



# TRANSIT DEVELOPMENT PLAN 2022

## Plan Appendix

CITY OF BILLINGS MET TRANSIT



September 2022

# APPENDICES

# Billings Area Transportation Coordinating Agencies and Providers

## ***Coordination Technical Advisory Committee Agencies***

**MET Transit:** As MET Transit is the local designated recipient for Federal Transit Administration 5307 operating funds to provide public transit service, it serves as the lead agency in coordination efforts. MET has been providing public transportation since 1973 and currently provides both fixed-route and paratransit services. Paratransit is public transportation for individuals who are, due to a disability or other condition, unable to use the MET fixed-route service. Paratransit service was originally established in 1977 by Special Transportation, Inc, which was assumed by the City of Billings MET Transit in 1997 under the new designation of MET Special Transit; MET Transit has since renamed all operations under paratransit to METPLUS. Paratransit service meets the transportation needs of a broad spectrum of people who otherwise could not travel locally.

MET provides fixed-route and paratransit service from approximately 5:50 am to 6:50 pm, Monday through Friday and 8:10 am to 5:30 pm on Saturdays. MET serves any disability group, ambulatory and non-ambulatory, including seniors with disabling conditions. Provided rides include trips for employment, educational, medical, shopping and recreational. MET coordinates with many different agencies, as well as the general public, to provide transportation within the City Of Billings. The State of Montana Developmental Disabilities Division regularly coordinates with MET for client rides while area skilled nursing facilities and hospitals coordinate for transportation when they are unable to provide transportation. Montana Medicaid and Adult Resource Alliance of Yellowstone County both contract with MET to provide medically related transportation.

**Billings Urbanized Area Metropolitan Planning Organization:** The Billings Urbanized Area Metropolitan Planning Organization (MPO) oversees transportation planning for the Billings Urban Area. The urban area encompasses the City of Billings as well as a planning area extending approximately 4.5 miles outside the city limits. The MPO prepares a Unified Planning Work Program (UPWP) each year that contains the discussion of projects to undertake during the upcoming program year, including transit specific projects. The UPWP is supplemented by a five-year Transportation Improvements Plan (TIP). The TIP is a fiscal planning program for federally assisted highway and transit improvements for the Billings Urban Area. Every four (4) years, the MPO prepares an Urban Area Transportation Plan that assesses the transportation needs and recommends actions to address those needs. As the MPO exists as a requirement for both Federal Highway and Federal Transit funding in the small urban area and is directly involved in all aspects of area transportation, MPO involvement in coordination efforts is essential for addressing and planning for existing and future transportation needs.

**Adult Resource Alliance of Yellowstone County:** The Adult Resource Alliance has been assisting seniors within Yellowstone County and their families and caregivers since 1975. The Alliance provides a comprehensive range of services which promote the overall well-being of healthier and more active seniors, while also supporting and assisting the senior population in remaining independent and living at home as long as possible. Services provided include, but are not limited to: the Meals on Wheels Program, meal sites to provide meal and social opportunities, assistance with Medicare, the Volunteer Program and limited transportation.

**Riverstone Health:** Riverstone Health was created in 2008 as a single identity that grew out of the Yellowstone City-County Health Department. The foundation of their work has been Health, Education, Leadership and Protection (HELP). In their medical and dental clinics they provide care to 20,000 patients each year. Through their Montana Family Medicine Residency they train doctors to help meet Montana's shortage of family medicine practice physicians and provide health services, such as WIC and Maternal Child Health, to help families and young children. They provide hospice services and focus efforts at preventing infectious diseases to make the whole community a safer and better place to live.

**State of Montana DPHHS Developmental Disabilities Program (DDP):** The Montana Developmental Disabilities Program's central office is in Helena with regional offices in Billings, Glasgow, Great Falls and Missoula. DDP contracts with private, non-profit corporations to provide services across the lifespan for individuals who have developmental disabilities and their families. The focus of the program is to tailor care to the individual and provide it in as natural environment as possible.

### ***Coordination Group Agencies***

Listed below are providers who regularly participate in the Coordination Group meetings and participate in the coordination of services.

**A.W.A.R.E., Inc. (Anaconda Work and Residential Enterprises):** AWARE is a private, non-profit corporation that was started in Anaconda, Montana in 1976. Since AWARE's start over 45 years ago, it has grown into an organization that has helped and continues to help thousands of people across Montana achieve their potential. AWARE is governed by a seven member Board and presently employs more than 800 people in multiple communities around the State. AWARE offers a variety of services in fully licensed and nationally accredited programs, geared towards improving lifestyles and opportunities for Montanans affected by disabilities or mental challenges. In Billings, AWARE operates 4 adult group homes, 2 adult DD autism group homes and 1 youth mental health group home. A second, youth mental health group home is scheduled to open in the near future. AWARE also operates a day service work program that provides a variety of work and day activities including janitorial services, sensitive document disposal and community employment. Aware operates the Enterprise Learning Center in collaboration with Billings public schools that provides educational and vocational programs to autistic youths in the Billings area. AWARE also manages the "Growth Through Art" program which is located at AWARE's main office facility. Many of the individuals participating in this program utilize MET Special Transit.

AWARE provides transportation services to their clients who reside at their group homes. Clients are transported on a daily basis to and from their respective residential settings for a number of reasons which include but are not limited to; work, school, after school activities, medical visits, community events and family visits. Transportation services are provided for whatever need arises with service available seven days a week, 24 hours a day.

**Big Sky Senior Services:** Big Sky Senior Services provides comprehensive support services to help seniors and adults with developmental disabilities maintain independence and quality of life by helping them remain in the community. Such services include personal care, nursing services, safety from senior abuse, transportation to medical appointments and staying connected to the community.

**Billings Clinic:** Based in Billings, Billings Clinic is Montana's largest health care organization and serves a vast region covering much of Montana, northern Wyoming and the western Dakotas. Billings Clinic manages 11 Critical Access Hospitals and has other partnerships across the region.

Affiliated hospitals are located throughout Montana and Wyoming. Billings Clinic is a physician-led, integrated multi-specialty group practice with a 304-bed hospital and a Level II trauma center. It also operates a number of clinics providing a full range of medical services. Billings Clinic's vision is to be a national leader in providing the best clinical quality, patient safety, service and value.

**COR Enterprises, Inc.:** COR was originally known as the Billings Sheltered Workshop and has been in operation since 1971; they provide vocational rehabilitation and developmental services for persons with disabilities. COR Enterprises services include Organizational Employment, Community Employment and Community Support Services. Aside from the Yellowstone County and Billings area, this agency also provides services in Lewistown, Bozeman and two Native American Reservations in Eastern Montana.

COR Enterprises provides rides for their clients primarily Monday through Saturday. The agency does provide rides on Sundays for special events and services needed by their clients. Most rides are provided between the hours of 7:00 am and 4:30 pm; however a number of rides are also provided during evening hours depending on the client needs. Transportation is provided for a variety of services, including employment, medical, shopping and recreational purposes. COR Enterprises regularly coordinates with both the MET fixed-route buses and MET-PLUS; MET Transit currently provides fixed-route service to COR's primary facility in Billings on Lampman Drive. COR also coordinates and provide transportation for clients from other agencies such as the PD Waiver Program, Developmental Disabilities and the SDMI Program. COR Enterprises also has vehicles available through an individual agreement for other agencies as needed, including Eagle Mount, to use when COR is not using them.

**Residential Support Services (RSS):** RSS contracts with the State of Montana Developmental Disabilities Program and provides rehabilitation training in all life skills and supervision of the health and safety concerns of persons who have a developmental disability. RSS provides housing, meals, transportation and medical assistance for individuals who reside in 16 group homes and apartments in the Billings area. RSS has provided these services since 1974. RSS provides transportation for their clients, 7-days a week, 24-hours a day. Peak times usually occur from 6:00 am to 10:00 am and 2:00 pm to 8:00 pm, Monday through Friday and 10:00 am to 8:00 pm on weekends. Rides are provided for a variety of services, including employment, medical appointments, shopping and recreational activities. RSS coordinates transportation with other agencies whenever possible, including COR Enterprises, RSD Incorporated and Job Connection.

**Resource, Support and Development, Inc. (RSD):** is a private, non-profit Montana-based corporation that was established in 1974 to provide an array of community-based supports and services to adult citizens with disabilities. RSD currently provides service in Billings, Lewistown, Hardin, Red Lodge and Harlowton. Many of RSD services are funded via the Montana Department of Public Health and Human Services (DPHHS).

RSD provides a variety of vocational options to adults with disabilities. These include working with a vocational specialist to obtain work in the community, working on a work crew, or in one of the work centers on a variety of business contracts. Consumers can also be involved in retirement activities in a day program hosted in the community or in their own home. Individuals may also receive training in areas based on their needs and desires.

Billings Training Industries (BTI) East and West, a part of RSD, serve many individuals with developmental disabilities in two work centers. Many work in the community on crews or at their own jobs. The Billings Activity Program offers retirement activity opportunities which include art, crafts and specialized programs that meet the needs of elderly people with developmental disabilities who do not want to work. All of these programs offer training that includes participation and inclusion in the community as well as a variety of volunteer work that gives the people served the opportunity to give back to the community and make friends.

**St. Vincent Health Care:** St. Vincent Healthcare delivers compassionate, quality care to the people of Montana, Wyoming and the western Dakotas. Serving the region for more than 120 years, St. Vincent Healthcare is located in Billings, Montana. In addition to 11 primary care clinics in and around the Billings area, St. Vincent Healthcare offers dozens of progressive specialty services and a 201-bed hospital. St. Vincent even has a special “hospital within a hospital” just for children, St. Vincent Children’s Healthcare. St. Vincent Healthcare has more than 1,700 associates and more than 500 physicians and advanced care professionals. St. Vincent is part of SCL Health, a nonprofit faith-based health system with 12 hospitals in Colorado and Montana. Together, St. Vincent Healthcare, St. James Healthcare in Butte, and Holy Rosary Healthcare in Miles City, represent SCL Health Montana.

**United Way of Yellowstone County:** United Way of Yellowstone County is the primary community-building organization in South Central Montana. They provide leadership to effectively mobilize people and financial and strategic resources to improve people's lives. They identify and address the community's priority needs and provide solutions that achieve measurable results and sustained community change.

### ***Other Identified Area Agencies***

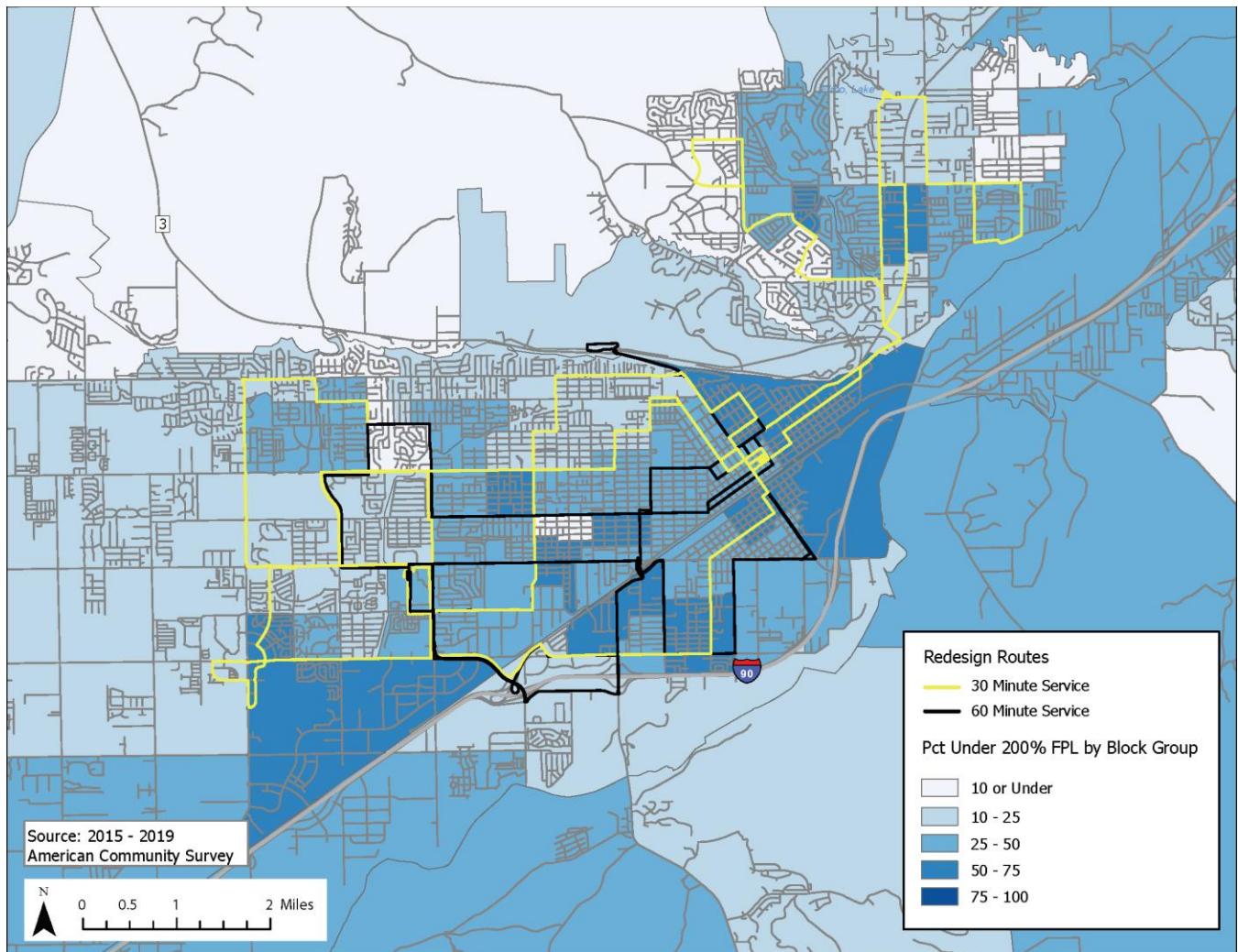
MET Transit has identified the following local area agencies who occasionally participate or may be interested in participating; contact has been made via invites to the local coordination group.

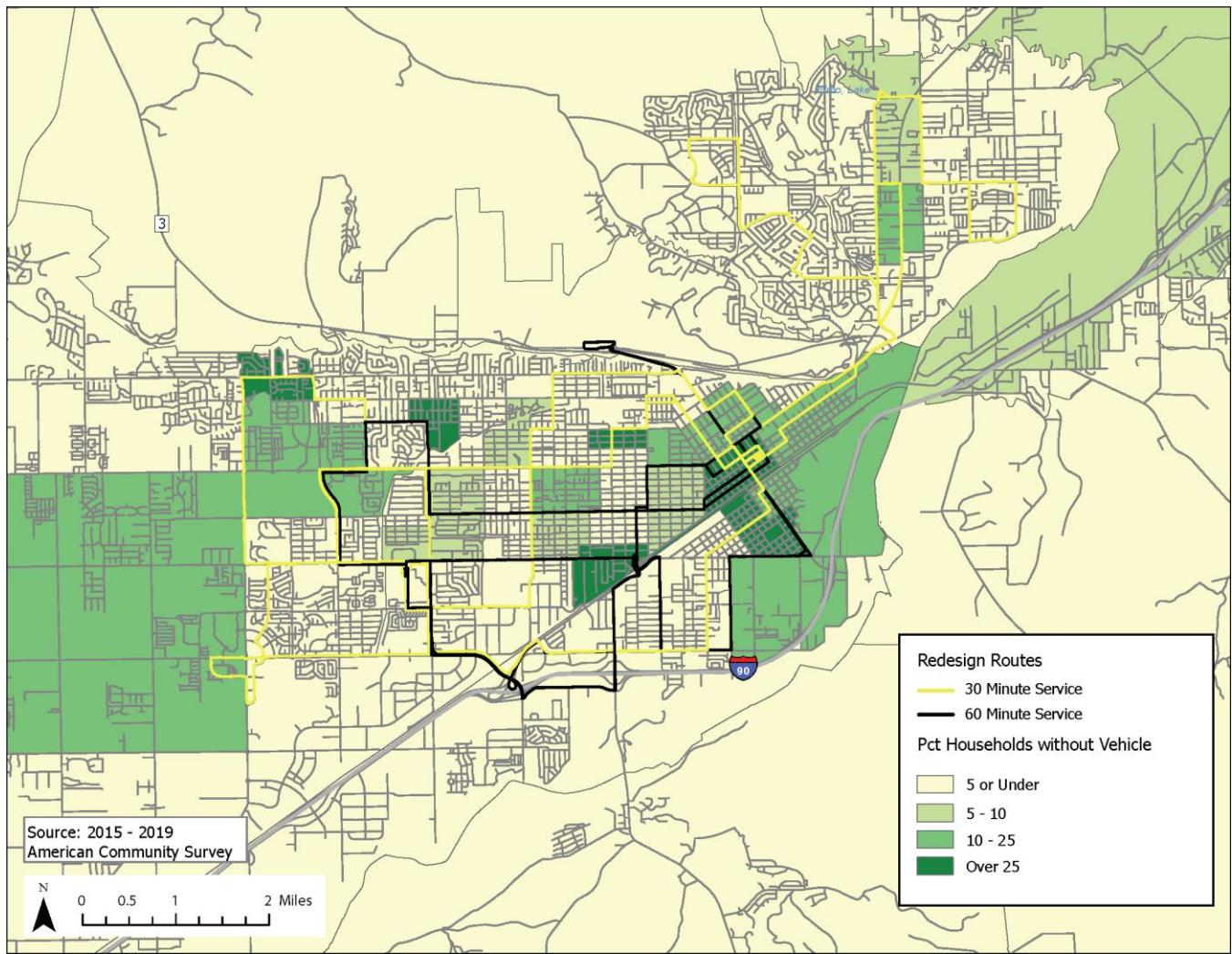
Advanced Care Hospital of Montana  
Affinity  
Aspen Grove  
Aspen Meadows  
Aspen View Retirement  
Autumn Springs Assisted Living  
Avanterra/Bellaterra

