



CITY OF BILLINGS

AVIATION AND TRANSIT DEPARTMENT

MET Transit
P.O. Box 1178
Billings, Montana 59103-1178
(406) 657-8217
(406) 657-8419 FAX

Thomas H. Binford, A.A.E.
Director of Aviation and Transit

Ronald C. Wenger
Transit Manager

March 21, 2013

Rebecca Ubando Tanrath
Civil Rights Officer, Region VIII
Federal Transit Administration
12300 West Dakota Avenue, Suite 310
Lakewood, CO 80228-2583

RE: Title VI General Reporting Requirements
Vendor Code: 1150

Dear Ms. Tanrath:

A July 10, 2010 letter from your office approved the City of Billings Transit Division's Title VI Program until January 2, 2013 based on your review of our Title VI Program Update submitted on February 26, 2010. You also indicated a program update report should be forwarded to your office using FTA Circular 4702.1B. Accordingly, this correspondence provides that update.

With regard to Title VI – Civil Rights submissions, the following are our responses to FTA Circular 4702.1B, titled "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", dated October 1, 2012:

1. Our Title VI Notice to the Public (appendix 2) is printed in both English and Spanish. The notice is posted in all transit vehicles, at both transfer centers, at our Administrative offices (1705 Monad Road) and on our website.
2. A copy of the City of Billings "Nondiscrimination Policy Statement And Complaint Procedure For the MET Bus Program" is attached.
3. Our Title VI Complaint Form is attached.
4. Since our last submittal, there have been no investigations, complaints, or lawsuits alleging discrimination on the basis of race, color, or national origin filed against the City of Billings' Transit Division.
5. The Public Participation Plan is attached.
6. The updated Language Assistance Plan applying the four factor needs assessment is attached.
7. The updated Language Interpreters List (appendix 3) and 2010 Census for the City of Billings (appendix 4) is attached.

8. The City of Billings MET Transit is governed by the City Council. An elected position, City Council members serve four-year terms and are limited to two consecutive terms.
9. At this time the City of Billings MET Transit is the primary recipient and does not have subrecipients.
10. Since our last submittal, the City of Billings Met Transit has not constructed any new facilities.
11. The Title VI Program Update is scheduled to go before our City Council on April 8, 2013 for approval. A copy of the Council meetings will be forwarded thereafter.
12. MET Transit's System-wide Service Standards and Policies is attached.
13. The Federal Fiscal Year 2013 Certifications and Assurances for Federal Transit Administration Assistance Programs was executed by the Mayor and submitted electronically on February 27, 2013.

It is our understanding that submission of this Title VI Program Update will satisfy the requirements of FTA Circular 4702.1B and facilitate approval of the City's future grant applications. If there is any information or documentation needed with regards to Civil Rights matters please notify me at (406) 657-8221.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Ronald C. Wenger". The signature is written in a cursive style and is followed by a long horizontal line that extends to the right.

Ronald C. Wenger
Transit Manager

Cc: Thomas H. Binford, A.A.E., Director of Aviation and Transit
Title VI File
Chrono

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 Ron Wenger, 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:

**City of Billings, MET Transit
Ron Wenger, Transit Manager
P.O. Box 1178
Billings, MT 59103**



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 Ron Wenger, 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:

**City of Billings, MET Transit
Ron Wenger, Transit Manager
P.O. Box 1178
Billings, MT 59103**



CITY OF BILLINGS

NONDISCRIMINATION POLICY STATEMENT

AND

COMPLAINT PROCEDURE

FOR THE

MET TRANSIT BUS PROGRAM

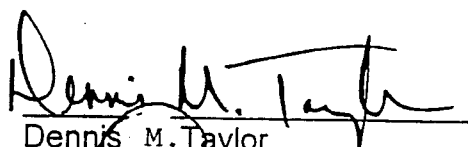
The Billings MET Transit program (hereinafter referred to as the "Recipient") hereby agrees to comply with the following Federal statutes, Federal Highway Administration Regulations, Federal Transit Administration, and the Montana Department of Transportation, and the policies and procedures promulgated by the Federal Highway Administration, as a condition to the receipt of Federal funds.

