

CITY OF BILLINGS
NONDISCRIMINATION POLICY STATEMENT
AND
COMPLAINT PROCEEDURE
FOR THE
MET TRANSIT BUS PROGRAM
EFFECTIVE JUNE 1, 2019

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.

I. 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 demand response system and a fixed route program. A rider wishing to use the 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” 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.

II. 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@ci.billings.mt.us

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

III. 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 Planning and Development Coordinator.

Debra Hagel, Transit Planning and Development Coordinator
City of Billings MET Transit
1705 Monad Road
Billings, MT 59101
406-657-8218
hageld@ci.billings.mt.us

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

IV. 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.

V. 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.

VI. 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 7 days after the date of the letter or the LOF to do so.

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
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Address	City	ST.	ZIP
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Home Phone	Work Phone	Cell Phone
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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
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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
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SECTION IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

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
Debra Hagel, Transit Planning & Development Coordinator
1705 Monad Road
Billings, MT 59101

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



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.

VII. Public Participation Plan

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 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 presented with all information on proposed changes.

3. Posters will be placed on the buses and at the transfer centers stating Date, Time and Place of all meetings.
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.

VIII. Language Assistance Plan

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 2019 World Population Review, Billings has a small percentage of its total population belonging to the LEP population.

- Per the 2019 World Population Review, 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. 96.17% of Billings' residents speak only English, while 3.83% speak other languages. The largest non-English language is Spanish, which is spoken by 1.67% 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 has recently contracted with *Language Link*, an over-the-phone interpretation service. The cost is \$0.62 cents per minute. They are available 24/7/365 and cover 240 languages and dialects.

IX. Aviation & Transit 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. These positions are advertised in the local paper and on the City’s website.

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 posted well in advance on MET Transit’s website and in *Yellowstone County News*.

Body	Caucasian	Latino	African American	Asian American	Native American
Population	89.6%	5.2%	0.8%	0.7%	4.4%
Aviation & Transit Committee	100%*	0%	0%	0%	0%

*Currently the Board has one woman and six men

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. We do 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 favorably to the standard of 1:1.

Table 1

WEEKLY VEHICLE LOAD FACTOR

<u>ROUTE</u>	<u>NUMBER OF SEATS</u>	<u>AVERAGE NO.</u>	<u>LOAD FACTOR</u>	<u>PASSENGERS</u>
1	2,560	460		.18
3	3,520	506		.14
5	7,040	1,800		.26
7	3,520	674		.19
9	3,520	648		.18
10	3,520	937		.27
13	1,760	318		.18
14	800	108		.14
15	1,280	96		.08
16	1,760	435		.25
17	1,440	235		.16
18	1,120	336		.30
19	1,920	696		.36
24	3,520	218		.06

*Data from FY18

VEHICLE ASSIGNMENT

Standard

The Operations Supervisor is 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 19 Gillig 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 buses serve minority and low income areas.

Table 2

FLEET ROSTER

<u>Make/Model</u>	<u>Year</u>	<u>Seating Capacity</u>
1801/Gillig	2004	34 seats
1802/Gillig	2004	34 seats
1803/Gillig	2004	34 seats
1804/Gillig	2004	34 seats
1805/Gillig	2004	34 seats
1806/Gillig	2004	34 seats
1807/Gillig	2005	34 seats
1808/Gillig	2005	34 seats
1809/Gillig	2005	34 seats
1810/Gillig	2005	34 seats
1811/Gillig	2005	34 seats
1812/Gillig	2006	34 seats
1813/Gillig	2006	34 seats
1814/Gillig	2006	34 seats
1815/Gillig	2006	34 seats
1816/Gillig	2006	34 seats
1817/Gillig	2007	34 seats
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

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.

We do 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 buses serve minority and low income areas.

Comparison to Service Standard

All buses 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 we have 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 we locate our bus shelters and bus benches 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
Steward Park Transfer Center	West of Rimrock Mall
Central/Santa Fe	Billings Health & Rehab
Grand/17 th St. W.	US Bank/"old" West Park Plaza
15 th St. W./Ave B	Sears/"old" West Park Plaza
Poly/13 th St. W.	First Presbyterian Church
825 Ave D	Pleasant View Apartments
Ave D/8 th St W.	Pleasant View Apartments
N. 30 th /12 th Ave N.	St. Vincent Hospital
N. 27 th /near Rimrock Road exit	MSU-Billings (tennis courts)
2417 8 th Ave N.	Prairie Towers
N. 25 th /8 th Ave N.	Prairie Towers
2675 Central Ave	Lamplighter Square
7 th N./N.19 th St.	Big Sky Apartments
N. 23 rd St/between 3 rd & 4 th Ave N.	Sr. Community Center/Parks & Rec
S. 28 th /8 th Ave S.	Fraser Towers
9 th St S./S.30 th	Southside Senior Center
2850 King Ave W.	Arby's/Casino
Rosebud/21 st W.	Job Service
Grand/8 th St. W.	Holiday Station
Wicks Lane/west of Bench Blvd	Walmart
Poly/Ash	MSU-Billings (north side of Poly)
Central Ave./38 th St. W.	Billings Career Center
S. 27 th /10 th	Passages
220 N. 25 th St.	Downtown Transfer Center

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 & 27 th	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 & 27 th	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 & 29 th	NWC	Psyh 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 & 27 th	NWC	Billings Clinic
31	9th Av N & 29 th	NWC	Motel
32	10th Av N & 30 th	NEC	Billings Clinic
33	11th Av N & 27 th	SEC	MRI
34	11th Av N & 27 th	NWC	Parking Lot
35	11th Av N & 30 th	SEC	Deaconess Research
36	12th Av N & 27 th	SWC	Parking Lot
37	12th Av N & 27 th	NWC	Parking Lot
38	12th Av N & 27 th	SEC	Parking Lot
39	12th Av N & 29 th	SEC	Medical Building
40	12th Av N & 30 th	SEC	St. Vincent's
41	12th Av N & 30 th	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	Mongolian Grill
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	Quest
99	Central & 32 nd	NEC	Empty Lot
100	Central & 35 th	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	Mustard Seed
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	Security Federal
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
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	17th St. Station
149	Poly & 15 th	SWC	Granary
150	Poly & 13 th	NEC	Residential
151	Poly & N27	SEC	Rock Pile
152	Poly & N27	NWC	MSUB
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	Nutra-Life
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	Sports Authority
174	St. Johns & 24 th	SEC	Mt. Olive Church
175	Stillwater & 24 th	SWC	Golden Corral
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	KFC
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	Blockbuster
195	Main & Wicks	SWC	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	Blvd.
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
227	Monad & 32 nd	SWC	Blvd.
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	Blvd.
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 5 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 our security camera’s on all buses, as they record the length of time of each trip.

Comparison to Service Standard

Currently all buses on each route maintains their 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. Our 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 our city and three of our 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 our routes service our 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 of our buses are equipped with wheelchair lifts and all of our routes are distributed equitably throughout the City providing equal access to all riders.