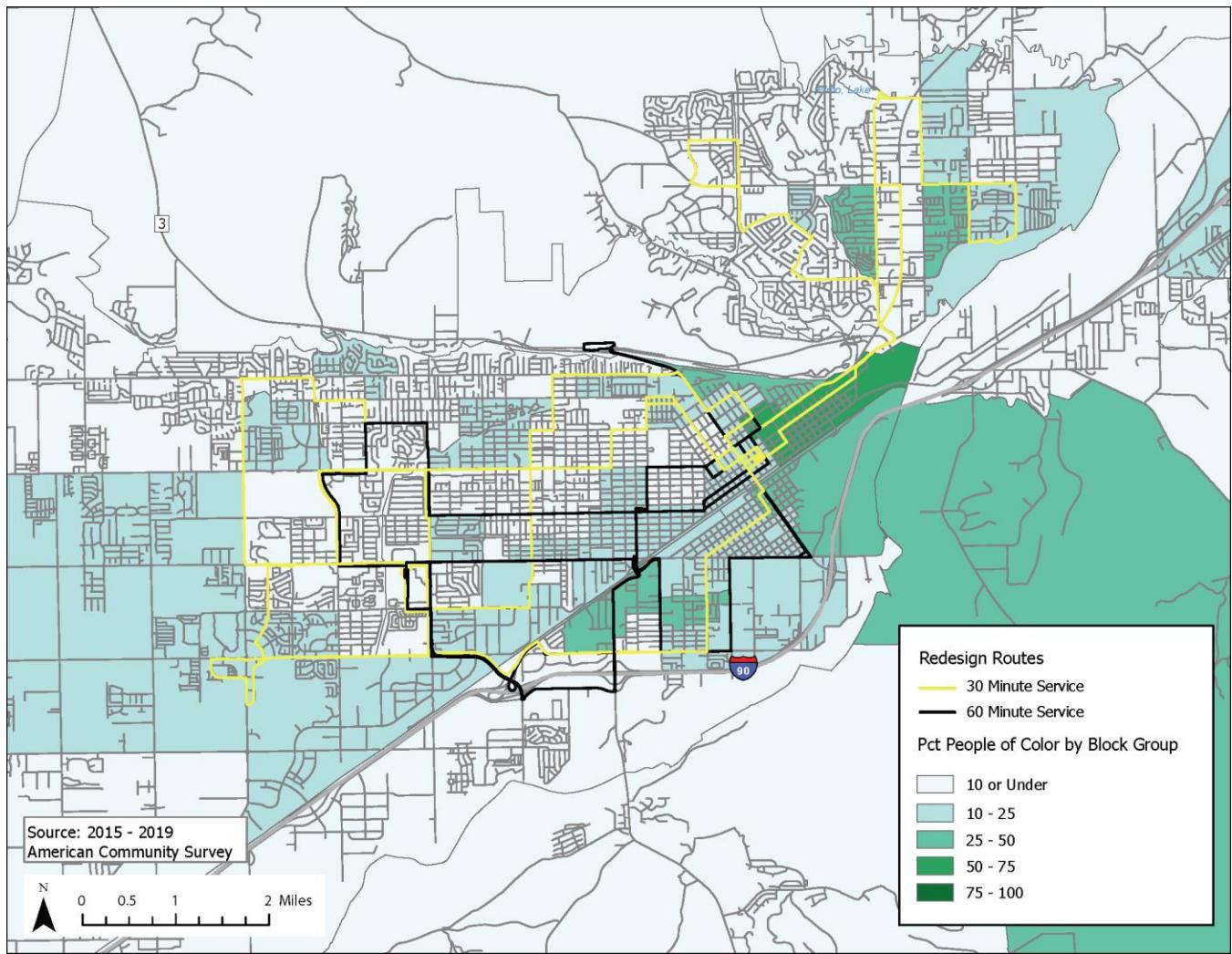
Morning Star Senior Living  
MSU-Billings  
Montana Center on Disabilities  
Northern Rockies Oncology  
Parkview  
PLUK  
Prairie Towers

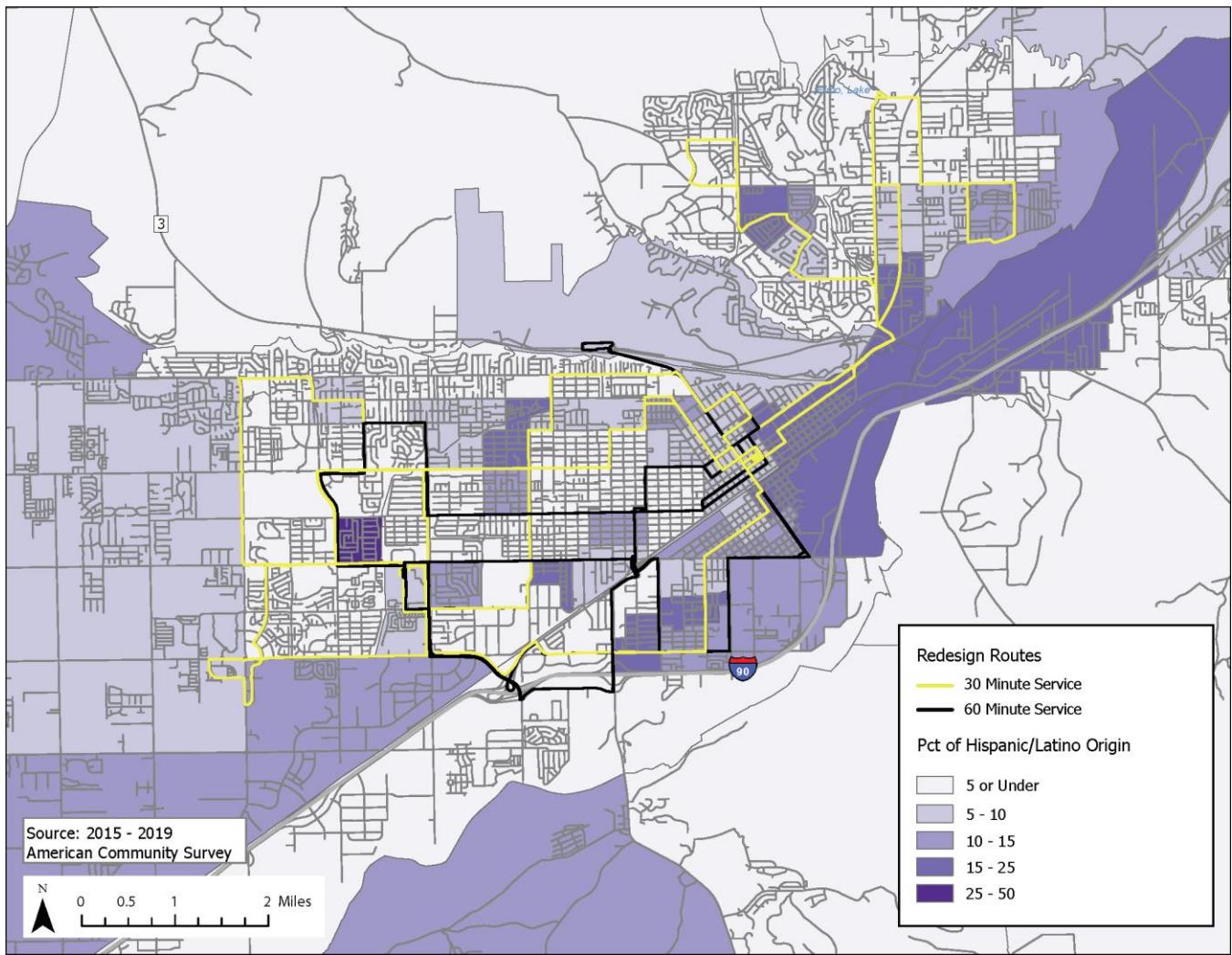
Beartooth Assisted Living  
Billings Bible College  
Billings School District  
Billings Taxi  
Billings Yellow Cab  
Blind & Low Vision  
Central Court Village  
City Cab  
Eagle Cliff Manor  
Edgewood Vista  
Fraser Tower  
Golden Advantage Senior Services  
Head Start, Inc.  
Highgate Senior Living  
Human Resources Development Council  
Interim Health Care  
Job Connection  
Lasting Legacy  
LIFTT  
Magic City Terrace  
Mental Health Center  
Rainbow House  
Rocky Mountain College  
Rocky Mountain Home Care  
Rocky Mountain Hospice  
S.T.E.P.  
Sage Tower  
St. John's Lutheran Ministries  
Sweetwater Retirement  
Synergy Home Care  
Tender Nest  
Total Transportation  
Vintage Suites  
Visiting Angels  
Vocational Rehab  
Volunteers of America  
Westpark Retirement Village  
Yellowstone County Human Services  
Yellowstone Naturopathic Clinic  
YMCA  
YWCA

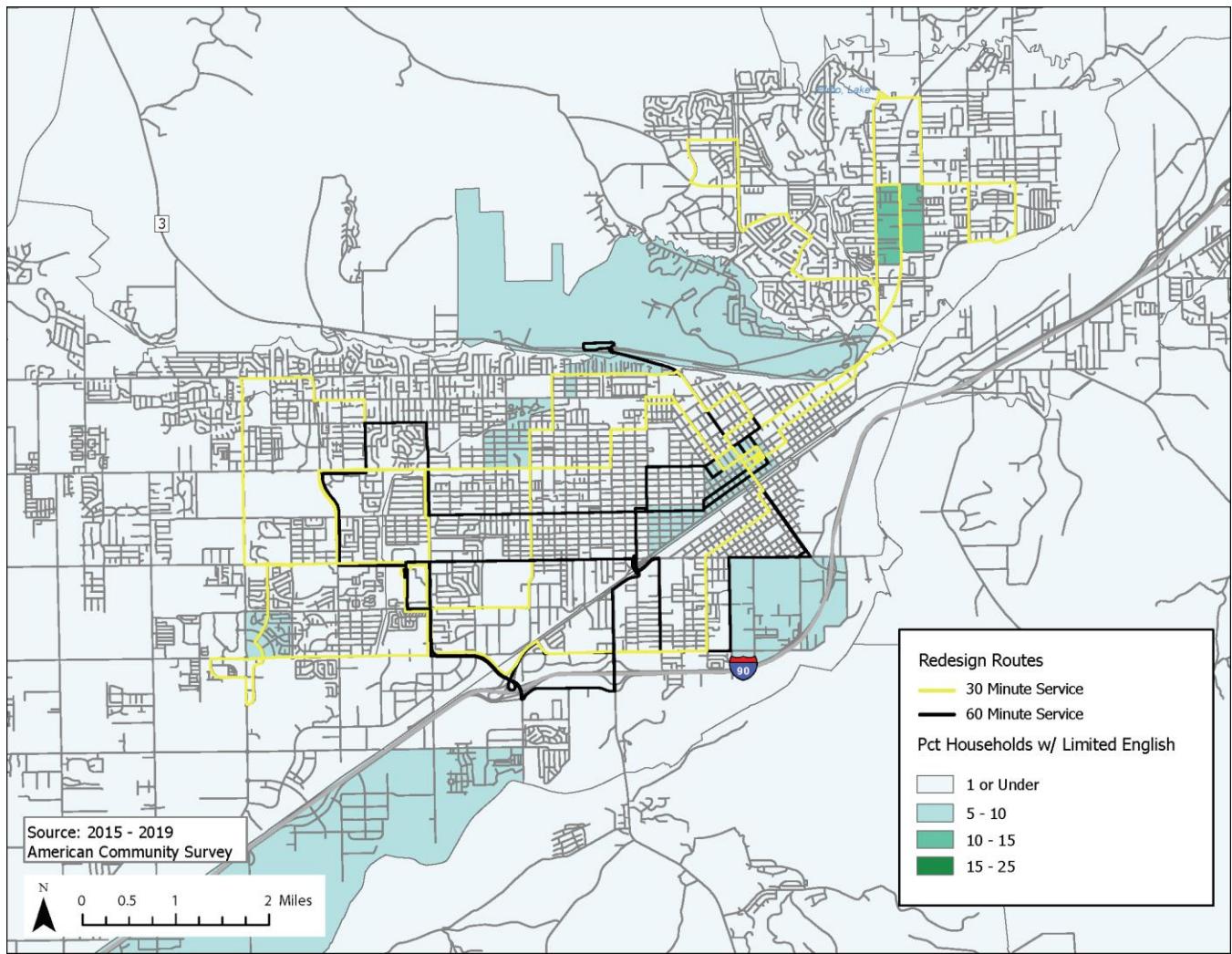
# Redesign Network and Demographics











# May 5<sup>th</sup> Public Presentation Slides



BILLINGS, MONTNA

# TRANSIT DEVELOPMENT PLAN

PUBLIC MEETING 1

May 5, 2022



# Agenda

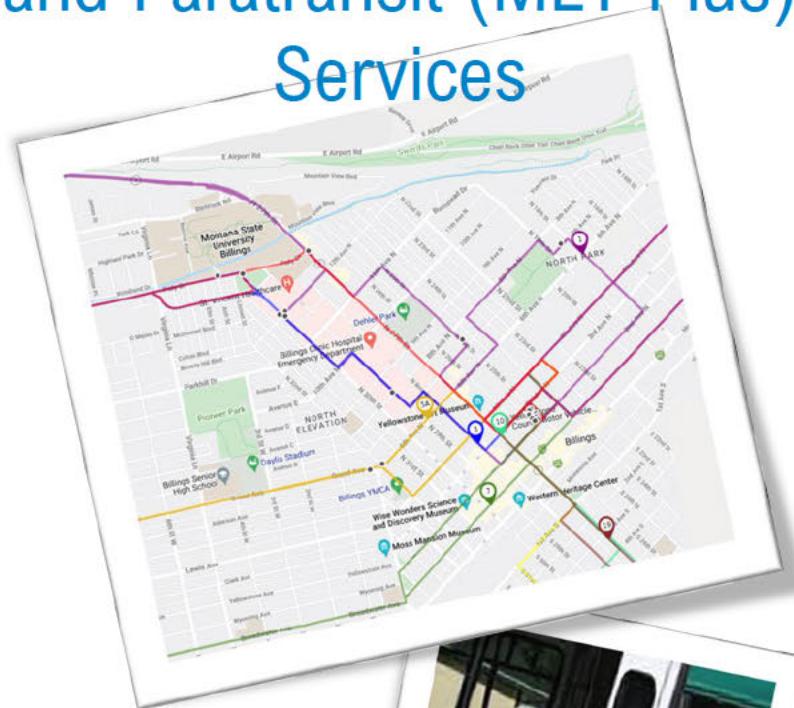
- Welcome
- What the Plan Includes/Schedule
- How MET Compares to Peers
- Community Survey Findings
- Options for the Future
- Discussion/Wrap-up



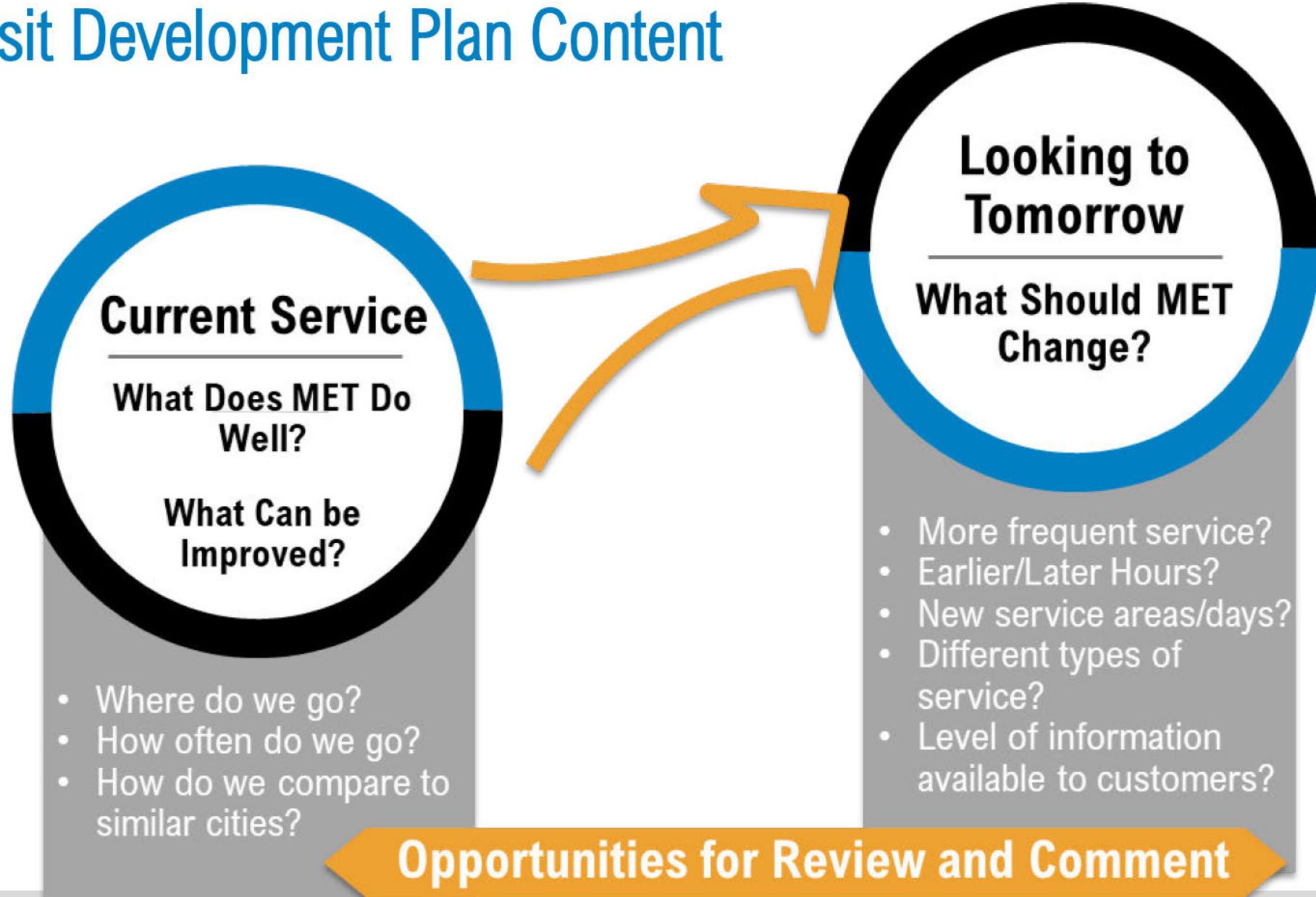
## Remote Participants:

Email Questions/Comments: [btroe @srfconsulting.com](mailto:btroe@srfconsulting.com)  
Call/Text with Questions/Comments: 402-350-7783

Plan Covers BOTH Fixed Route  
and Paratransit (MET-Plus)  
Services



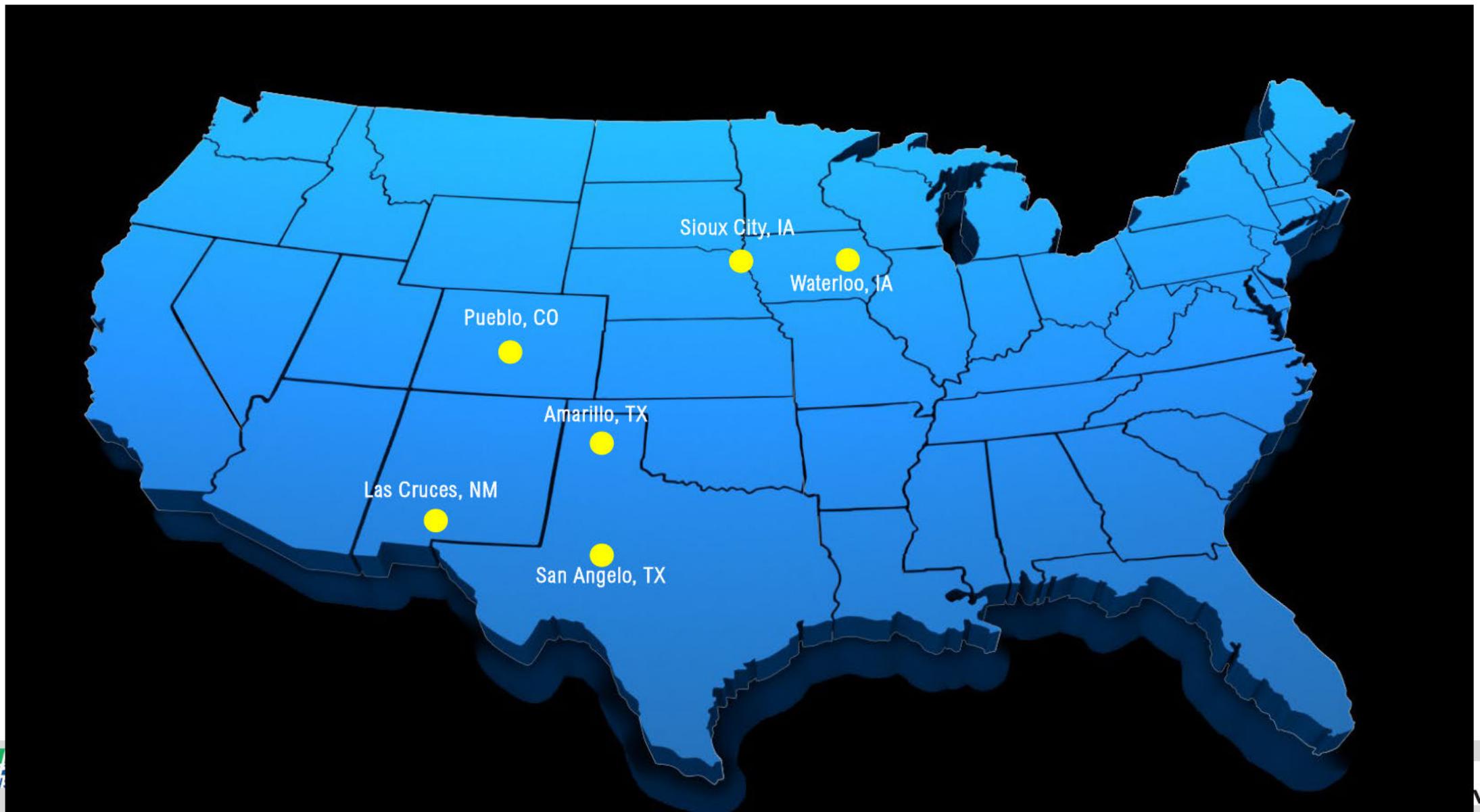
# Transit Development Plan Content



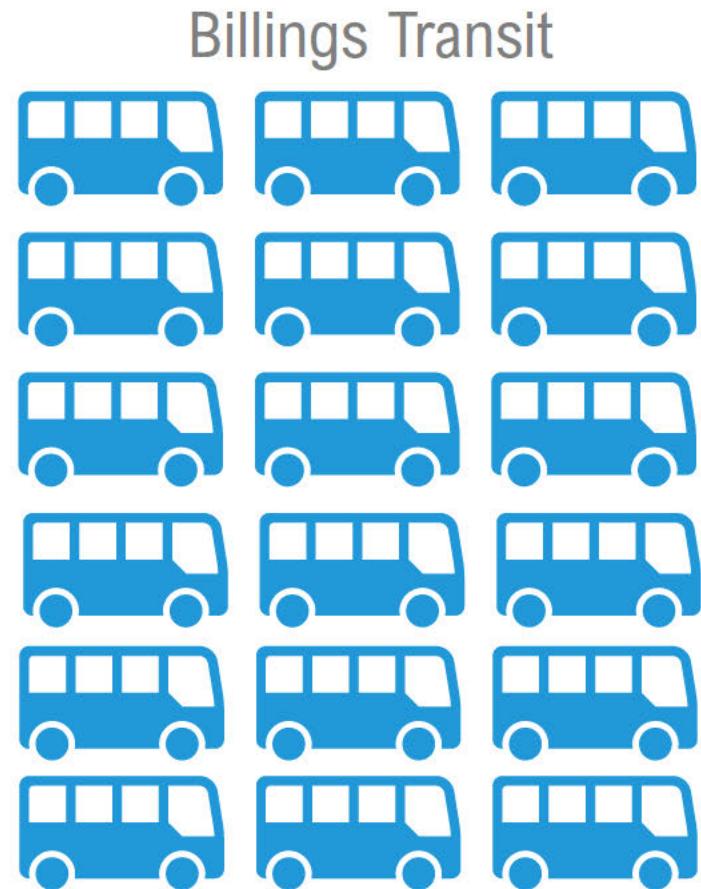


## BILLINGS MET PEER ASSESSMENT

# Selected Peers

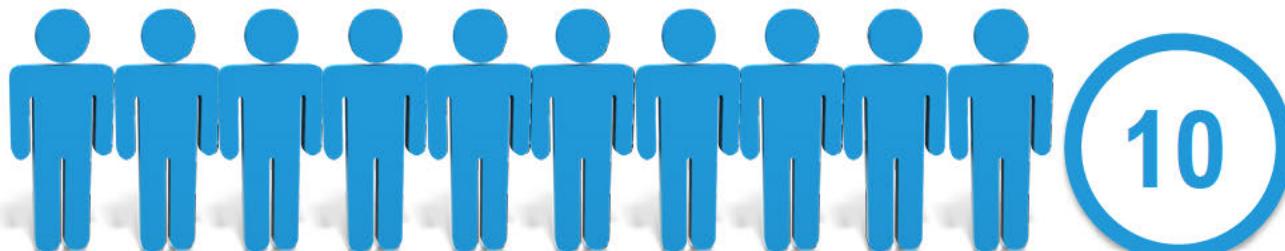


# Buses Operating During Peak

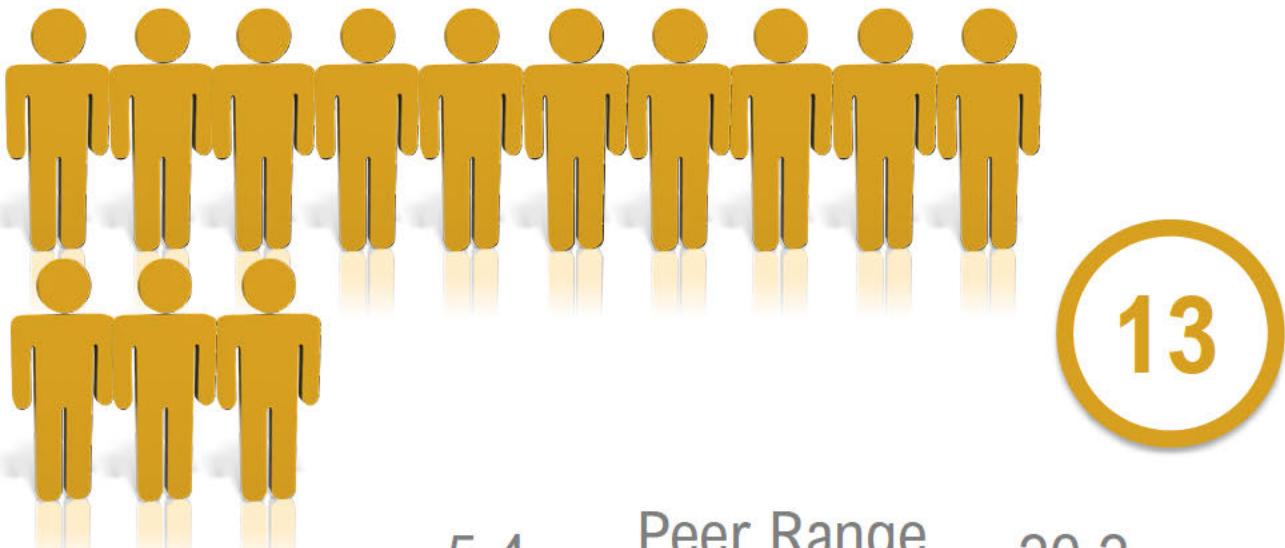


# Riders Per Hour - Service Effectiveness

Billings Transit



Peer Systems



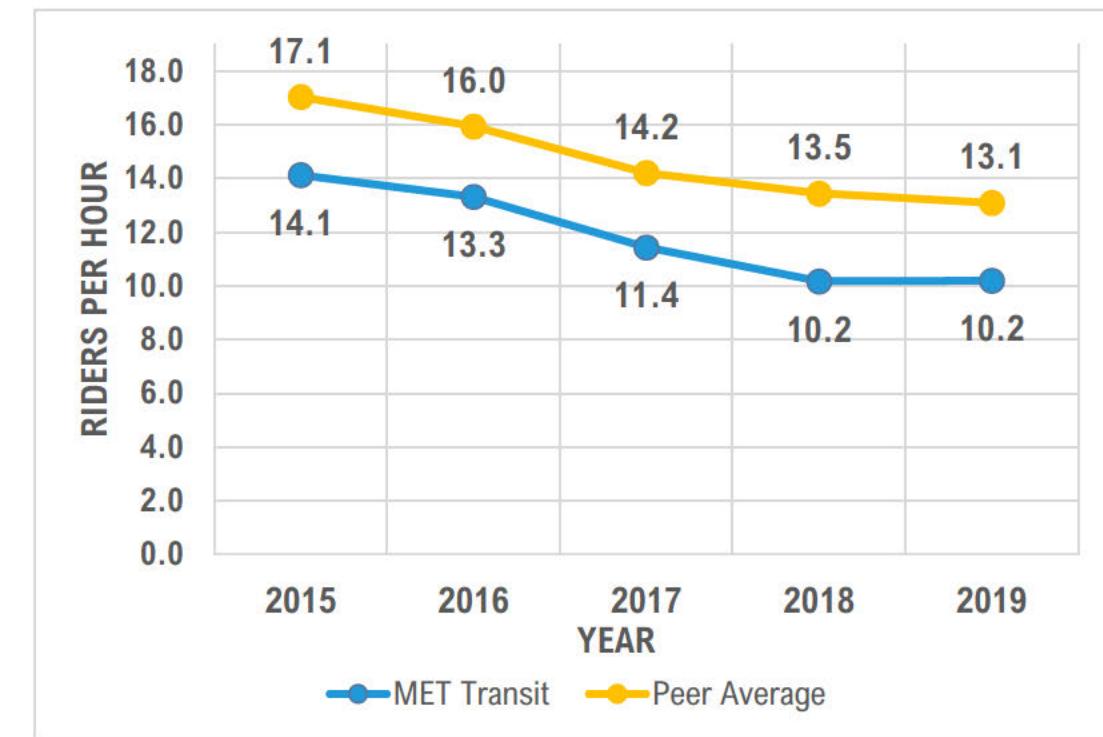
5.4

Peer Range

20.2

Billings Compared to Peer Average

2015-2019



# Cost Per Hour for Service

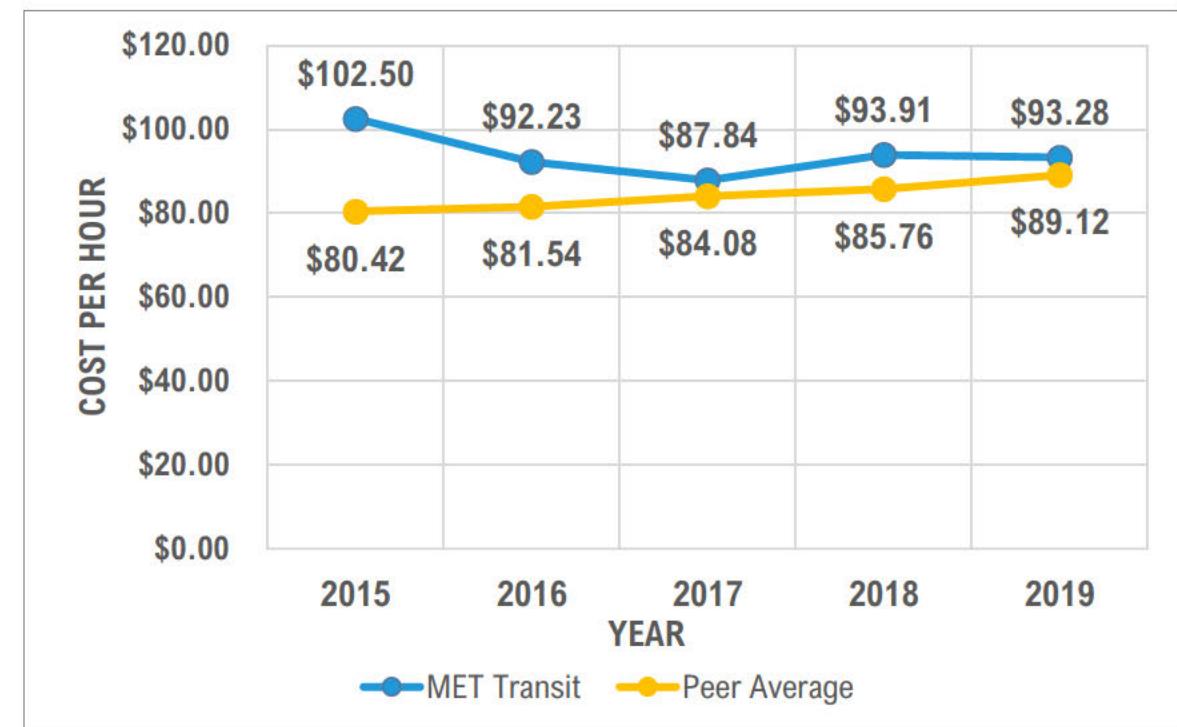
Billings Transit



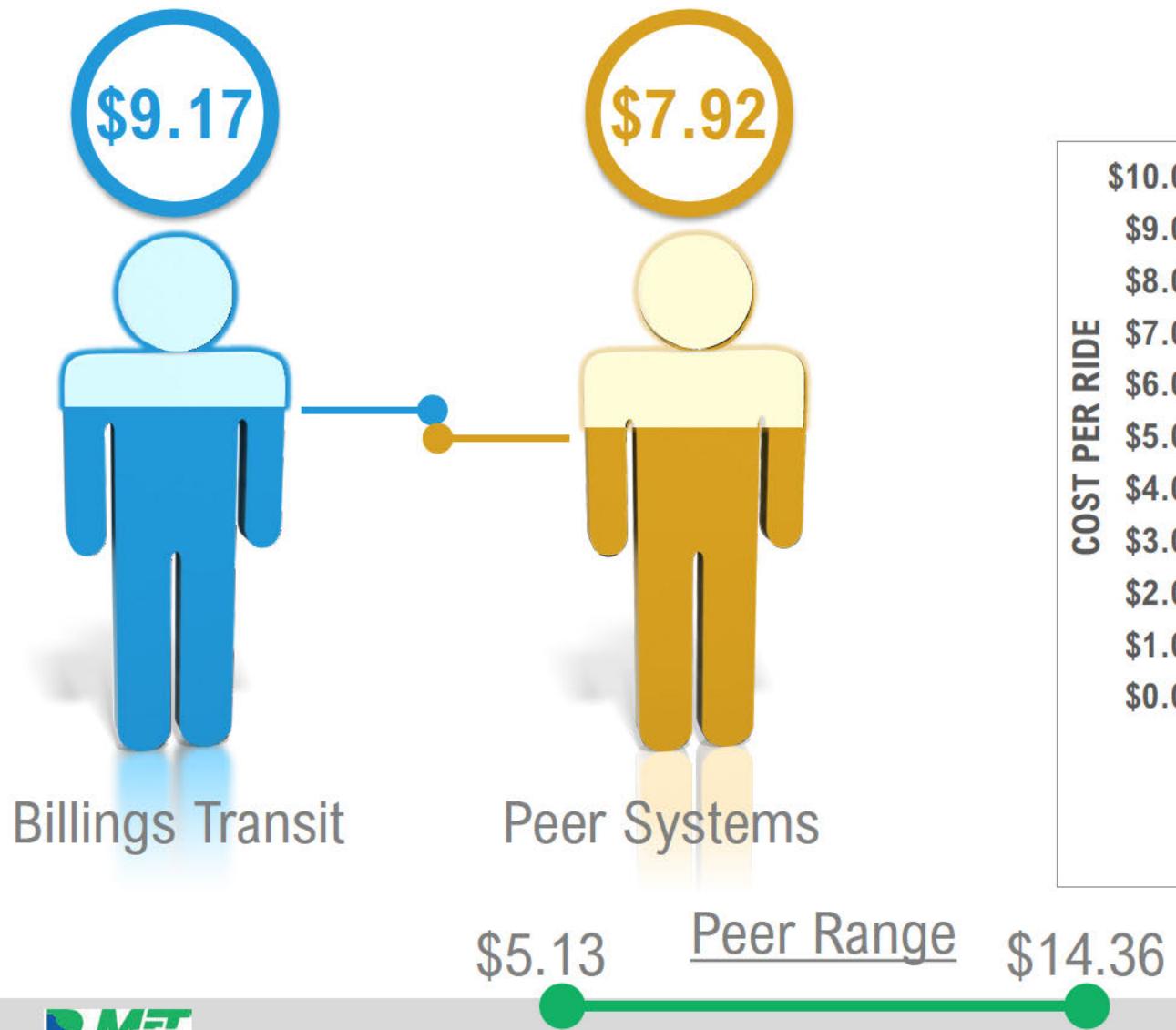
Peer Systems



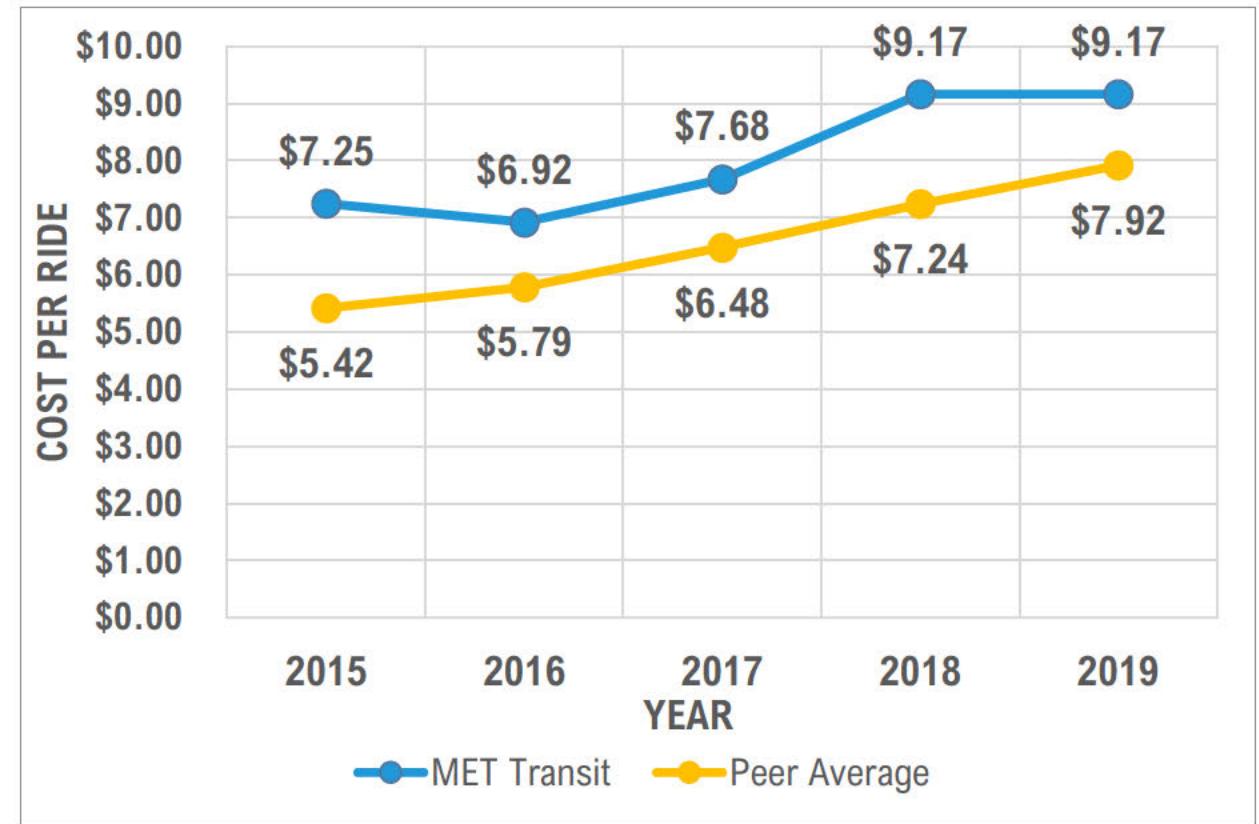
Billings Compared to Peer Average  
2015-2019



# Cost Per Rider – Cost Effectiveness

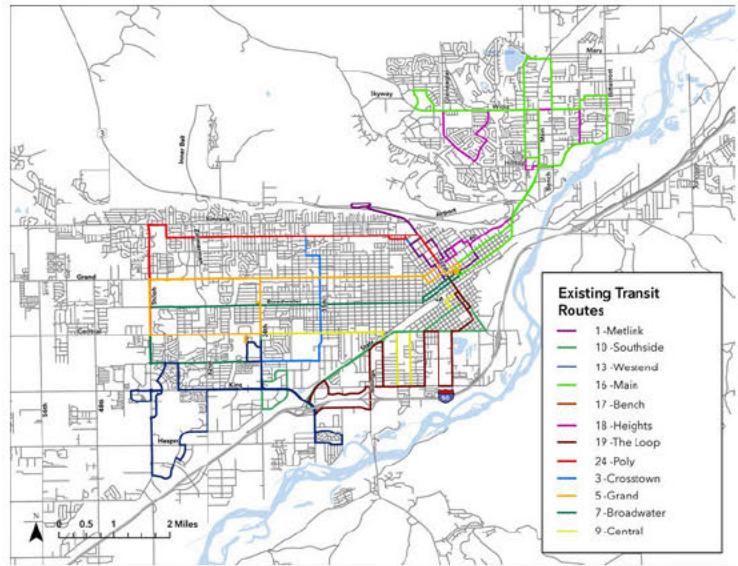


Billings Compared to Peer Average  
2015-2019



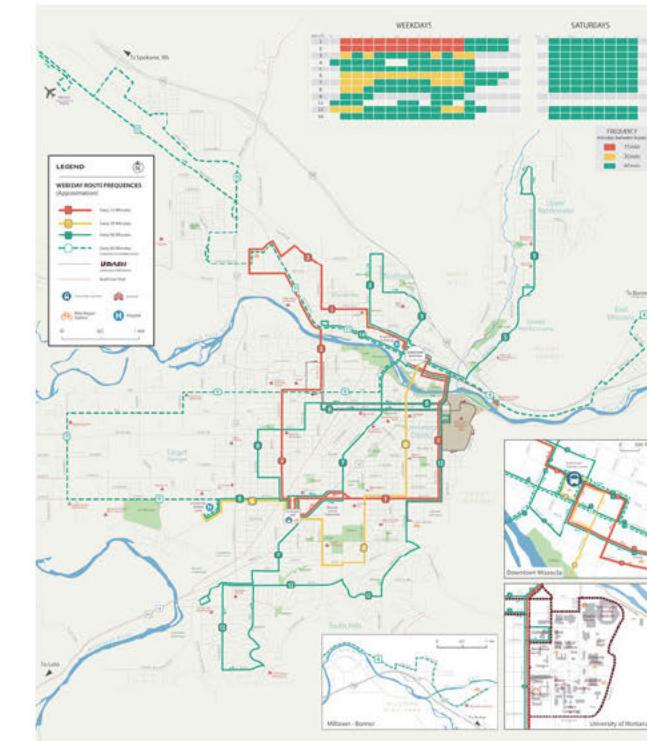
# Billings MET and Missoula Mountain Line Services

## Billings Transit



Characteristic	Billings MET	Missoula Mountain Line
Buses (Peak)	18	21
2019 Ridership	425,000	1.6 Million
Passenger Miles (2019)	1.8 Million	3.2 Million
Hours of Service (2019)	41,700	50,200
Trips Per Hour	10.2	31.0
Annual Fixed Route Operating Budget	\$3.9 Million	\$5.5 Million