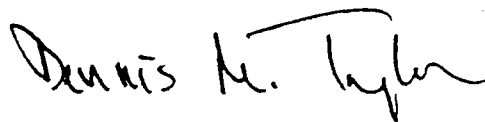
NON-DISCRIMINATION ASSURANCE STATEMENT

Title VI of the civil Rights Act of 1964, as amended, provides that no person shall on the of race, color, national origin, sex, age, income, and disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Civil Rights Restoration Act of 1987 amended Title VI to specify that entire employers must comply with Federal civil rights laws, rather than just the particular programs or activities that receive the funds.

Nondiscrimination programs require that Federal-aid recipients, sub-recipients, and contractors prevent discrimination and ensure nondiscrimination in all of their programs and activities, whether those programs and activities are federally funded or not. If a unit of a State or local government is extended Federal-aid and distributes such aid to another governmental entity, all of the operations of the recipient and sub-recipient are covered. Corporations, partnerships, or other private organizations or sole proprietorships are covered in their entirety if such entity received Federal financial assistance (FHWA Notice N 4720.6, September 2, 1992).

The City of Billings MET transit program assures that no person shall, as provided by federal and state civil rights laws, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which federal assistance is received.


Dennis M. Taylor
City Administrator



I. Overview

A. Purpose

To define organizational procedures for the MET Transit bus program implementation of the Federal Highway Administration (FHWA) and Federal Transit Association (FTA) Title VI compliance program under Title VI of the Civil Rights Act of 1964 and related civil rights laws and regulations.

B. Application

The provisions of this Title VI program apply to the MET Transit bus program.

C. Definitions

All applicable definitions are found in 23 CFR 200.5.

D. Authorities

Federal statutes to the extent they apply to programs receiving federal financial assistance subject to Title VI are found in 23 CFR 200.5 (p) (1).

Title VI of the Civil Rights Act of 1964 {42 U.S.C. 2000d}

"No person in the United States shall, on the grounds 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."

1. Sex added by the Federal Aid Highway Act of 1973 {29 U.S.C. 790}.
2. Handicap added by Section 504 of the Rehabilitation Act of 1973 {29 U.S.C. 790}.
3. Age added by Age Discrimination Act of 1975 {42 U.S.C. 6101}.
4. Scope expanded by Civil Rights Restoration Act of 1987 {P.L. 100-209} to include all of a recipient's and contractor's programs or activities whether federally assisted or not.
5. Income: Executive Order 12898 – "Federal Actions to Address Environmental Justice Issues in Minority Populations and Low-income Populations." Signed in February 1994 – required identification of high and adverse human health or environmental effects of programs, and activities on minority and low-income populations.

State nondiscrimination statutes include:

1. The Montana Human Rights Act, Title 49, Chapter 2, M.C.A.
2. The Governmental Code of Fair Practices, Title 49, Chapter 3, M.C.A.

E. Organization

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

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.

I. City of Billings MET Transit Bus Program

The MET Transit bus program provides transportation within the City limits of Billings through both a demand responsive system and a fixed route program. A rider wishing to use the demand responsive system may call the Billings MET transit office and arrange for a pickup and delivery within the bus service area. It provides these riders with a "curb to curb" transit service. 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.

II. Complaint Procedures

A. Purpose

The purpose of the complaint procedures is to help resolve problems at the lowest level possible. The procedure must function to determine whether or not a violation of a law or regulation has occurred, and if so, the appropriate means for relief and/or corrective action. It is developed under the directive of 23 CFR 200.9 (b) (3).

A log shall be maintained of all complaints. A copy of the complaint, together with a copy of the investigation report shall be forwarded to the Title VI representative, Montana Department of Transportation, Planning Division, within 60 calendar days of the date the complaint was received by the City of Billings/MET Transit bus program.

