Av N & 27 th	SWC	Rockman Interiors
7	2nd Av N & N32nd	SWC	Parking Lot
8	3rd Av N & 26th	NEC	Parking Lot
9	4th Av N & 28 th	SEC	US Bank Parking
10	4th Av N & 13 th	SWC	Empty Lot
11	4th Av N & 18 th	SWC	Jefferson Bus Lines
12	4th Av N & 27 th	SWC	Midas
13	4th Av N & 27th	SEC	Master Lube
14	4th Av N & 30 th	SWC	Grand Bagel
15	4th Av N & 31 st	SWC	Drive-in Bank
16	4th Av N & 32 nd	SWC	Parking Lot
17	4th Av N & Exposition	SEC	Metra Park
18	6 th Avenue N & 13 th St	NEC	Lot
19	8 th Ave N & 27th	NWC	Parking Lot

20	6th Av N & 29 th	NEC	Streeter Bros.
21	6th Av N & 30 th	NEC	Empty Building
22	6th Av N & 31 st	NEC	Office Building
23	7th Av N @ Albertsons	SEC	Albertsons
24	8th Av N & 27 th	SEC	KFC
25	9 th Ave N & 29th	NWC	Psych Center
26	9th Av N & 27 th	NWC	Billings Clinic
27	9th Av N & 27 th	SEC	Perkins
28	9th Av N & 27 th	NEC	Dehler Park
29	9th Av N & 27 th	SWC	Hospital Lot
30	10 th Ave N & 27th	NWC	Billings Clinic
31	9th Av N & 29 th	NWC	Motel
32	10th Av N & 30th	NEC	Billings Clinic
33	11th Av N & 27th	SEC	MRI
34	11th Av N & 27th	NWC	Parking Lot
35	11th Av N & 30th	SEC	Deaconess Research
36	12th Av N & 27th	SWC	Parking Lot
37	12th Av N & 27th	NWC	Parking Lot
38	12th Av N & 27th	SEC	Parking Lot
39	12th Av N & 29th	SEC	Medical Building
40	12th Av N & 30th	SEC	St. Vincent's
41	12th Av N & 30th	NEC	St. Vincent's
42	8th W & Miles	SWC	Residential
43	13th W & Av D	NEC	Dental Office
44	15th W & Wyoming	SEC	BAC
45	15th W & Miles Av.	SEC	Apartments
46	15th W & Miles Av.	NWC	Apartments
47	15th W & Av B	SEC	Pawn Shop
48	30th W & Belvedere Dr.	NWC	Will James
49	Colton & 17 th	SEC	Condos
50	Colton & 17 th	SWC	Office Building
51	Colton & 24 th	SEC	Duplex
52	Elevation & 30 th	SEC	Merrilac Hall
53	Arnold Dr. & 24th St. W	SEC	Caldwell Bankers
54	Broadwater & 5th	NEC	Office Bldg.
55	Broadwater & 5th	SWC	Parking Lot
56	Broadwater & 5th	SEC	Dominos
57	Broadwater & 6th	NEC	Residential
58	Broadwater & 6th	SWC	Residential
59	Broadwater & 7th	SWC	Parking Lot
60	Broadwater & 8th	SWC	Lock shop
61	Broadwater & 8th	NEC	Residential
62	Broadwater & 14th	SWC	TLC