Local Funding Sources (Not Including Fares)	City/Advertising	City/University/County/Parking Fees/Advertising
Fare Income	\$369,900	\$0

## Missoula Mountain Line





# COMMUNITY SURVEY FINDINGS

# Community Engagement

- Community Survey:
  - Knowledge of Services
  - Transit Use
  - Do not use because?
  - Would You Ride If...?
  - Investment Priorities
- March 2022
- 512 Surveys!



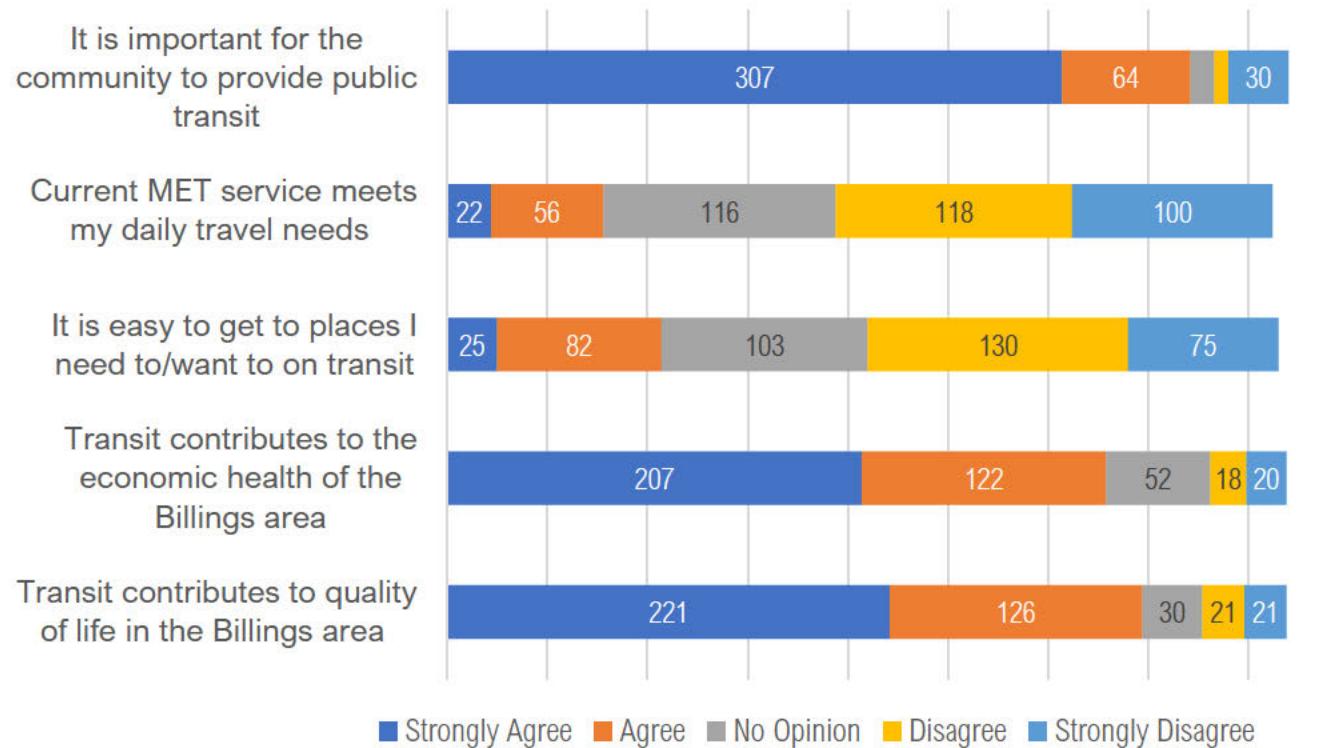
What Did We Hear from the Community?

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Riders and Non-Riders

# Sentiment about Service

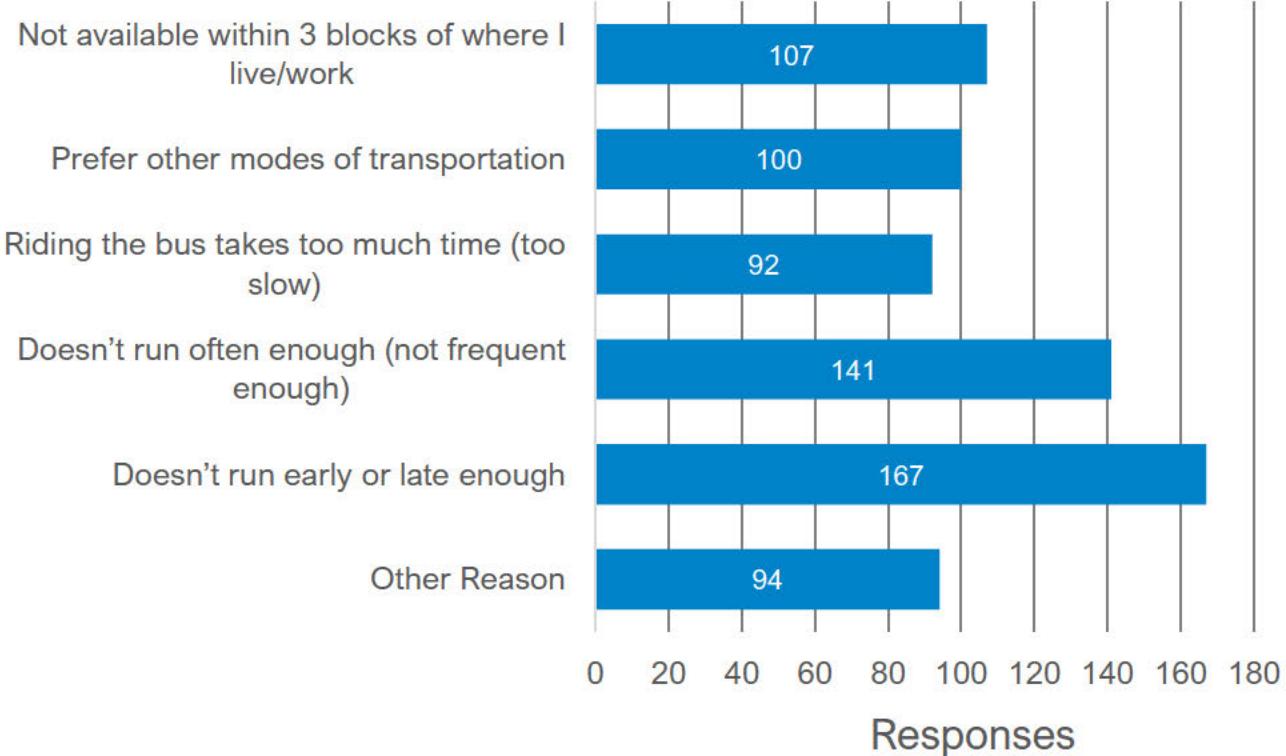
- Vast Majority See Value in MET Service:
  - 90%: Transit is Important – Agree/Strongly Agree
  - 85-87%: Transit Contributes to Billings Economic Health/Quality of Life – Agree/Strongly Agree
- Room of Improvement:
  - 15%: Transit Meets Needs – Agree/Strongly Agree
  - 15%: Transit Easily Gets Me Where I Want to Go – Agree/Strongly Agree



# Reasons Not Using Transit

- Hours of Service Too Short
- Too Much Time Between Trips
- Convenience – Too Far to Walk

**If you do not use public transit regularly, what are the reasons that discourage you from do so?**



# How You Would Spend Improvement Dollars?

- If Had \$100, How Would You Spend it On Transit?
- Allocation:
  - More Hours
  - Expand Service Area
  - More Frequent Trips
  - Add More Saturday Service