B. Basic Procedural Rights

Eligibility to File a Complaint: Any person who believes that he or she, individually, as a member of any specific class of persons, or in connection with any minority group, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964 may file a complaint, as stated in 49 CFR 21.11 (b). A representative on behalf of such a person may also file a complaint.

1. Intimidation or retaliation of any kind is prohibited by law.
2. This procedure does not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination.

C. Procedure

1. An individual should first discuss a complaint with their immediate supervisor or the Division head/Department Head in an effort to settle the issue at the lowest possible level. Discussions should occur within 10 working days of the incident.
2. If the complaint is not resolved at Step 1, a written complaint (See Appendix 2) shall be filed with the City of Billings Human Resources Office within 30 days of the alleged incident. The Montana Department of Transportation shall be notified of the complaint within 10 working days.
3. Within 10 working days of the receipt of the complaint, an investigation by the Human Resources Office will commence. The investigation shall include interviews with the complainant and the respondent. Relevant data shall be obtained. Informal conferences between the affected parties under the direction of the investigator may be utilized for the resolution.
4. Within 45 calendar days from the date the complaint was received, the investigator will prepare a written report for the City Administrator.
5. The City Administrator within 7 working days shall review the recommendation.
6. If the complaint cannot be resolved by the City of Billings, the complainant shall be notified of all appeal rights pursuant to 49 CFR 21 as well as other applicable forms including the right to counsel.
7. Should the complainant decide not to pursue the complaint, a signed withdrawal statement shall be obtained. (See Appendix 3)

D. Definitions

1. Discrimination: The act (or action) whether intentional or unintentional, through which a person in the United States, solely because of race, color, national origin, age, sex, disability, or income, has been otherwise subjected to unequal treatment under any program or activity receiving financial assistance from the Federal Highway Administration or Federal Transit Administration under Title 23, U.S.C. and 49 VFR part 21; and related statutes and regulations.
2. Complaint: alleging a violation of any policy, procedure, or practice which would be prohibited by Title VI and other federal and state civil rights laws, rules, and regulations.
3. Complainant: any aggrieved person or individual who submits a complaint.
4. Complaint Investigation Form: the form which shall, pursuant to 23 CFR 200.9 (b) (3), identify each complainant by race, color, sex, national origin, age, income, or disability; the respondent; the nature of the complaint; the dates the complaint was filed and the investigation completed; the disposition; and other pertinent information. This form is contained in Appendix 2.
5. Day: means a working day; the calculation of days in a complaint procedure shall exclude Saturdays, Sundays, and State holidays.
6. Investigator: means the person within the City of Billings, with the assigned responsibility to investigate complaints.
7. Respondent: means any person, persons, or agency against whom a complaint is filed.
8. Title VI: means Title VI of the 1964 Civil Rights Act, the implementing regulations and any memoranda, directives, guidelines, or subsequent legislation that may be issued or enacted.
9. MDT Title VI Representative: means the individual within a Montana Department of Transportation respective program area with Title VI responsibilities.

**TITLE VI
COMPLAINT AND INVESTIGATION FORM
City of Billings**

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

TO BE COMPLETED BY COMPLAINANT:

LAST NAME	FIRST NAME	MIDDLE NAME
ADDRESS	CITY	ST. ZIP
WORK PHONE	HOME PHONE	CELL PHONE

ELECTRONIC MAIL ADDRESS: _____

BASIS OF COMPLAINT (Check appropriate box(s)):

Race Color National Origin Disability

INVESTIGATION PROCESS:

Witnesses (Use additional sheets if necessary):