63	Broadwater & 14th	NEC	Parking Lot
64	Broadwater & 15th	SWC	Red Rooster Café
65	Broadwater & 15th	NWC	Kwik Way
66	Broadwater & 15th	NEC	Doc & Eddies
67	Broadwater & 15th	SEC	Army Reserve
68	Broadwater & 19th	NEC	Hair Co.
69	Broadwater & 19th	SWC	Laundromat
70	Broadwater & 24th	NEC	Tattoo Shop
71	Broadwater & 24th	NWC	Softies
72	Broadwater & 24th	SWC	Used Car Lot
73	Broadwater & 24th	SEC	One Source Lighting
74	Broadwater & 32nd	SWC	Christian School
75	Broadwater & 29th	SWC	Residential
76	Broadwater & Gay Pl.	SEC	Office Center
77	Broadwater & Parkview	NWC	Lillis Park
78	Broadwater & Vermillion	NEC	Empty Blvd.
79	Broadwater & 35th	SEC	Apartments
80	Central & 6 th	SWC	Lot
81	Central & 8 th	NEC	Auto Repair
82	Central & 8 th	SWC	Kwik Way
83	Central & 12 th	NEC	Batteries Plus
84	Central & 12 th	SWC	Parking Lot
85	Central & 15 th	NWC	Bucks Bar
86	Central & 15 th	NEC	Enduro Seat Covers
87	Central & 19 th	NEC	Church
88	Central & 19 th	SWC	Empty Lot
89	Central & Santa Fe	SEC	Frame Shop
90	Central & Santa Fe	SWC	Little Caesars
91	Central & Santa Fe	NWC	Apartments
92	Central & 24 th	SWC	Hardees
93	Central & 24 th	NEC	Car Wash
94	Central & 24 th	NWC	US Bank
95	Central & 29 th	SWC	Brewer Dental
96	Central & 29 th	NWC	Condos
97	Central & 32 nd	SWC	Altana Federal Credit
98	Central & 32 nd	SEC	Century Link
99	Central & 32 nd	NEC	Empty Lot
100	Central & 35th	NWC	Lot
101	Mall Dr. & 24 th	NWC	Rimrock Mall
102	Mall Dr. & 24 th	SEC	Strip Mall
103	Grand & Division	SWC	Office Building
104	Grand & 3 rd	NEC	Apartments
105	Grand & 3 rd	SWC	Office Building

106	Grand & 5 th	SWC	Parking Lot
107	Grand & 8 th	SWC	Empty Lot
108	Grand & 8 th	NEC	Holiday Station
109	Grand & 13 th	NWC	Dotty's Casino
110	Grand & 13 th	SWC	Football Field
111	Grand & 13 th	NEC	Casino
112	Grand & 14 th	SWC	O'Reilly's Auto Parts
113	Grand & 14 th	NEC	Aaron's
114	Grand & 15 th	SWC	Casino
115	Grand & 15 th	SEC	Blood Bank
116	Grand & 15 th	NEC	Grand Fireplace
117	Grand & 16 th	SWC	Pizza Hut Parking Lot
118	Grand & 17 th	SWC	Mattress King
119	Grand & 18 th	NEC	Kids Store
120	Grand & 19 th	NEC	Gunsmith
121	Grand & 19 th	SWC	Pittsburg Paint
122	Grand & 24 th	NWC	Western Security Bank
123	Grand & 24 th	SEC	Optical
124	Grand & 30 th	SEC	Stone Mtn Pottery
125	Grand & 32 nd	SEC	Field
126	Lewis & 15 th	NWC	Residential
127	Lewis & 15 th	SEC	Park
128	Lewis & 15 th	NEC	Mobile Home Park
129	Lewis & 16 th	NEC	Residential
130	Lewis & 19 th	NEC	Residential
131	Lewis & 24 th	SEC	Kwik Way
132	Lewis & 24 th	NEC	Empty Lot
133	Lewis & 24 th	SWC	Residential
134	Lewis & 24 th	NWC	Church
135	Montana & N27 th	SEC	St. Vincent DePaul
136	Monad & 19 th	NEC	Par 3 Golf Course
137	Monad & 19 th	SWC	Northwestern Energy
138	Monad & 24 th	NWC	Auto Dealer
139	Monad & 24 th	NEC	Kwik Way
140	Monad & 24 th	SWC	Car Lot
141	Monad & 26 th	NEC	Car Lot
142	Parkhill & Virginia Ln.	SWC	Residential
143	Parkhill & 13 th	SWC	Residential
144	Parkhill & 17 th	SEC	Residential
145	Parkhill & 17 th	NEC	Empty Lot
146	Poly & Ash St.	NWC	MSU-B
147	Poly @ Rocky Ent.	NEC	RMC
148	Poly & 17 th	SEC	17 th St. Station