## PLANNING FOR CHANGE

# Identifying Need For Changes – Why Suggest Change?



Current Route is Under-performing:  
• Service  
• Economic  
• Financial



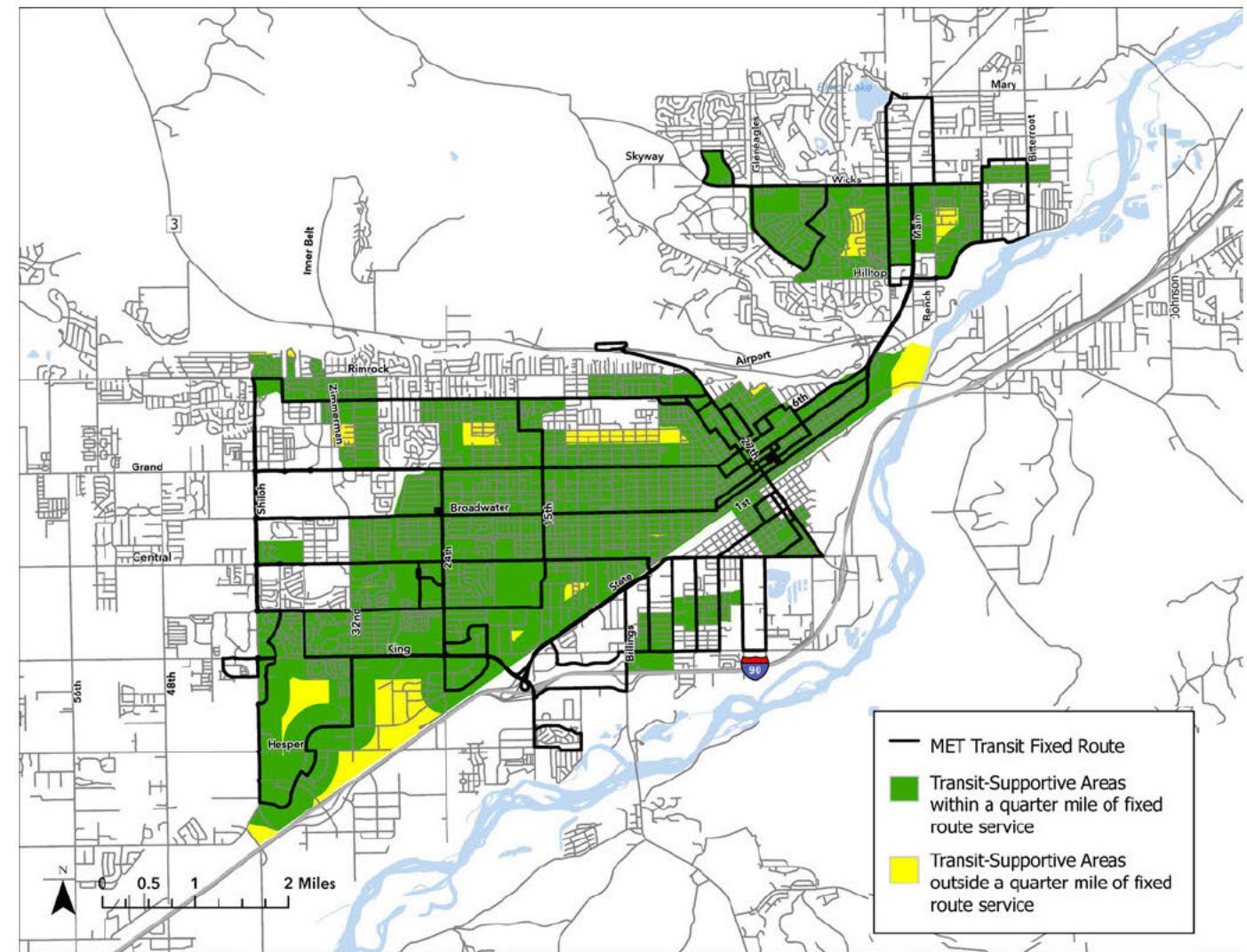
Lower Riders Per Revenue Hour



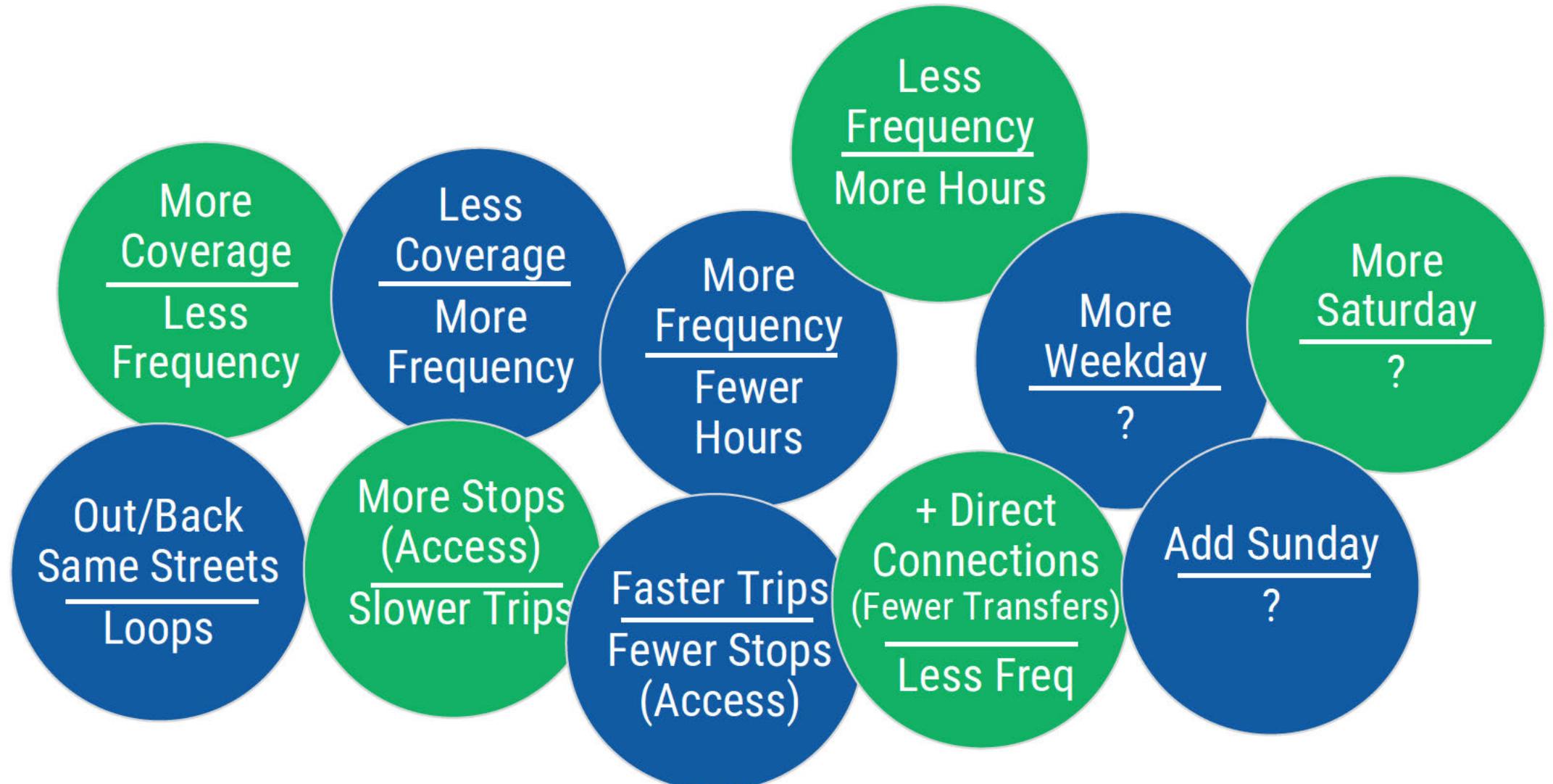
Identify Transit Supportive Areas  
without Service



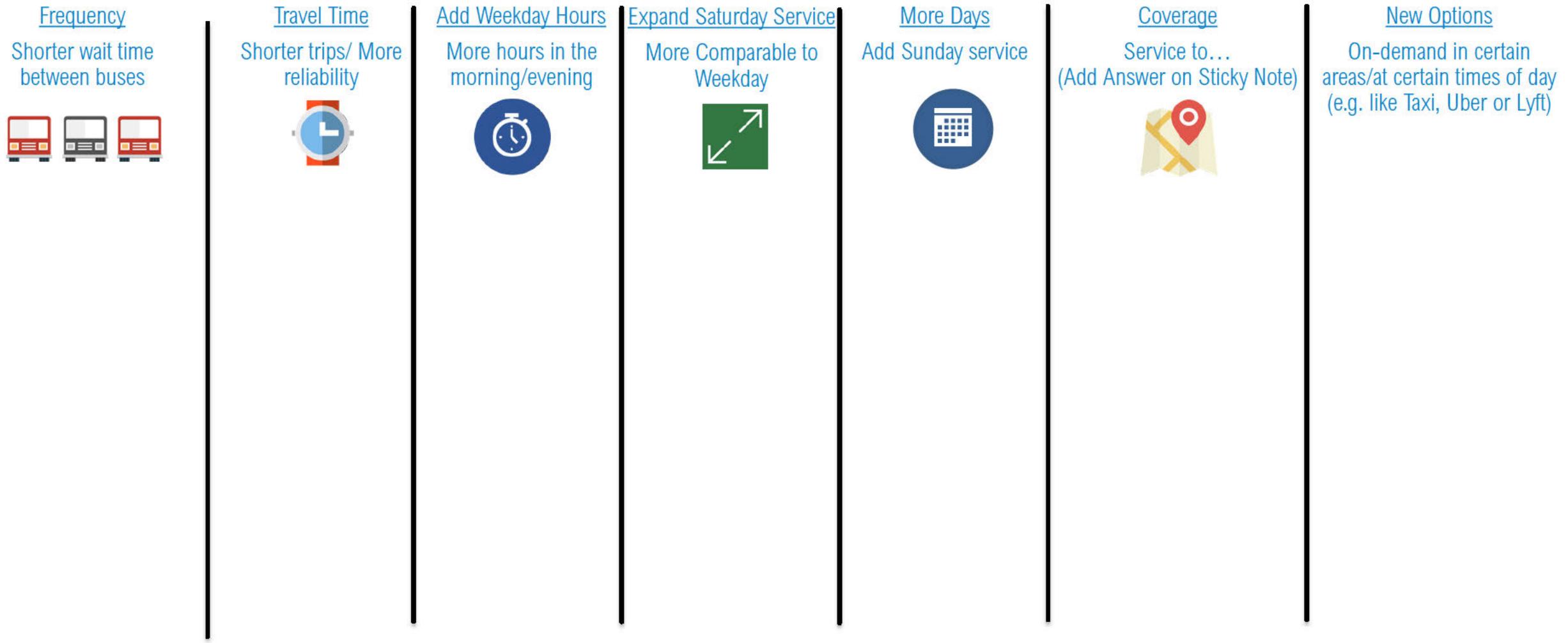
Are Competing Routes Reducing  
Performance?



# Going Forward – Decisions on Change Involves Tradeoffs



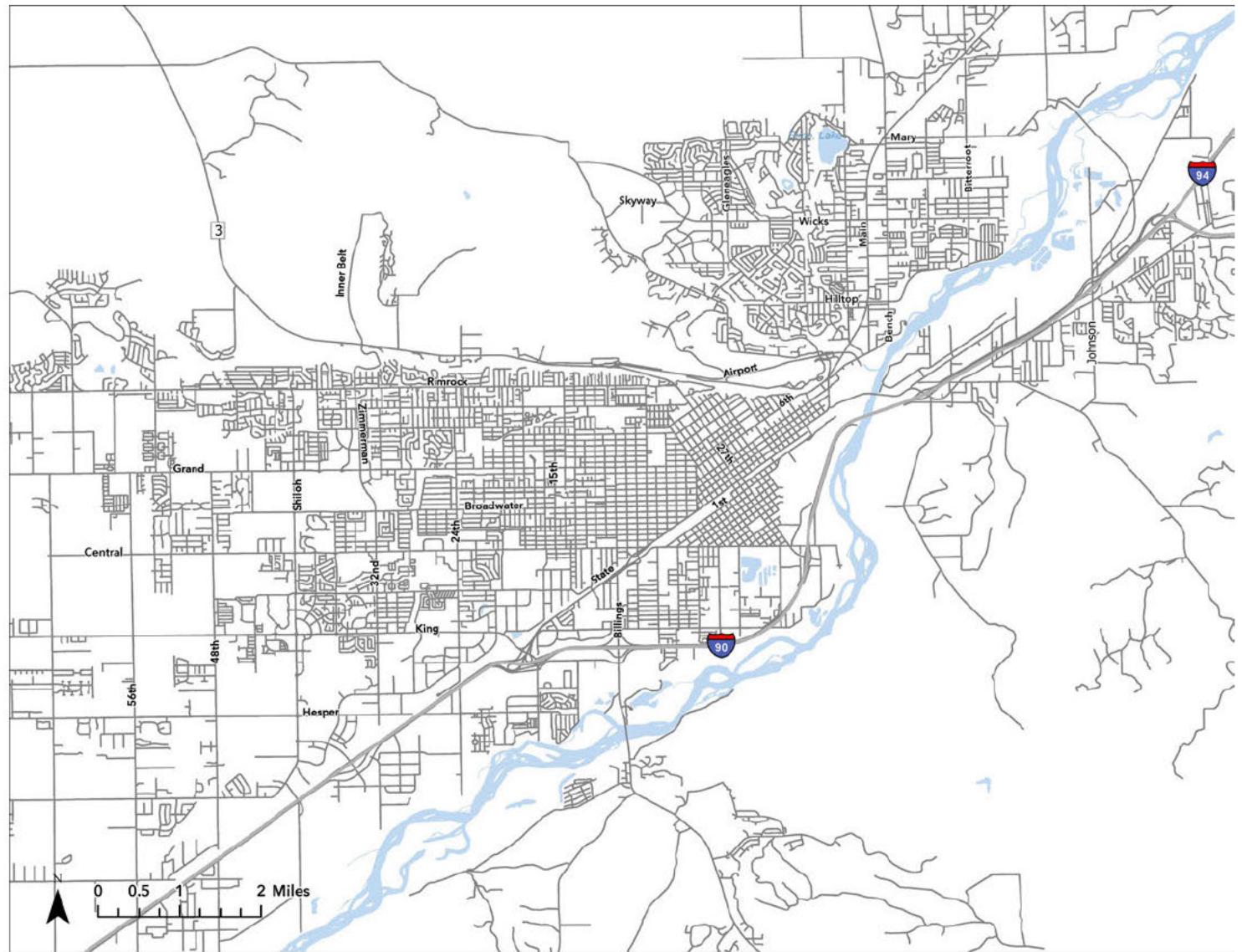
# How Would You Prioritize Transit Service Improvements?



Place DOTS  - Highest Priority  - 2<sup>nd</sup>  - 3<sup>rd</sup>  - 4<sup>th</sup>

# Where to Expand?

- Where are Services You Need?
- Where is Housing that Would Support Service?
- Where is Employment that Would Support Service?



# Transit Plan Schedule

DEC 2021 - FEB 2022	MAR – MAY 2022	JUN – AUG 2022	ON-GOING
Initiation	New Ideas	Plans	Implementation
<ul style="list-style-type: none"><li>• Kick-off</li><li>• Organize Steering Committee</li><li>• Assess Current Conditions</li></ul>	<ul style="list-style-type: none"><li>• Community Survey</li><li>• Future Development</li><li>• Determine Change is Needed</li><li>• Service Ideas and Review:<ul style="list-style-type: none"><li>• Positives</li><li>• Negatives</li><li>• Cost</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Package Ideas:<ul style="list-style-type: none"><li>• Provide service</li><li>• Meet goals</li><li>• Can afford</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Funding Package</li><li>• When Needed</li><li>• Documentation</li></ul>

# Discussion/Wrap-up

- Next Steps:
  - Reviewing Service Concepts
  - Evaluating Stop Locations
  - Reviewing Funding

## Providing Comments

- Option 1: Use the Comment Forms provided
- Option 2: access the digital form

[www.METTransit.com/Survey](http://www.METTransit.com/Survey)



## Contacts

Rusty Logan, MET Transit Manager  
406-657-8218  
[loganr@billingsmt.gov](mailto:loganr@billingsmt.gov)

Bill Troe, Project Manager  
SRF Consulting  
402-513-2158  
[btroe@SRFConsulting.com](mailto:btroe@SRFConsulting.com)



# TRANSIT DEVELOPMENT PLAN

## PUBLIC MEETING 1



### Remote Participants:

Email Questions/Comments: [btroe@srfconsulting.com](mailto:btroe@srfconsulting.com)  
Call/Text with Questions/Comments: 402-350-7783



# August 18<sup>th</sup> Public Presentation Slides



BILLINGS, MONTNA

# TRANSIT DEVELOPMENT PLAN

PUBLIC MEETING 2

August 18, 2022



Location/Time

August 18, 2022

Public Library

5:30 PM to 7:00 PM

# What We Will Cover in Presentation

- Update Where We are in Study Process
- Draft Recommendations:
  - Route Redesign
  - Service Expansion
- Benefits of Improvements
- Next Steps:
  - Planning Process
  - Implementation of Recommendations

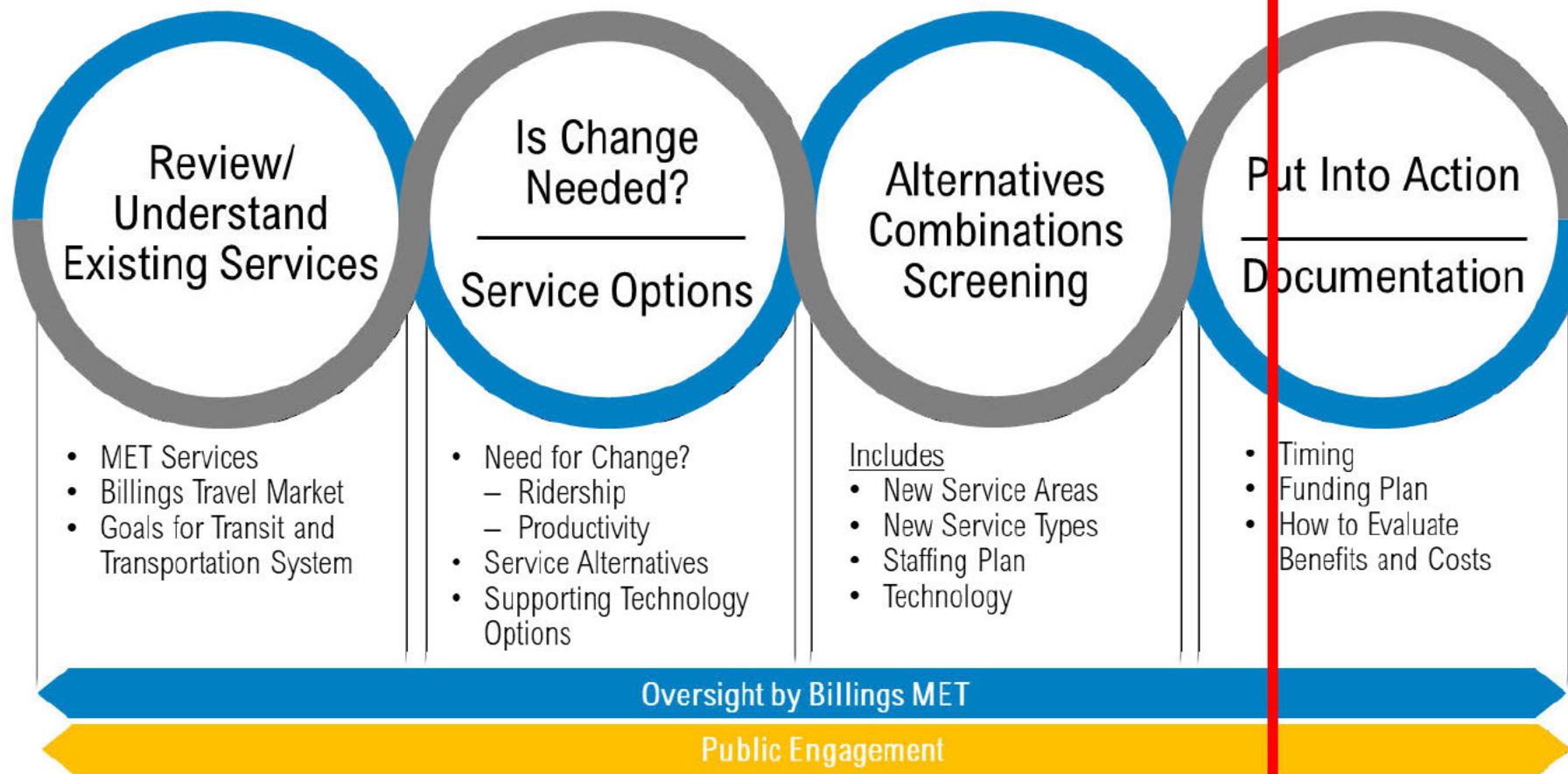
Provide Comments:  
[www.METTransit.com/Survey](http://www.METTransit.com/Survey)  
Or Click the Code