Name: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

Address: _____

City ST Zip

Name: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

Address: _____

City ST Zip

Name: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

Address: _____

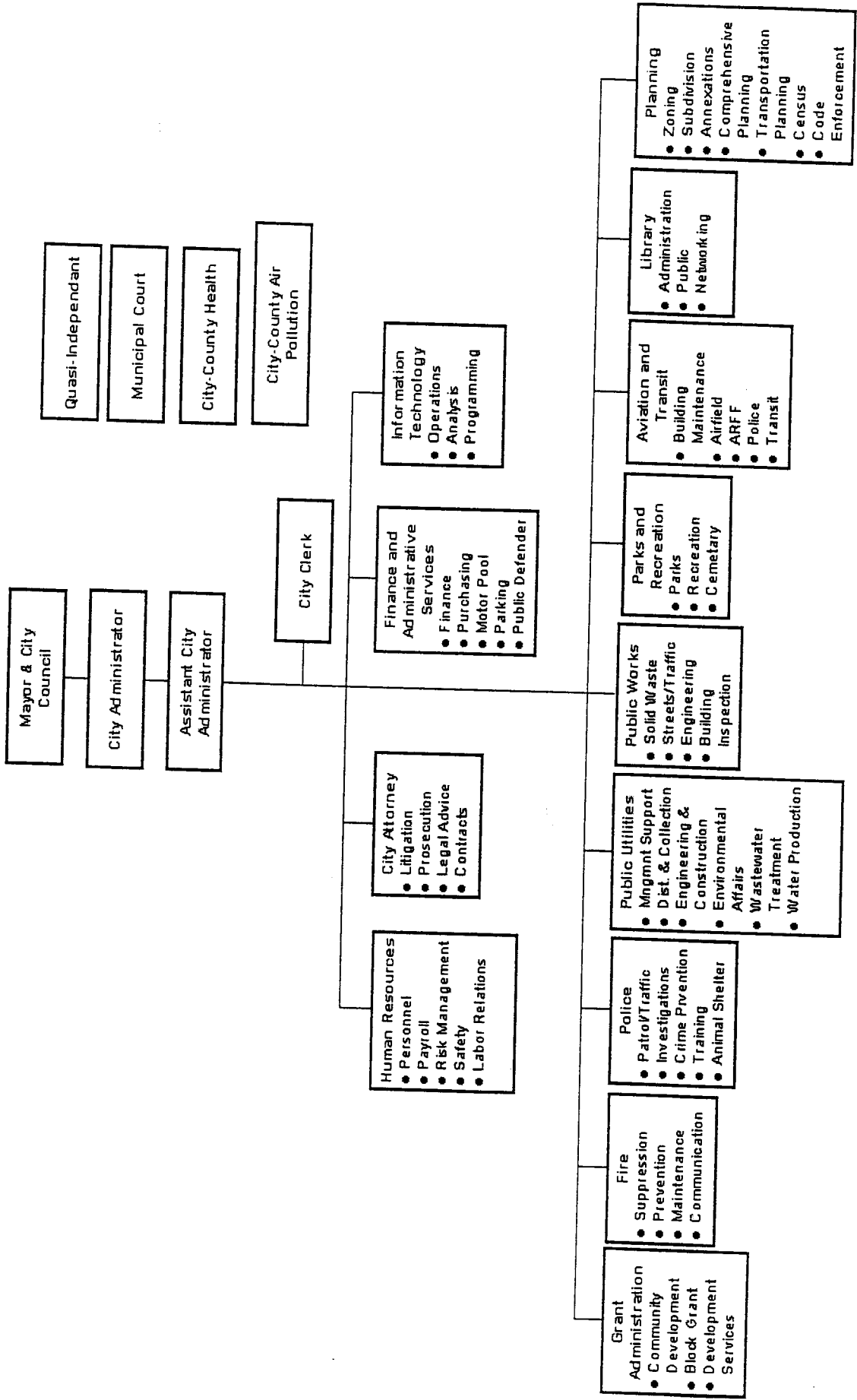
City ST Zip

Additional Information:

Signature of Complainant

Date

CITY OF BILLINGS ORGANIZATIONAL CHART





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Public Participation Plan (Updated December 31, 2012)

Prior to increasing fares or implementing a major reduction* of transit service the City Of Billings conducts the following locally developed process to solicit and consider public comment:

1. Staff will hold at least two public meetings (one in the afternoon, one in the evening) at various locations in the city to advise the public of recommended changes.
2. Public meetings will be held in an ADA accessible building. Participants will be provided maps, data and adequate information on proposed changes.
3. Posters will be placed on the buses and at the transfer centers outlining the proposed changes.
4. Information on all proposed changes will be posted on MET Transit's website.
5. A public hearing about such fare increase/major service reduction is scheduled before the City Council and notice of the Council Agenda, including such public hearings, is provided to the media.
6. A public hearing is held before the City Council and all public comment is heard and considered by the City Council and Staff prior to implementation. All minutes from the public hearing is documented.

* A major reduction in service would involve at least 25% of total system service hours.



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Title VI – LEP (Limited English Proficiency)

Based on the US Department of Transportation (USDOT) – Federal Transit Administration Office of Civil Rights guidance concerning recipients' responsibilities to LEP persons, 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 2010 U.S. Census Bureau, Billings has a small percentage of its total population belonging to the LEP population.
 - Per the 2010 U.S. Census Bureau, Billings has a population base of 89.6% Caucasian/White, 5.2% Hispanic or Latino, 4.4% American Indian and Alaska Native, and 0.8% Black/African American or other nationalities.
- 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 has contacted the following departments and agencies to analyze how they handle individuals with LEP. Following is a summary:

Billings City/County Planning Department: They have no policy for LEP and have had very few inquiries over the years.

City of Billings Police Department and Courts Department: Both departments have very few inquiries. However, they have a list of individuals (with phone numbers and the language they specialize in) that they can contact when they have clients who need help interrupting English or reading an English document. They have provided MET with a copy of the list for our use.

Human Resources Development Council (HRDC): They have very few inquiries; however, they do have a couple of staff members who speak Spanish and help when needed.

Montana Public Health & Human Services (Public Assistance): They have very few inquiries, however, they call the Modern Language Department at Montana State University-Billings to provide assistance if needed by a client.

As stated above MET now has a list of individuals (with phone numbers and the language they specialize in) that we may contact for help if a client requests a schedule or information in another language. This “language list” has been made available to staff for any future LEP requests.

Cc: Title VI file
Chrono

2012 Language Interpreters

LANGUAGE	PRIMARY #	SECONDARY #	LANGUAGE	PRIMARY #	SECONDARY #
AFRICAN			NORWEGIAN		
			George Sarsten	406-656-2965	
ARABIC			Jim Sites	406-252-3441	406-671-4864
Mark Kostinko	406-697-2966				
CANTONESE					
Ng Jamie Daisy	406-2541886		PAKISTANI/HINDI/KANNADA		
			Dr. Shafiq & Dafneem Khaleel	406-252-2040	406-671-4855
CHINESE					
Leo Lee	406-662-8192	406-896-8657	POLISH		
			Dr. Nina Tomaszewski	406-238-6380	
CZECH					
			PERSIAN/FARCEE		
DANISH			Gina Amini	406-245-8127	
Inga Larsen	406-656-6557				
Jim Sites	406-252-3441	406-671-4864	PORTUGUESE		
			Dr. G.A. St. John Robinson	406-256-9573	406-657-2966
DUTCH					
FLEMISH			RUSSIAN		
			Jolanta Cagle	406-672-1671	
FRENCH			Dr. Nina Tomaszewski	406-238-6380	
Vickie Derry	406-656-5732		Tana Skillen	406-698-3955	
Harold Hansen	406-248-8859		Bruce Kipp	406-942-0098	
			Veronika Baukema	406-669-3876	406-855-5770
			SIGN LANGUAGE		
GERMAN			Cathy Copeland	406-259-6206	406-661-4857
Hanneclore Carter	406-259-8561				
Uri Barnea	406-672-2097		Kay Hanson	406-248-2418	406-794-8536
			Brenda Burch	406-252-0426	406-861-3536
GREEK					
HEBREW					
Uri Barnea (YIDDISH/GERMAN)	406-672-2097		SLOVAK		
			Milous Repka	406-238-0092	
HUNGARIAN					
Uri Fulop	406-248-2715	406-661-6550	SPANISH		
			Dr. G.A. St. John Robinson	406-256-9573	406-657-2966
ICELANDIC			Michelle Cormier	406-661-2200	
Inga Larsen	406-656-6557		Diana leonardi Micton	264-492-4027	406-696-4781
			Tana Skillen	406-698-3955	
ITALIAN			Carmen Burch	406-252-3535	406-697-5959
Diana Leonard Micton	264-492-4027	406-698-4781	Rachel Flotis	562-618-2818	562-472-6668
JAPANESE			Analicia Teresa	406-598-4545	
Kiyoko Blumer	406-655-9663		SWEDISH		
Kiyoko Brush	478-213-6201		Diana Leonard Micton	264-492-4027	406-698-4781
			Jim Sites	406-252-3441	406-671-4864
KOREAN					
			TIAWANESE		
LATVIAN			Dan A. Danahy	406-656-2165	
Jolanta Cagle	406-672-1671				
Baiba Fulop	406-248-2715		YUGOSLAVIAN		
MANDARIN			YIDDISH		
Ng Jamie Daisy	406-254-1886		Uri Barnea	406-672-2097	
Dan A. Danahy	406-656-2165		Dr. Aaron Small	406-656-1272	