149	Poly & 15 th	SWC	Restaurant
150	Poly & 13 th	NEC	Residential
151	Poly & N27	SEC	Restaurant
152	Poly & N27	NWC	MSU-B
153	Poly & Rehberg	SEC	Church
154	Poly & Rehberg	SWC	Residential
155	Poly & Rehberg	NWC	Residential
156	Poly & Zimmerman Tr.	SWC	Lot
157	Rehberg & Colton	NWC	Empty Lot
158	Rehberg & Av B	SEC	Car Wash
159	Rehberg & Av C	NWC	Residential
160	Pueblo & 24 th	SEC	Interstate Batteries/Salon
161	Rimrock & 13 th	SWC	School
162	Rimrock & 13 th	NEC	Residential
163	Rimrock & 17 th	NEC	Residential
164	Rimrock & 17 th	SEC	Dental Office
165	Rimrock & Rehberg	SEC	Residential
166	Rimrock & Rehberg	NEC	Residential
167	Rimrock & 38 th	SWC	St. John's
168	Rimrock & Zimmerman Tr.	NEC	Residential
169	Rimrock & Yucca	SWC	MSU-B Parking
170	Rimrock & Virginia Ln.	NEC	Residential
171	Rosebud & 24 th	NEC	Pier One
172	Lampman & 24 th	NWC	Barnes & Noble
173	St. Johns & 24 th	NWC	Shopping Center
174	St. Johns & 24 th	SEC	Mt. Olive Church
175	Stillwater & 24 th	SWC	Empty Lot
176	24th St. W @ Old Chicago	NWC	Empty Lot
177	24th St. W & Alderson	SEC	Bargain Store
178	24th St. W & Rosebud	NEC	Parking Lot
179	24th St. W & Av. C	SEC	Parking Lot
180	Main & Airport Rd.	SEC	Parking Lot
181	Main & Airport Rd.	NWC	Parking Lot
182	Main & Lake Elmo Dr.	SEC	Fast Break Auto Glass
183	Main & Hansen	NWC	First Interstate Bank
184	Main & Hilltop	SWC	Bank
185	Main & Hilltop	NWC	Bank
186	Main & Hilltop	SEC	Rich's Flooring
187	Main & Crow	NWC	Casino
188	Main & Lake Elmo	NWC	Casino
189	Main @ Don's Car Wash	SEC	Don's Car Wash
190	Main & Logan	SEC	Kwik Way
191	Main & Logan	NWC	Parking Lot

192	Main & Radford	SEC	Empty Lot
193	Main & Milton	SEC	Strip Mall
194	Main & Milton	NWC	Chase Bank
195	Main & Wicks	SWC	Western Security Bank
196	Main & Wicks	SEC	C-Store
197	Main & Judith	SEC	Four Seasons
198	Main & Liberty	NWC	TSC Store
199	Main & Pemberton	NEC	Car Wash
200	Main @ Target	NEC	Target Ent.
201	Hilltop & Yellowstone Rv.Rd.	SWC	Residential
202	Wicks @ Clinic	SWC	St. Vincent Clinic
203	Wicks & Babcock	SWC	Planned Parenthood
204	Wicks @ Wal-Mart	SWC	Lot
205	Wicks & Bench	NEC	Church
206	Wicks & Hawthorne	SEC	Empty Lot
207	Wicks & Lake Elmo	SWC	Office Building
208	Wicks & Lake Elmo	NEC	Church Parking
209	Wicks & Lake Elmo	NWC	Salon
210	Alkali Creek & Senators	NEC	Residential
211	Senators & Gold Dust	SWC	Empty Lot
212	Lake Elmo & Reda	NWC	Residential
213	S 26 th W & Phyllis Ln	NWC	Apartments
214	King Av W & 24th	NWC	City Brew
215	King Av W & 29th	SWC	Cattle Company
216	King Av W & 28th	NEC	Verizon
217	King Av W @ Rocky Mtn. B	NEC	Bank
218	King Av W @ Stockman Bk.	SWC	Bank
219	King Av W & 20th	NEC	Holiday C-Store
220	King Av W & Kingpark Dr.	NEC	Bldv.
221	King Av W & 30th	NEC	Used Car Lot
222	King Av E & Newman	NEC	Lot
223	King Av E & Hallowell	NEC	Lot
224	King Av E & Calhoun	NEC	Lot
225	Kingpark Dr. & Rosebud	SEC	Strip Mall
226	Monad & 19th St. W	NEC	Par 3 Golf Course
227	Monad & 32 nd	SWC	Bldv.
228	State & Orchard	SWC	3G's
229	S. Blgs Blvd & Wonderpark	SWC	Industrial
230	Laurel Rd & Marshall Dr.	SWC	Parking Lot
231	Laurel Rd & Moore Ln	SWC	Bldv.
232	N24th @ 1st Av & 2nd	MDL	Sage Tower
233	1 st Ave N & 13th	NEC	Lot
234	1 st Ave S & S 27th	SEC	Riverstone Health