CITY OF BILLINGS MET TRANSIT



# Steps to Preparing the Plan



## Anticipated Future Budget

**+30%**

Reflects Average Increment Over  
Next 5 Years

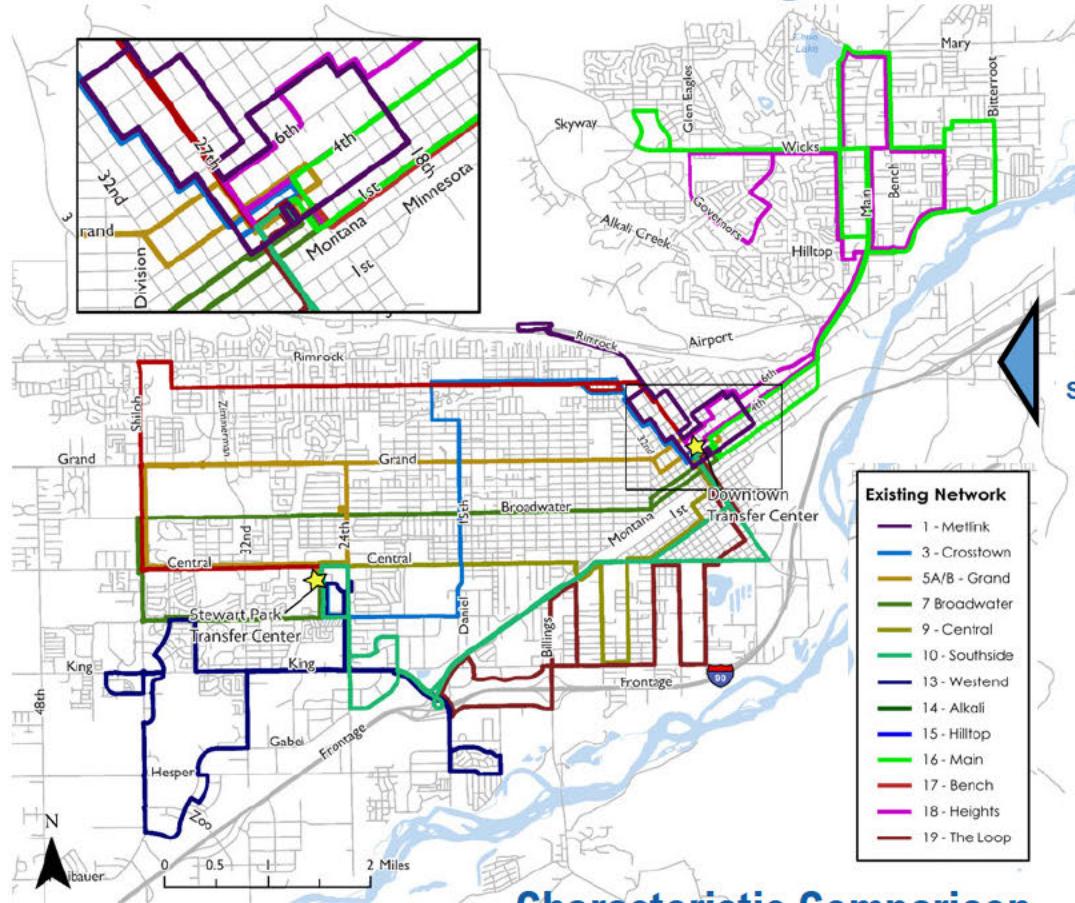
New Route: 10%

60 to 30 Minute Frequency: 10%

Add 1 Hour to Weekdays: 10%

# Fixed Route Network Redesign

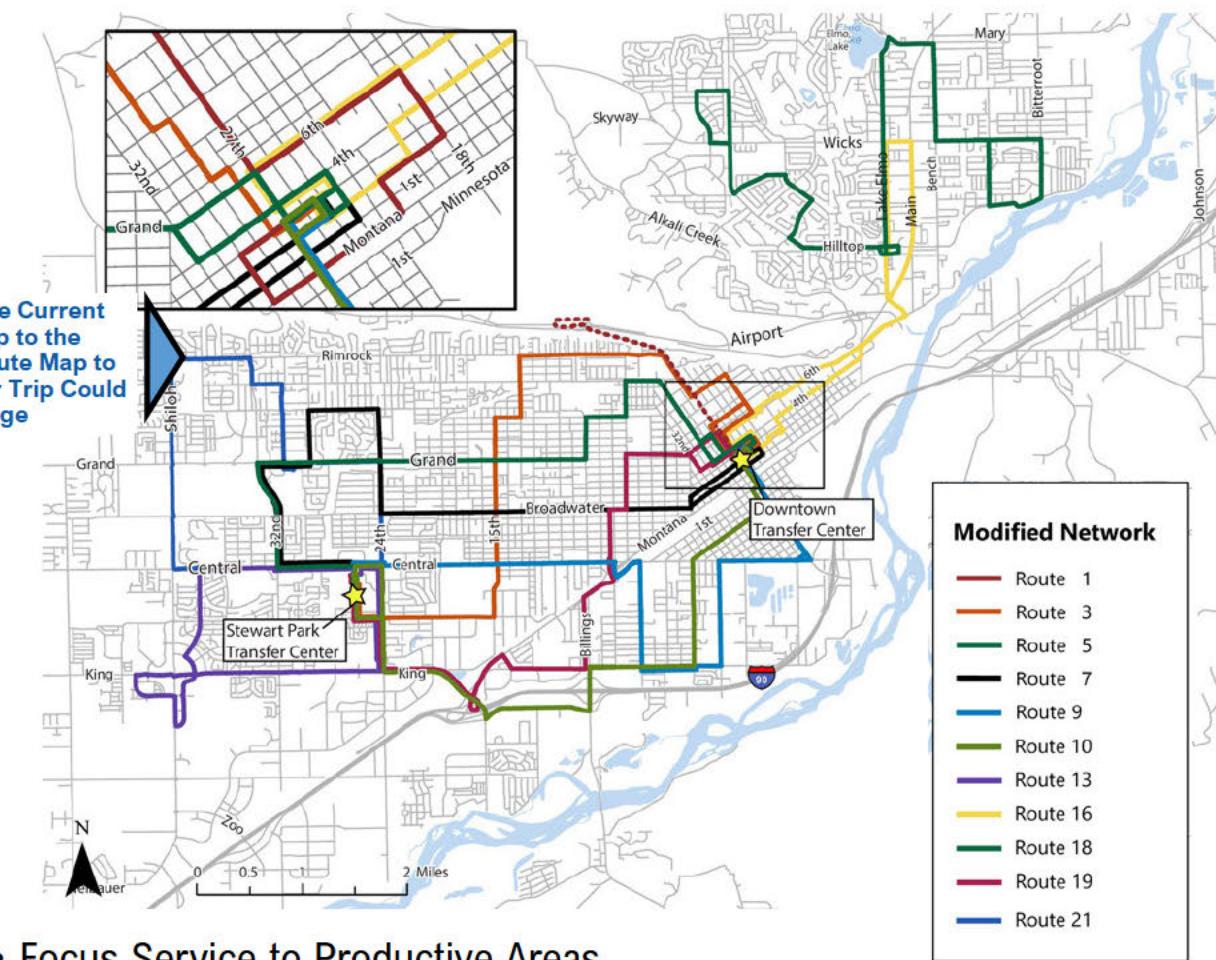
# Current and Redesign Transit Networks



## Characteristic Comparison

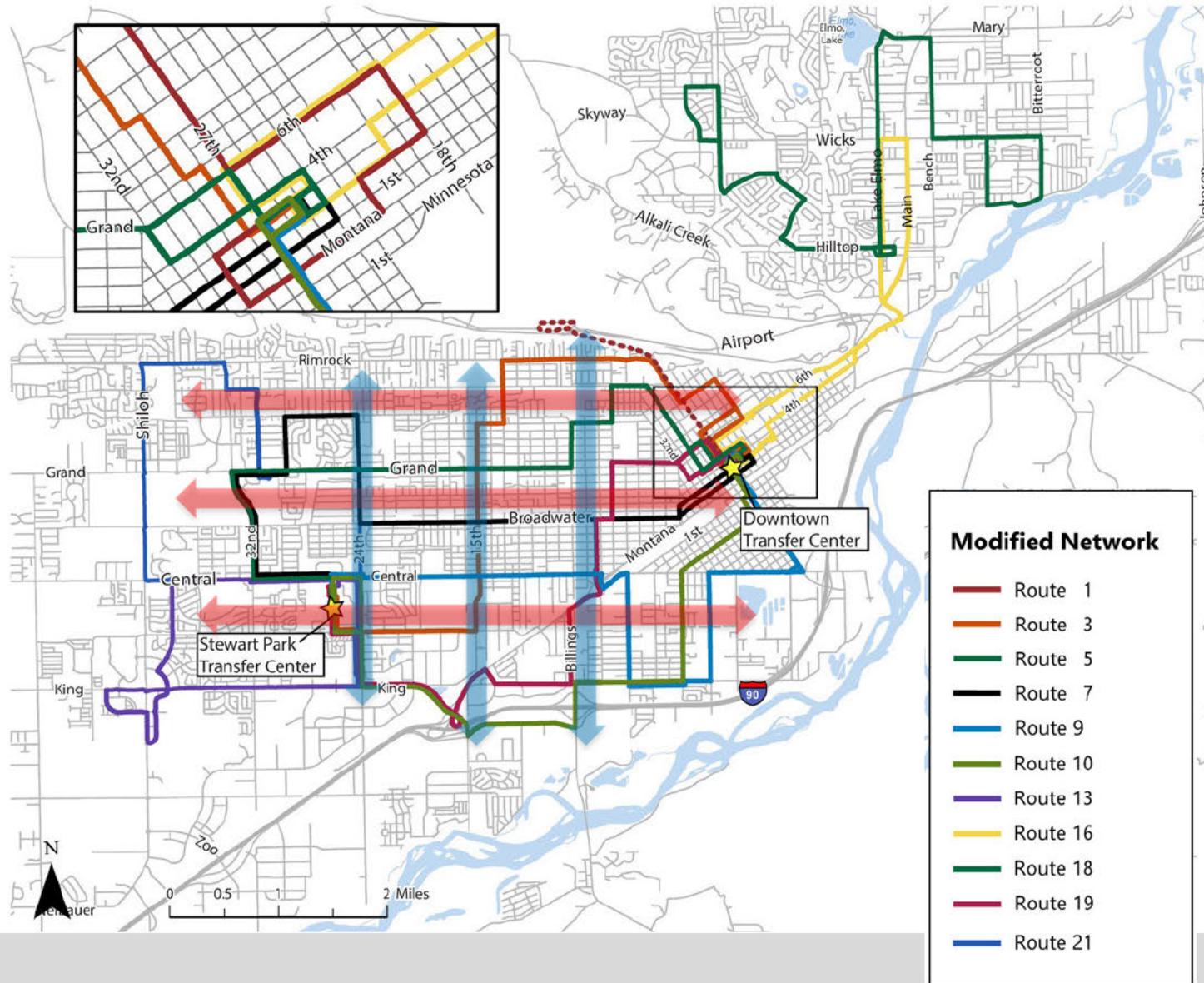
- Consistent Operating Budget
- Consistent Service Hours
- Focus Service on Transit Supportive Area

Compare the Current Route Map to the Redesign Route Map to See How Your Trip Could Change



- Focus Service to Productive Areas
- Reduces Walk Distance in Core
- Increase Convenience/Opportunity in Core

# Redesign Transit Network – Hybrid Grid



- Retains the East-West Continuity in Core
- Adds Increment of North-South Continuity

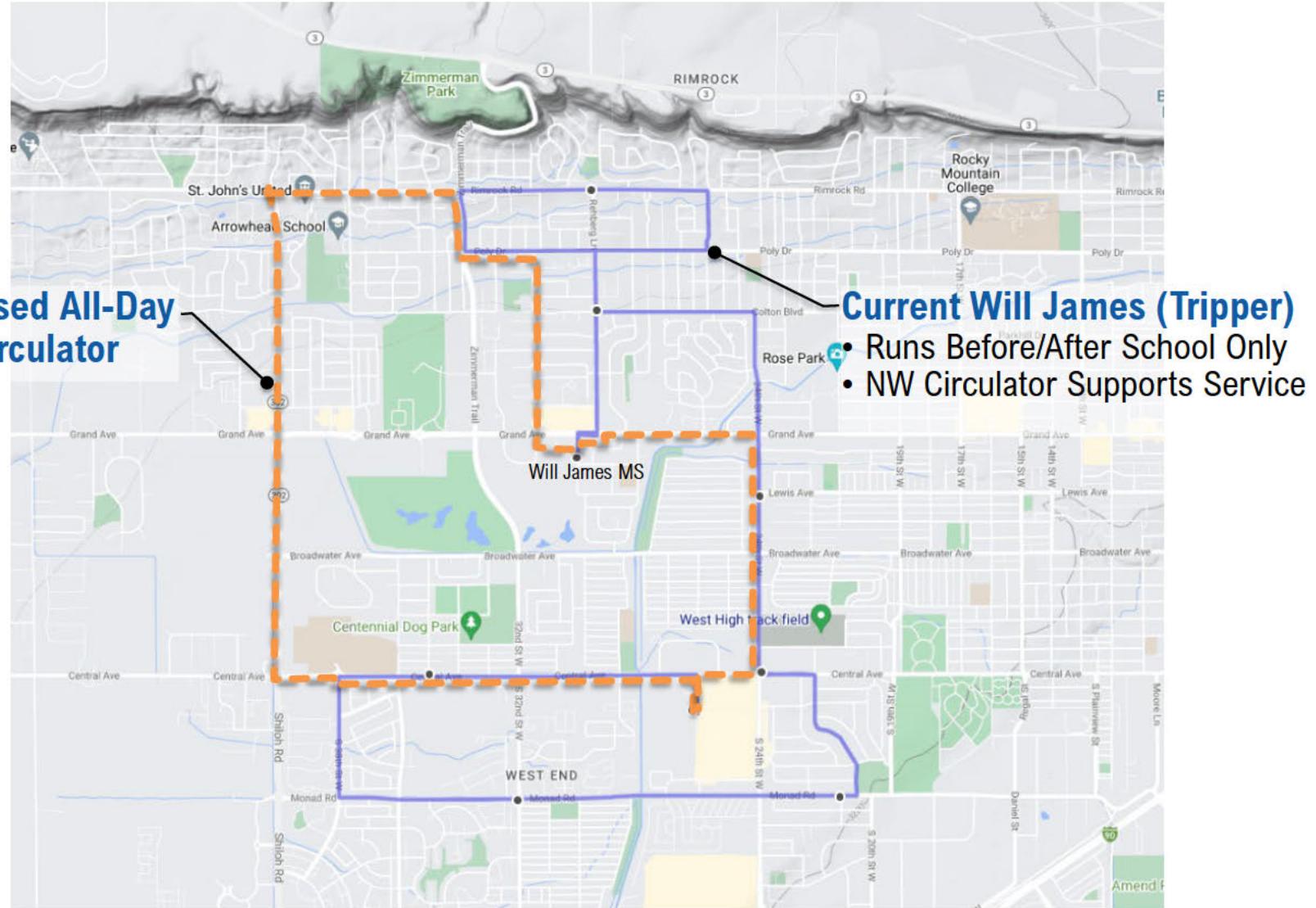
# Will James – Northwest Circulator

- Reduce/Replace Tripper

**Proposed All-Day NW Circulator**

**Current Will James (Tripper)**

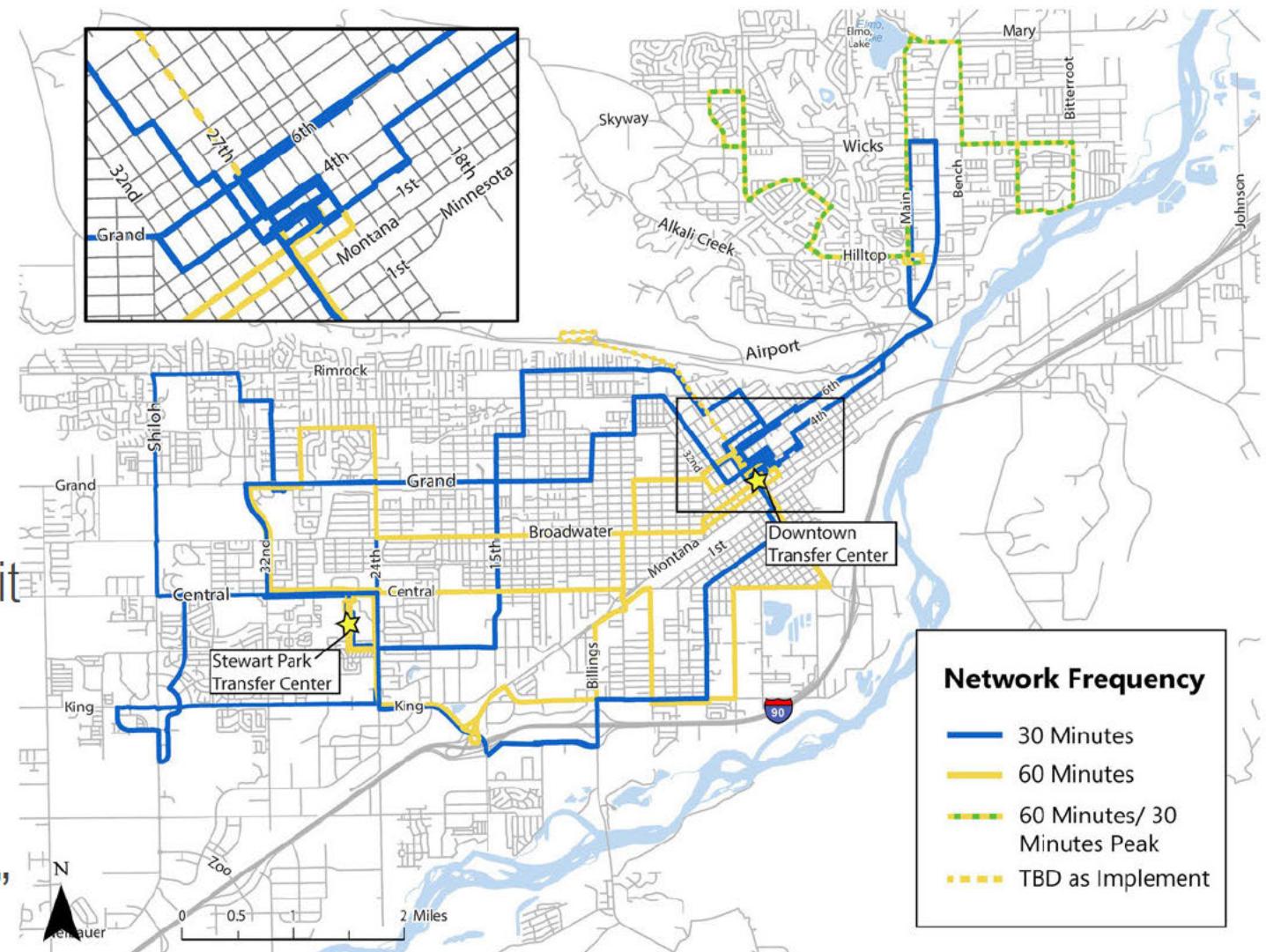
- Runs Before/After School Only
- NW Circulator Supports Service