U.S. Department of Commerce

[People](#) [Business](#) [Geography](#) [Data](#) [Research](#) [I](#)

State & County QuickFacts

Billings (city), Montana

People QuickFacts	Billings	Montana
Population, 2011 estimate	105,636	997,667
Population, 2010 (April 1) estimates base	104,170	989,417
Population, percent change, April 1, 2010 to July 1, 2011	1.4%	0.8%
Population, 2010	104,170	989,415
Persons under 5 years, percent, 2010	7.0%	6.3%
Persons under 18 years, percent, 2010	22.6%	22.6%
Persons 65 years and over, percent, 2010	15.0%	14.8%
Female persons, percent, 2010	51.7%	49.8%
<hr/>		
White persons, percent, 2010 (a)	89.6%	89.4%
Black persons, percent, 2010 (a)	0.8%	0.4%
American Indian and Alaska Native persons, percent, 2010 (a)	4.4%	6.3%
Asian persons, percent, 2010 (a)	0.7%	0.6%
Native Hawaiian and Other Pacific Islander, percent, 2010 (a)	0.1%	0.1%
Persons reporting two or more races, percent, 2010	2.9%	2.5%
Persons of Hispanic or Latino origin, percent, 2010 (b)	5.2%	2.9%
White persons not Hispanic, percent, 2010	86.9%	87.8%
<hr/>		
Living in same house 1 year & over, percent, 2007-2011	82.4%	83.7%
Foreign born persons, percent, 2007-2011	1.8%	2.0%
Language other than English spoken at home, percent age 5+, 2007-2011	4.9%	4.6%
High school graduate or higher, percent of persons age 25+, 2007-2011	92.2%	91.4%
Bachelor's degree or higher, percent of persons age 25+, 2007-2011	31.1%	28.2%
Veterans, 2007-2011	9,604	99,163
Mean travel time to work (minutes), workers age 16+, 2007-2011	16.3	17.9
<hr/>		
Housing units, 2010	46,317	482,825
Homeownership rate, 2007-2011	65.1%	68.9%
Housing units in multi-unit structures, percent, 2007-2011	24.9%	16.3%
Median value of owner-occupied housing units, 2007-2011	\$172,900	\$179,900

Households, 2007-2011	43,724	403,495
Persons per household, 2007-2011	2.29	2.36
Per capita money income in the past 12 months (2011 dollars), 2007-2011	\$27,582	\$24,640
Median household income, 2007-2011	\$47,869	\$45,324
Persons below poverty level, percent, 2007-2011	12.0%	14.6%