235	2 nd Ave N & 30th	SWC	Parking Lot
236	3 rd Ave N & 30th	NEC	Parking Lot
237	Colton & 17th	SWC	Office Building
238	Grand & Rehberg	SWC	Hair Salon
239	Grand & Rehberg	NEC	C Store
240	Lewis & 8 th	NEC	Boulevard
241	Lewis & 13 th	SWC	Residential
242	Lewis & 14 th	NEC	Lewis & Clark
243	Montana & N 27 th	NWC	Office Building
244	Poly & North 29 th	SEC	Hospital Lot
245	Rimrock & Beartooth	NEC	Boulevard
246	Rimrock & 38 th	NEC	Walking Path
247	Main & Papa Murphy's	NEC	Papa Murphy's Pizza
248	Broadwater & 32 nd	NWC	Golf Course
249	Broadwater & 29 th	SEC	Church
250	Central & Moore Ln	NEC	Rental Shop
251	Bench & Lynch	SWC	Behind Walmart
252	King Ave W & 24 th	NWC	City Brew
253	King Ave W @ Lithia	NEC	Auto Dealer
254	King Ave W & Shiloh	SEC	First Interstate Bank
255	King Ave W @ Kohl's	SEC	Walking Path
256	King Ave W & 32 nd	SWC	Walking Path
257	King Ave E & Calhoun	SWC	Cabela's
258	Monad & 32 nd	SWC	Boulevard
259	Monad & 38 th	SEC	Boulevard
260	Gabel Rd & Zoo Dr	NWC	Field
261	Gabel Rd & 32 nd	NWC	Lot
262	Laurel Rd & Marshall Dr	SWC	Parking Lot
263	Laurel Rd & Moore Ln	SWC	Boulevard
264	State & Hallowell	SEC	Dollar Store
265	Shiloh @ Scheel's Exit	SEC	Lot
266	Shiloh & Pierce Parkway	NEC	Lot

ON-TIME PERFORMANCE

Standard

MET operates on a pulse system. This means that one set of buses arrives and departs the Transfer Centers at the same time and then a second set of buses arrives and departs the Transfer Centers. A vehicle is considered on time if it departs the Transfer Center no more than five minutes late. It is also unacceptable for vehicles to depart the Transfer Center ahead of schedule.

While there are posted time points along each route, on-time performance is primarily measured at the Transfer Centers. Due to the fact that the majority of transfers are conducted at the transfer centers, it is imperative for the efficient operation of the system that vehicles are “on-time” at the Transfer Centers to accommodate those transfers.

Policy

MET’s on-time performance objective is 90% or greater.

Methodology

MET currently tracks this data through the security camera’s on all buses, along with the Automatic Vehicle Locator (AVL) system on all buses. This equipment provides a record of the length of time for each trip.

Comparison to Service Standard

Currently all buses on each route maintains its on-time performance. Adjustments are made whenever it is deemed necessary.

TRANSIT ACCESS

Standard

MET routes were designed to distribute and provide service equitably throughout the City. MET routes are situated so that the majority of residents are within a ¼ mile walk of bus service. Additionally, the highest concentration of low income population exists in the southern portion of the city and three of MET’s routes serve that area.

Policy

When providing transit service to an area, it is the policy of MET to provide service that is most helpful to the largest populations of Billings’ low income and minority districts.