# Use of New Funding

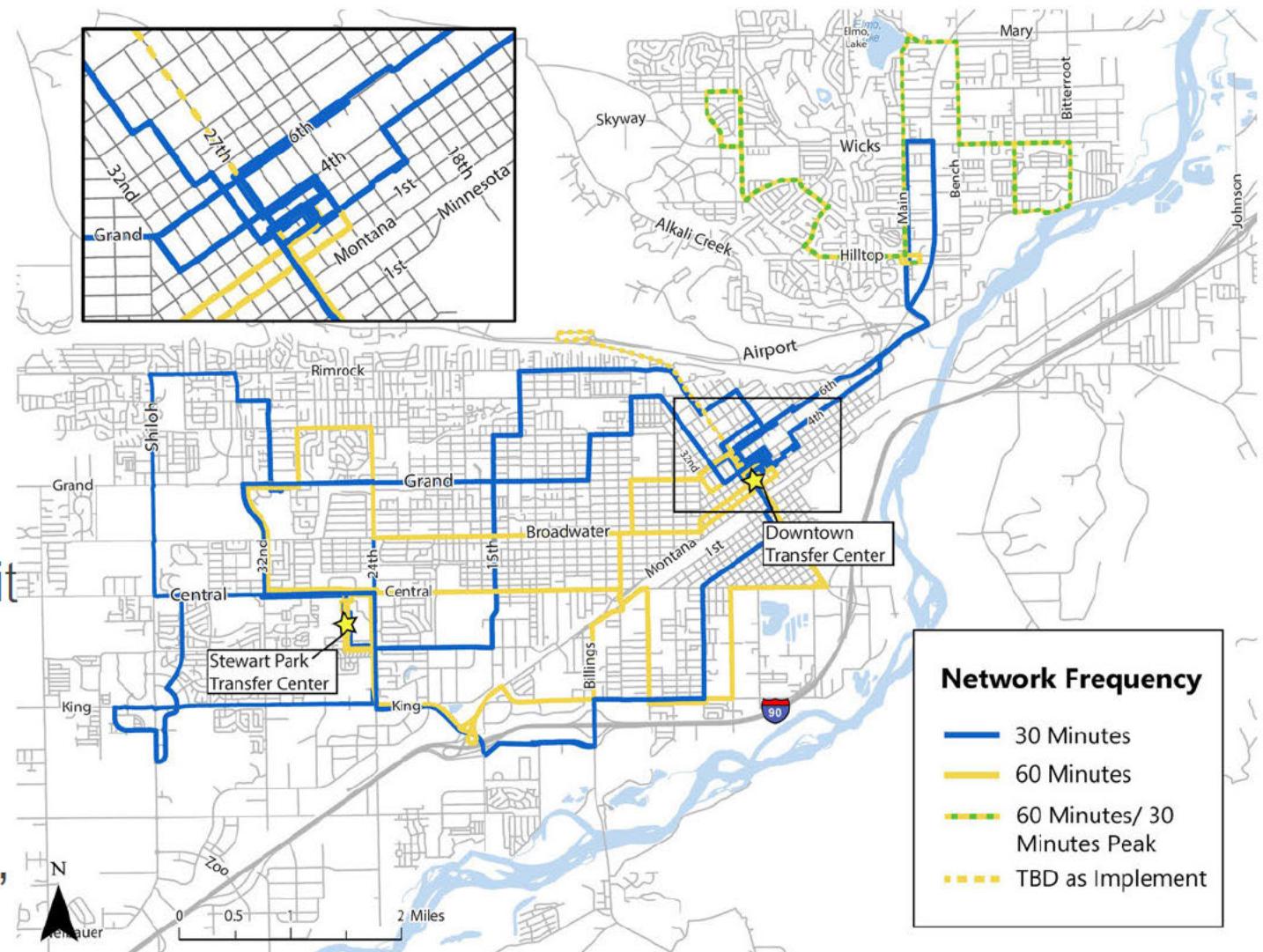
# Service Expansion In Plan

- Transit Expansion is:
  - More Hours/Days
  - More Frequency
  - More Coverage of Metro
- Plan Key Components:
  - Serve Areas Supporting Transit
  - Add Frequency to City Core
  - Consistent All-Day Service:
    - Billing Heights
  - Modify Service on the “Fringe”



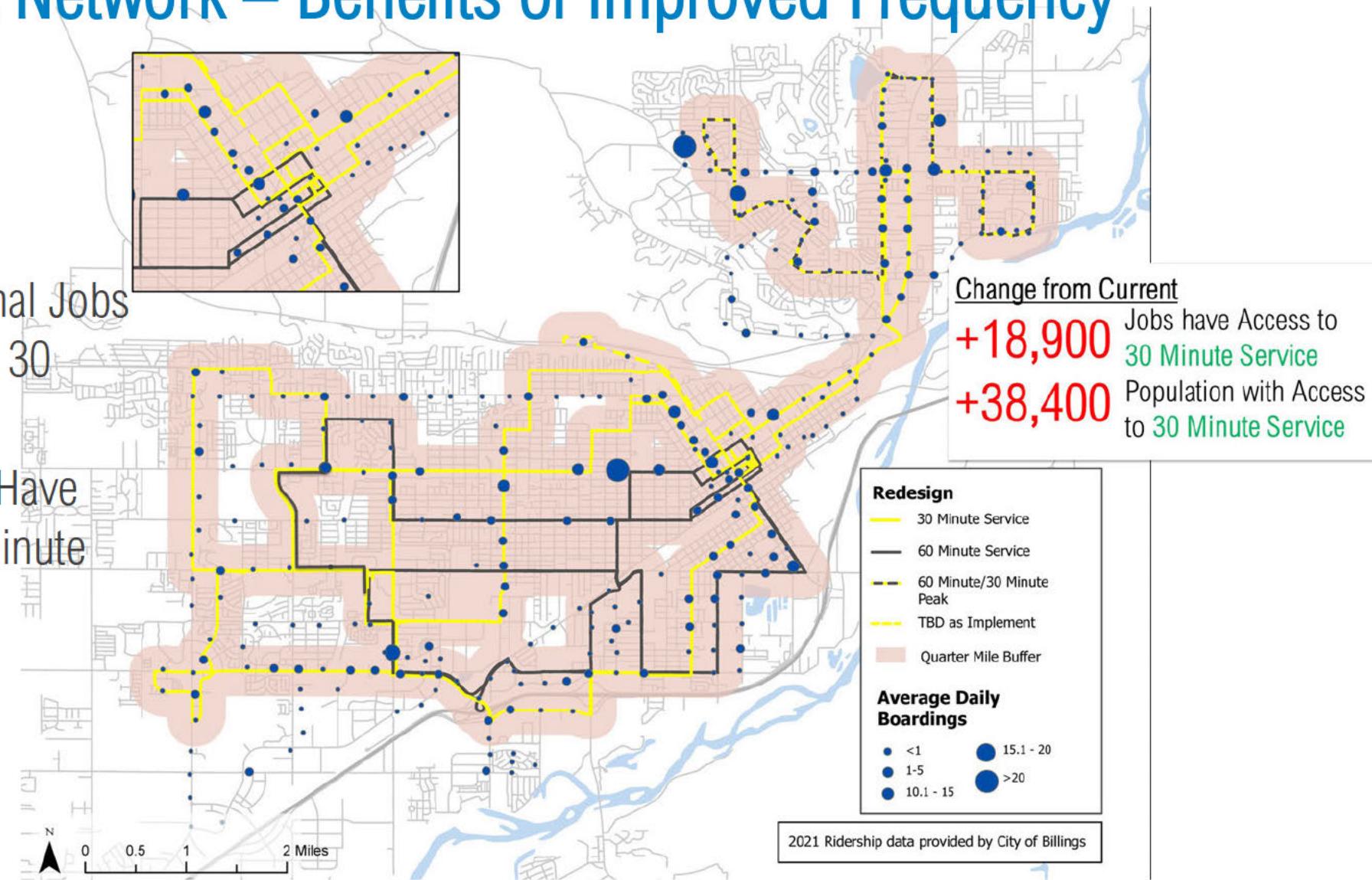
# Service Expansion In Plan

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  - More Coverage of Metro
- Plan Key Components:
  - Serve Areas Supporting Transit
  - Add Frequency to City Core
  - Consistent All-Day Service:
    - Billing Heights
  - Modify Service on the “Fringe”



# Redesign Transit Network – Benefits of Improved Frequency

- Relative to the Current:
  - 18,900 Additional Jobs Have Access to 30 Minute Service
  - 38,400 People Have Access to 30 Minute Service



# Designated Stops – Convenience/Safety Improvement

- Removes Confusion of “Safe Stop Location
- Reduces Missed Pick-ups in Dark (Driver Cannot always People Waiting)
- Easier for New Riders to Understand Where to Wait
- Supports Scheduling by Knowing Where all Possible Stops are Located
- Benefits Data Analysis

## Flag Stop or Designated Stops?



# Consistent Schedule

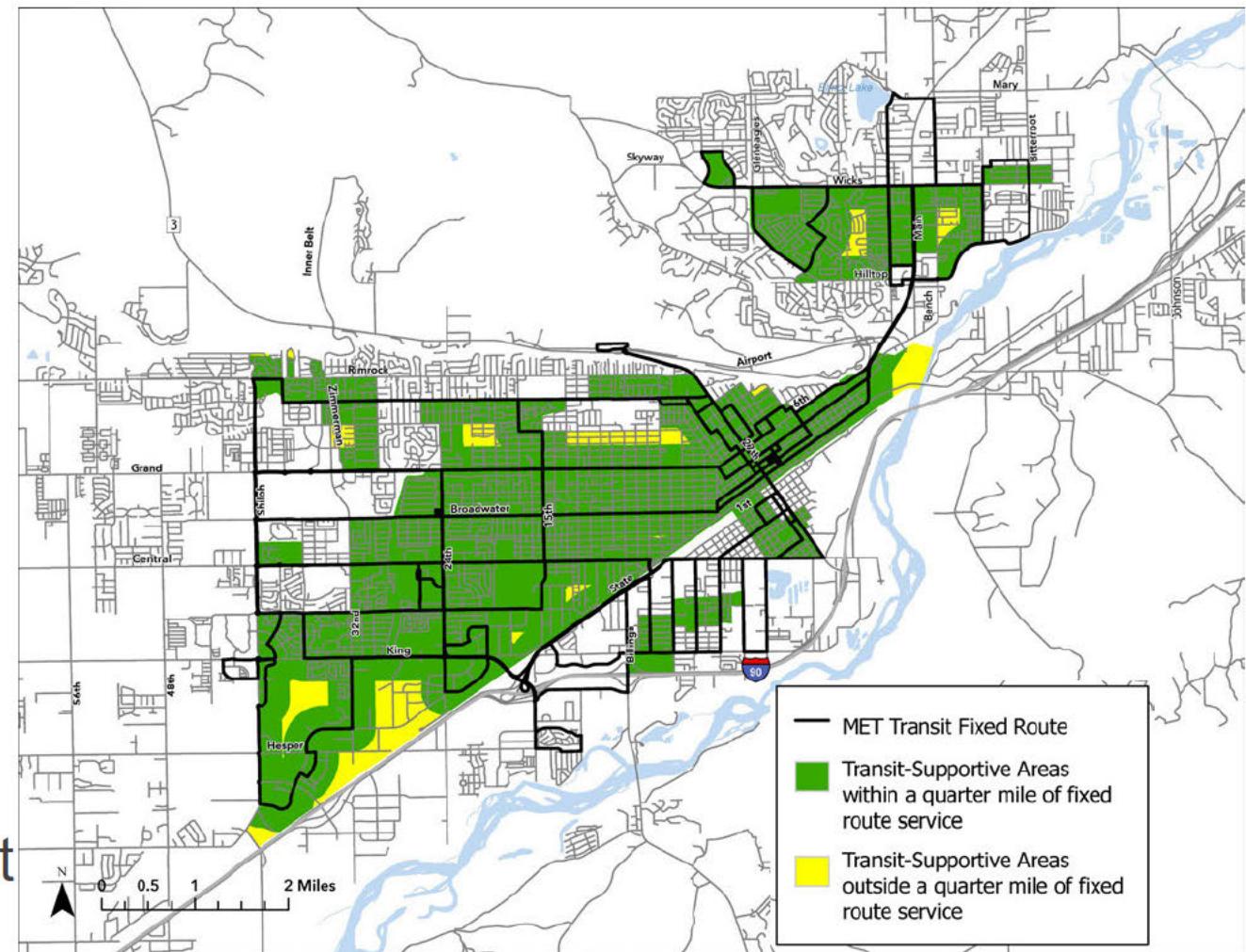
- Presently Morning/Lunch/Afternoon Breaks
- Currently – Change Run Times
- Plan:
  - Fill In Scheduled Breaks – More Drivers
  - Extend Service Day
  - Two more Runs Per Route Per Day
  - ALWAYS THE SAME TIME AT YOUR STOP!

## Departure from Downtown

Current	Redesign
6:20 AM	6:20 AM
7:20 AM	7:20 AM
8:35 AM	8:20 AM
9:35 AM	9:20 AM
10:50 AM	10:20 AM
11:50 AM	11:20 AM
1:15 PM	12:20 PM
2:30 PM	1:20 PM
3:35 PM	2:20 PM
4:50 PM	3:20 PM
5:50 PM	4:20 PM
	5:20 PM
	6:20 PM

# Limited Consideration for Service Area Expansion

- Focus is On Transit Supportive Areas:
  - 3 Households Per Acre
  - 4 Employees Per Acre
- Current Service Area Covers Most TSA Areas
- Frequency Focus Areas – Considers Current Ridership
- Current Service Area Covers MOST of City Limits:
  - County Coordination/Funding?
- Reduced Service Areas – Current Ridership is Lower



## Next Steps

# Implementing the Redesign

- Plan Approval Process
- Develop Detailed Route Time Schedule
  - Stops
  - Recovery at Transit Center
- Install/Relocate Signs/Benches/Shelters:
  - Estimated 600 Signs
- Expand Workforce/Prepare Driver Assignments
  - Estimate – 5 New Driver Positions



# Discussion/Wrap-up

- Next Steps:
  - Collect Comments on DRAFT
  - Address Comments/Prepare FINAL

Provide Comments:

[www.METTransit.com/Survey](http://www.METTransit.com/Survey)  
Or Click the Code



## Contacts

Rusty Logan, MET Transit Manager  
406-657-8218  
[loganr@billingsmt.gov](mailto:loganr@billingsmt.gov)

Bill Troe, Project Manager  
SRF Consulting  
402-513-2158  
[btroe@SRFConsulting.com](mailto:btroe@SRFConsulting.com)

# Public Survey



## Community Survey

Help us shape the future of Billings transit services!

Billings Metropolitan Transit is currently updating the transit plan, including fixed route and MET-Plus ADA service throughout the metro area. A first step is to better understand how the community uses transit services, and how we can improve service for the community. Your responses will remain confidential and will not be shared or used for any other purposes. Thank you!

This survey can be completed online - scan QR or visit  
<https://www.surveymonkey.com/r/BillingsTransit>



**1. Have you or anyone in your household used Billings MET at least once in the past two years?**

- Yes
- No

**2. How often do you ride? (Please check only one)**

- 5 or more days per week
- Less than once a month
- A few days per week
- Never
- A few times per month

**3. When using transit, what is your usual trip purpose?**

- Work
- Shopping or errands
- Medical
- Government or social service agency
- School (K-12)
- Other (please specify)
- College/technical school
- Nothing
- Personal/recreational/social activity

**4. If you do not use public transit regularly, what are the reasons discouraging you from doing so? (Select all that apply.)**

- Not available within 3 blocks of where I live/work
- Doesn't run early or late enough
- Doesn't run often enough (not frequent enough)
- Riding the bus takes too much time (too slow)
- Prefer other modes of transportation
- Other (please specify)

**5. What condition(s) might make you reconsider using transit in the future? (Select all that apply.)**

- How-to-ride training
- Increase in gas prices
- More frequent service
- Better schedule information
- Earlier or later hours
- Nothing
- Additional/improved shelters
- Other (please specify)

**6. Do you agree or disagree with the following statements about MET service?**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
It is important for the community to provide public transit	<input type="radio"/>				
Current MET service meets my daily travel needs	<input type="radio"/>				
It is easy to get to places I need to/want to on transit	<input type="radio"/>				
Transit contributes to the economic health of the Billings area	<input type="radio"/>				
Transit contributes to quality of life in the Billings area	<input type="radio"/>				

**7. Two key factors drive the choice of service improvements: priorities and budget. This question uses made-up numbers to understand which service improvements are your highest priority. If you had \$100 to invest in transit service, how would you allocate the funds to make service better for you?**

New service areas	\$ _____	Add shelters at stops	\$ _____
Add more Saturday service	\$ _____	Add benches at stops	\$ _____
Add weekday hours (earlier/later)	\$ _____	Indoor waiting area at transfer station	\$ _____
Reduce time between buses (weekdays)	\$ _____	Other:	\$ _____

8. What other changes to the MET service would you like to see, if any? Please provide any additional comments here, including those specific to a certain bus route, area in the community, or policy.