Business QuickFacts	Billings	Montana
Total number of firms, 2007	11,697	114,398
Black-owned firms, percent, 2007	0.5%	0.2%
American Indian- and Alaska Native-owned firms, percent, 2007	1.7%	2.0%
Asian-owned firms, percent, 2007	1.0%	0.6%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F	S
Hispanic-owned firms, percent, 2007	S	1.0%
Women-owned firms, percent, 2007	26.7%	24.6%
<hr/>		
Manufacturers shipments, 2007 (\$1000)	D	10,638,145
Merchant wholesaler sales, 2007 (\$1000)	2,225,969	8,202,782
Retail sales, 2007 (\$1000)	2,406,272	14,686,854
Retail sales per capita, 2007	\$23,638	\$15,343
Accommodation and food services sales, 2007 (\$1000)	335,832	2,079,426

Geography QuickFacts	Billings	Montana
Land area in square miles, 2010	43.41	145,545.80
Persons per square mile, 2010	2,399.5	6.8
FIPS Code	06550	30
Counties		

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

D: Suppressed to avoid disclosure of confidential information

F: Fewer than 100 firms

FN: Footnote on this item for this area in place of data

NA: Not available

S: Suppressed; does not meet publication standards

X: Not applicable

Z: Value greater than zero but less than half unit of measure shown

Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, County Business Patterns, Economic Census, Survey of Business Owners, Building Permits, Consolidated Federal Funds Report, Census of Governments
Last Revised: Thursday, 10-Jan-2013 10:38:13 EST



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Director of Aviation and Transit

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Transit Manager

MET Transit System-wide Service Standards and Policies

MET Transit has only one mode of Transportation, fixed-route bus service, with a fleet of 26 buses.

Vehicle Load – All MET Transit's vehicles are 35-foot buses and have a seating capacity of 34 seats. At this time (peak and off-peak service) none of the vehicles on the fixed-route service exceeds their capacity. All passengers are able to utilize a seat during their trip. However, if MET Transit observes that the vehicle load on any route is consistently exceeding its capacity, MET Transit would consider adding vehicles or increasing frequencies serving the route, pending funding.

Vehicle Headway – During weekdays all MET Transit fixed-route buses operate between 30- and 60-minute frequencies. On Saturdays there are limited routes that also operate between 30- and 60-minute frequencies. MET Transit consistently monitors the vehicle headway and considers a number of factors including, ridership, vehicle load and population density, and not based on race, income or other Title VI population groups. The current headways and frequency of service provided best meets the demands of where and when service is needed in our community. MET Transit will continue to monitor the headways and frequencies based on ridership and demand. MET Transit will increase service headways as annual ridership increases and funding becomes available.

On-time Performance – Ninety-five (95) percent of MET Transit's vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables.

Service Availability – MET Transit has distributed their service so that at least 90% of all residents in the service area are within a ¼ mile walk of bus service. MET Transit buses stop at all safe corners by riders "flagging" the bus when it is a half-block away to let the drivers know to stop.

Distribution of Transit Amenities – MET Transit has installed transit amenities (i.e. bus signs, bus benches, bus shelters) along bus routes based on the number of

passenger boarding's, availability of right-of-way and passenger demand, and not based on race, income or other Title VI population groups.

Vehicle Assignment – MET Transit has 26 buses that are used for the fixed-route operations. The two low-floor buses are used on the higher ridership, frequent service routes for better reliability and easier accessibility for passengers. The rest of the fleet is assigned by age of buses. Older buses are used on the peak service routes and new buses are used on full service routes.

CITY OF BILLINGS MET TRANSIT TITLE VI POLICY STATEMENT

The City of Billings MET Transit assures that no person shall, on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Billings MET Transit assures every effort will be made to ensure nondiscrimination in all its programs and activities regardless of the funding source.

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, and all other responsibilities as required.

Thomas H. Hanel, Mayor

Date

ATTEST:

Cari Martin, City Clerk

Date

This policy was adopted at a legally convened meeting of the Billings City Council held on April 8, 2013.