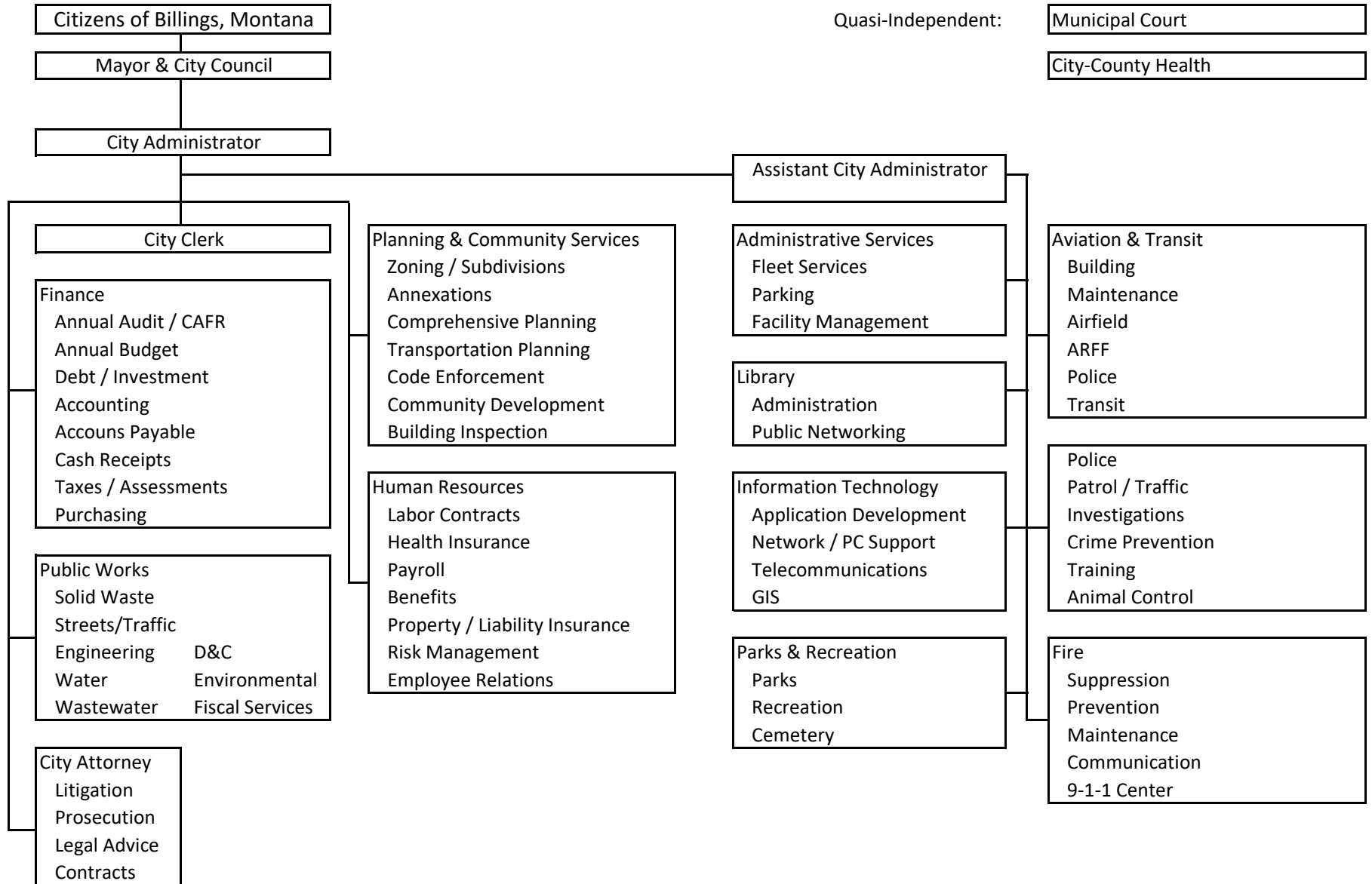
Methodology

Demographic profile maps indicate that the MET routes service these targeted populations.

Comparison to Service Standard

Billings has a 90% White population, a 5% Hispanic population and 5% other population (Black, American Indian, Asian, Native Hawaiian, etc.). All MET buses are equipped with wheelchair lifts and all of the routes are distributed equitably throughout the City providing equal access to all riders.

City of Billings, Montana Organizational Chart



MET Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on MET Transit's nondiscrimination obligations or to file a Title VI complaint, contact Rusty Logan, Transit Manager at 657-8218 or fax 657-8419. You may file a written complaint no later than 180 days after the date of the alleged discriminate at:

**Rusty Logan, Transit Manager
City of Billings MET Transit
1705 Monad Rd
Billings, MT 59101**



MET Transit es cometido al contrato de un seguro que ninguna persona es excluida de la participación en, o negada los beneficios de, o ser sujeta a la discriminación en el recibo de sus servicios o programas sobre la base de raza, color o origen en nacional o cualquier otra característica protegida según la ley, incluso el Título VI del Acto de Derechos Civil de 1964, como enmendado. Adelante, bajo el Acto de Americanos con Discapacidades (ADA) de 1990, ninguna entidad discriminará a un individuo con una discapacidad física o mental en relación a la provisión del servicio de transporte.

Para obtener más información en las obligaciones de no discriminación del MET Transit o archivar una queja de Título VI, póngase en contacto con Rusty Logan, Gerente de Tránsito en 657-8218 o el fax 657-8419. Usted puede presentar una demanda escrita no más tarde que 180 días después de que la fecha del presunto discrimina en:

**Rusty Logan, Transit Manager
City of Billings MET Transit
1705 Monad Rd
Billings, MT 59101**