<p>9. Which of the following do you identify with?</p> <p><input type="radio"/> Student (university/community or technical college) <input type="radio"/> Faculty/staff (university/community or technical college) <input type="radio"/> Student (K-12) <input type="radio"/> Parent (K-12) <input type="radio"/> None of the above</p> <p>10. Do you consider yourself to have a disability that limits your mobility?</p> <p><input type="radio"/> Yes      <input type="radio"/> No</p> <p>11. Do you own a smart phone or other Internet-connected mobile device?</p> <p><input type="radio"/> Yes      <input type="radio"/> No</p> <p>12. What is your age?</p> <p><input type="radio"/> 17 or under    <input type="radio"/> 25 to 34    <input type="radio"/> 45 to 54    <input type="radio"/> 65 or over <input type="radio"/> 18 to 24      <input type="radio"/> 35 to 44      <input type="radio"/> 55 to 64</p>	<p>13. Do you live within Billings city limits?</p> <p><input type="radio"/> Yes      <input type="radio"/> No</p> <p>14. Do you commute regularly <i>into</i> Billings?</p> <p><input type="radio"/> Yes      <input type="radio"/> No</p> <p>15. How many working vehicles are available in your household?</p> <p><input type="radio"/> 0      <input type="radio"/> 1      <input type="radio"/> 2      <input type="radio"/> 3 or more</p> <p>16. What is the combined annual income for your household?</p> <p><input type="radio"/> Less than \$15,000      <input type="radio"/> \$60,000 to \$74,999 <input type="radio"/> \$15,000 to \$29,999      <input type="radio"/> \$75,000 to \$99,999 <input type="radio"/> \$30,000 to \$44,999      <input type="radio"/> \$100,000 or more <input type="radio"/> \$45,000 to \$59,999      <input type="radio"/> Unknown/prefer not to answer</p>
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## Public Meeting Period Comments/Input

## Bill Troe

---

**From:** [REDACTED]  
**Sent:** Monday, June 27, 2022 11:15 PM  
**To:** Bill Troe  
**Subject:** MET Suggestions

Bill I wont be able to attend the meeting on Tuesday but had some suggestions. Ideally, for starters there would be a minimum of two extra trips added to the start of every day and two at the end. Three would better. This seems early but some people have to be at work at 6am so allowing them time to get there and then travel to work is important. Additionally I would then take the new schedule and apply it directly to Saturdays having a consistent 6 day a week schedule. Then I would take the current Saturday schedule and use it as a starting point for Sunday service. Lastly if that schedule is implemented I would make the last Sunday of every month a no service day to allow the hard working MET crew some down time.

If however cost is a concern you could modify routes for earlier and later riders to create a trunk line of sorts. Giving some access even if it wasnt a full schedule. This would involve the 2-3 runs before and the 2-3 runs after being limited to four buses. Leaving every 30 minutes would be a Broadwater bus and Grand bus. Each only traveling its inbound/outbound route and switching to the other when it got to the opposite transfer center. Also two heights buses that are most efficient would travel between the heights and downtown alternating routes in the same way. This trunk service would carry over to Saturday as well. Sunday would be a copy of the new Saturday service with the last Sunday of each month still being a no service day.

The two most important takeaways I think are that we really need some sort of Sunday service even if just minimal for now and we need at an absolute minimum 2-3 more routes in the evening during the week and Saturday but ideally 2-3 more in the morning too as I know lots of people need to be at work at 6am.

Thanks for your time.

[REDACTED]

## Bill Troe

---

**From:** [REDACTED]  
**Sent:** Monday, August 15, 2022 2:00 PM  
**To:** Bill Troe  
**Subject:** Public open house thurs aug 18 met transit

Dear Bill Troe, I am a resident of Yellowstone county and have used the met bus for many years. Is there any specialized transportation for those with disabilities who would like to attend the meeting? Going to the meeting as well as returning home. ? I was reading in the Yellowstone county newspaper that Billings met would provide transportation home with a phone reservation before Wednesday at 5:00 pm. I'm writing this as I most likely won't attend for many reasons.

I rely on public transportation in this city for daily living activities and have also used the service to get to my employment as well .

I have missed many job opportunities .Recently, past few years because my employer required later shifts and I was unable to work those evening hours without a way there , I had to leave my position as the pay also did not compensate for travel costs.

I am in favor of increasing hours !or also number of buses running. !Especially with school starting soon. Sometimes the bus gets too full and there is more room needed .

I also think if there are any changes that there needs to be another form of communication with riders as well as new riders besides social media. The WiFi doesn't even work well on the bus. when using mobile apps like DoubleMap.

I also have mild hearing loss so attending a large meeting might be difficult for me without a hard of hearing interpreter to clarify what is said . Are accommodations considered for deaf or hard of hearing people ?

Thanks again for letting me comment on this important issue.

[REDACTED] (Yellowstone county resident)Billings montana

--

Iani roberts

## Public Meeting Comment Sheet

June 2022

Please record your comments, questions and/or thoughts regarding the information discussed at the Billings Transit Development Plan public meeting or any other transit service comments you have. Please return your completed form to one of the consultant staff.

You may also send your comments in an email to [btrœ@srfconsulting.com](mailto:btrœ@srfconsulting.com)

Please provide your name and email address in the space provided below.

Name \_\_\_\_\_

Email Address

## Comments, Ideas, & Concerns

1. Restrooms needed!!! (Amenity of civilized countries)
2. Met stops signage for riders to stand by for pickups.
3. Use bus pass card for electronic access to restrooms which would ensure paying bus riders have secure access to sanitary facilities. This would alleviate the problem of transient access, perhaps?
4. Sunday bus access if economically feasible.

> Continue on the back or attach additional sheets

# Billings Transit Development Plan



## Public Meeting Comment Sheet

June 2022

Please record your comments, questions and/or thoughts regarding the information discussed at the Billings Transit Development Plan public meeting or any other transit service comments you have. Please return your completed form to one of the consultant staff.

You may also send your comments in an email to [btroe@srfconsulting.com](mailto:btroe@srfconsulting.com)

Please provide your name and email address in the space provided below.

[REDACTED]  
Name

[REDACTED]  
Email Address

### Comments, Ideas, & Concerns

- 1) Bus lane
- 2) outside of town parking places  
to pick people up to take  
down town.
- 3) Really advertise that bus save money,  
no parking fee, save gas, own less cars  
less pollution
- 4) to have free bicycles anyone  
can use at bus transfer stations  
dream idea
- 5) ask ts have snow plowed  
in a bus friendly way
- 6) try to have buses go  
where most people work or  
go to school
- 7) would a sunday bus work for  
church?

> Continue on the back or attach additional sheets

# Billings Transit Development Plan



## Public Meeting Comment Sheet

June 2022

Please record your comments, questions and/or thoughts regarding the information discussed at the Billings Transit Development Plan public meeting or any other transit service comments you have. Please return your completed form to one of the consultant staff.

You may also send your comments in an email to [btrœ@srfconsulting.com](mailto:btrœ@srfconsulting.com)

Please provide your name and email address in the space provided below.

Name

Email Address

### Comments, Ideas, & Concerns

I really like the changes to the Southside Route. The timing & the shortening of the route ~~as~~ greatly increases my ability to use it.

I live at Laurel Rd & Marshall & need to get downtown and to Riverside & STATE.

Moving into the evening is very useful for work days.

> Continue on the back or attach additional sheets

## Bill Troe

---

**From:** noreply@civicplus.com  
**Sent:** Tuesday, June 28, 2022 8:51 PM  
**To:** METadmin@billingsmt.gov; Bill Troe  
**Subject:** Online Form Submittal: MET Transit Transit Development Plan (TDP) 2022 Feedback Form

### MET Transit Transit Development Plan (TDP) 2022 Feedback Form

Full Name	Tyr Hawkaluk
Address1	1128 Ave D
Address2	<i>Field not completed.</i>
City	Billings
State	Montana
Zip	59102
My Service Priorities	Available Days, Available Hours, Available Routes, Frequency of Service, Stop Locations
Comments	Time and again, it seems the bus system here in Billings doesn't rise to meet customer needs. I know it's a tired example by now, but Missoula has a fabulous bus system, one which they built by meeting customers where they were, and where everyone wanted to go. It's as simple as that. Frequent busses with official stops at the big locations in the city. A few big hubs where many busses meet between sections of the city, and it wouldn't hurt if those big hubs had offices that passengers could buy tickets and passes at, or even step inside when the weather is bad. It's expensive, yes, but it is worth it.
Would you like a representative to contact you?	<i>Field not completed.</i>
Contact Information	<i>Field not completed.</i>

Thank you for participating in our public comment option. Our mission is to provide the best service possible, and receiving feedback about your needs and priorities helps us better meet your service expectations.

## Bill Troe

---

**From:** noreply@civicplus.com  
**Sent:** Tuesday, June 28, 2022 6:29 PM  
**To:** METadmin@billingsmt.gov; Bill Troe  
**Subject:** Online Form Submittal: MET Transit Transit Development Plan (TDP) 2022 Feedback Form

### MET Transit Transit Development Plan (TDP) 2022 Feedback Form

Full Name	Erica Shea
Address1	800 Sargeant at Arms Ave
Address2	<i>Field not completed.</i>
City	Billings
State	MT
Zip	59105
My Service Priorities	Available Hours, Available Routes
Comments	My kids take the MET (#15 or #14) to get to Castle Rock and Skyview from Alkali Creek Road. This year without the tripper they were late to school and the route didn't follow what was posted online. I'd like to see changes or know about proposed routes so our Heights kids can still get to school safely and on time.
Would you like a representative to contact you?	Yes, please contact me
Contact Information	4066716883

Thank you for participating in our public comment option. Our mission is to provide the best service possible, and receiving feedback about your needs and priorities helps us better meet your service expectations.

---

Email not displaying correctly? [View it in your browser.](#)

## Bill Troe

---

**From:** noreply@civicplus.com  
**Sent:** Tuesday, June 28, 2022 5:11 PM  
**To:** METadmin@billingsmt.gov; Bill Troe  
**Subject:** Online Form Submittal: MET Transit Transit Development Plan (TDP) 2022 Feedback Form

### MET Transit Transit Development Plan (TDP) 2022 Feedback Form

Full Name	[REDACTED]
Address1	1126 Nutter Blvd
Address2	<i>Field not completed.</i>
City	Billings
State	MT
Zip	59105
My Service Priorities	Available Days, Available Hours, Available Routes, Frequency of Service, Stop Locations
Comments	<p>Your priority #1 should be uploading the route information into the most popular map/direction systems, such as Google/Apple Maps, so that it is easy to plan a trip through a device. I've tried multiple times to try to read the route schedules, and have not been able to plan a trip. If I could plan a trip on my computer or phone, I would be much more likely to use the transit system. Google makes this available here: <a href="https://support.google.com/transitpartners/answer/1111577?hl=en">https://support.google.com/transitpartners/answer/1111577?hl=en</a></p> <p>Your priority #2 should be analyzing existing daily traffic patterns and aligning routes and stops to be accessible to the most people during the times they travel, such as morning and evening commutes to/from work, and night life/weekend destinations. Also, looking at the bus "coverage", showing how far any given person would need to walk to get from their home to the nearest stop, and finding a way to decrease the distance.</p> <p>Your priority #3 should be aggressive advertising and outreach. Billings is a thoroughly car-centric city, and it will take a lot of exposure and pressure to retrain us to use public transit. But, if people can get comfortable with using it for their daily routine, and see the benefit of using that time for other things than driving, rather than the downside of potentially having a longer commute,</p>

they may change their habits. People need to see that we have geographic obstacles that will make it so that some routes will never be wide enough to decongest traffic, and that the only answer to, say, getting through the Metra is by more people riding public transit. We need highly visible and comfortable stops. We need billboard advertisements telling us, "Ride the bus!"

If you can solve #1, I would love to try to use the bus, and make a habit of checking public transit options before I jump in my car.

Best Regards,



---

Would you like a representative to contact you?

Yes, please contact me

---

Contact Information

tsougst@gmail.com

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Thank you for participating in our public comment option. Our mission is to provide the best service possible, and receiving feedback about your needs and priorities helps us better meet your service expectations.

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Email not displaying correctly? [View it in your browser.](#)

## Bill Troe

---

**From:** noreply@civicplus.com  
**Sent:** Monday, June 20, 2022 12:28 PM  
**To:** METadmin@billingsmt.gov; Bill Troe  
**Subject:** Online Form Submittal: MET Transit Transit Development Plan (TDP) 2022 Feedback Form

### MET Transit Transit Development Plan (TDP) 2022 Feedback Form

Full Name	[REDACTED]
Address1	341 Jackson St
Address2	<i>Field not completed.</i>
City	Billings
State	Montana
Zip	59101
My Service Priorities	Available Hours, Available Routes, Frequency of Service
Comments	<ul style="list-style-type: none"><li>- Routes need to run both ways (in a circuit) in order to prevent having to ride an entire loop</li><li>- Buses for main thoroughfares need to remain on those roads (ex., route for Main needs to actually stay on main for the entire route)</li><li>- Large loop route around town on grand and king needed - would make easy access to major commerce areas</li><li>- Tie in bus route info with apple and Google maps for ease of access and ease of use</li><li>- Reduced rate student pass</li><li>- Add an annual pass</li><li>- Expand hours until midnight - many low-wage workers currently walk home from late night shifts ending at 11 PM</li><li>- Simplify transfer process (paper slip is inefficient - make digital bus pass valid for a period of time so that no slip is needed to transfer busses)</li></ul>
Would you like a representative to contact you?	Yes, please contact me
Contact Information	[REDACTED]

Thank you for participating in our public comment option. Our mission is to provide the best service possible, and receiving feedback about your needs and priorities helps us better meet your service expectations.

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Email not displaying correctly? [View it in your browser.](#)

## Bill Troe

---

**From:** Bill Troe  
**Sent:** Tuesday, June 28, 2022 7:55 AM  
**To:** Logan, Rusty  
**Cc:** Eavan Moore (ECMoore@srfconsulting.com); Madeleine Garces; Alec More  
**Subject:** FW: MET Suggestions

See the attached comment and my response.

Eavan – Can you add the comment to the input folder?

**Bill Troe**  
Principal  
**SRF Consulting Group**  
950 South 10<sup>th</sup> Street | Omaha, NE 68108  
Direct: 402.513.2158 Mobile: 402.350.7783 | [btroe@srfconsulting.com](mailto:btroe@srfconsulting.com)



[srfconsulting.com](http://srfconsulting.com) | [Facebook](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#) | [Instagram](#)

---

**From:** Bill Troe  
**Sent:** Tuesday, June 28, 2022 6:58 AM  
**To:** [REDACTED]  
**Subject:** RE: MET Suggestions

Paige:

Thanks for taking the time to provide your very detailed comments and concepts. Extending the weekday service day and adding Sunday service are concepts that remain in the mix. Cutting to the chase, Sunday service is going to be a difficult option to get to implementation. Years ago the issue with adding Sunday service was money and the amount needed to provide the service relative to the number of users. Today, while money is still a key issue, finding drivers, dispatchers, maintenance personnel and administrators that can work on a Sunday is very difficult. While MET, I think, has a full crew, they are all pretty much at their hours limit and adding Sunday would require finding more people. As many other businesses, MET has a difficult time finding workers and finding them for Sunday is really complicated.

That being said, we will continue to consider Sunday service in the range of expansion alternatives.

Thanks again for providing input.

---

**Bill Troe**  
Principal  
**SRF Consulting Group**  
950 South 10<sup>th</sup> Street | Omaha, NE 68108  
Direct: 402.513.2158 Mobile: 402.350.7783 | [btroe@srfconsulting.com](mailto:btroe@srfconsulting.com)

# Billings Transit Development Plan



## Public Meeting 3 - Comment Sheet

August 2022

Please record your comments, questions and/or thoughts regarding the information discussed at the Billings Transit Development Plan public meeting or any other transit service comments you have. Please return your completed form to one of the consultant staff.

You may also send your comments in an email to [btroe@srfconsulting.com](mailto:btroe@srfconsulting.com)

Please provide your name and email address in the space provided below.

Name

Email Address

### Comments, Ideas, & Concerns

- 1) Predictable times ++
- 2) reasonable bus stop
- 3) identify places with many people
- 4) family service  
many people and they do  
not have cars

> Continue on the back or attach additional sheets

## Advocacy for Family Service Bus Stop

3927 1<sup>st</sup> Ave South, Billings MT 59101

Hello all,

My name is Debbie. I'm the Warehouse Operations Assistant at Family Service here in Billings. Family Service is a non-profit that helps families, seniors, and individuals meet their basic needs here in Yellowstone County and surrounding counties. We, along with generous community partners help provide food at no cost, rent and utility assistance, funding for education to improve employment opportunities, and gently used household items and clothing at a fraction of the price. We also participate in special projects like Flood Relief, Back-To-School Backpacks, Holiday Meals, Birthday Books, and the Senior Commodity Supplementary Food Program and Fresh Food Box Deliveries.

Before I get into further details of why I'm here, I would just like to thank the Billings Public Library for hosting this event and for MET Transit's willingness to conduct this open forum.

So I've mentioned a lot about Family Service, what I haven't told you is, I'm here today to advocate for our clients, a bus stop at Family Service.

The closest, designated bus stop to our Client Choice Food Pantry and Thrift Store is State Ave and Jackson St. It's uncovered with no benches and a 7 min walk for those without physical limitations. There are railroad tracks to cross, no bike lanes or designated crosswalks, and 4 lanes of nonstop traffic to cross on 1<sup>st</sup> Ave South.

Now, imagine doing that walk again with an average of 50 lbs of groceries and household items in inclement weather.

Since the beginning of this year, we have made over 37,000 points of contact through our Client Choice Pantry and Financial Assistance Programs and 24,000 points of contact through our Thrift Store. Our clients have self-reported experiencing mental health concerns, intimate partner violence, substance dependence/ or abuse, disabilities, currently without a job or unable to work, are homeless and/or live in poverty. All of these can make private transportation difficult if not entirely inaccessible.

Having a bus stop at Family Service would allow us to reach those in need, and the need is growing. We are here to give anyone a "hand-up", and with the help of MET Transit, we can continue to feed, furnish, and fortify more of our community.

Thank you,

**Debra Anderson**

Warehouse Operations Assistant

(406)384-0060

[danderson@famserv.com](mailto:danderson@famserv.com)

**Family Service**

PO Box 1020, Billings, MT 59103

3927-3931 1st Ave South, Billings, MT 59101

(406)259-2269

[www.billingsfamilyservice.org](http://www.billingsfamilyservice.org)

