



TRANSIT DEVELOPMENT PLAN 2022

Plan Appendix

CITY OF BILLINGS MET TRANSIT



September 2022

APPENDICIES

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.

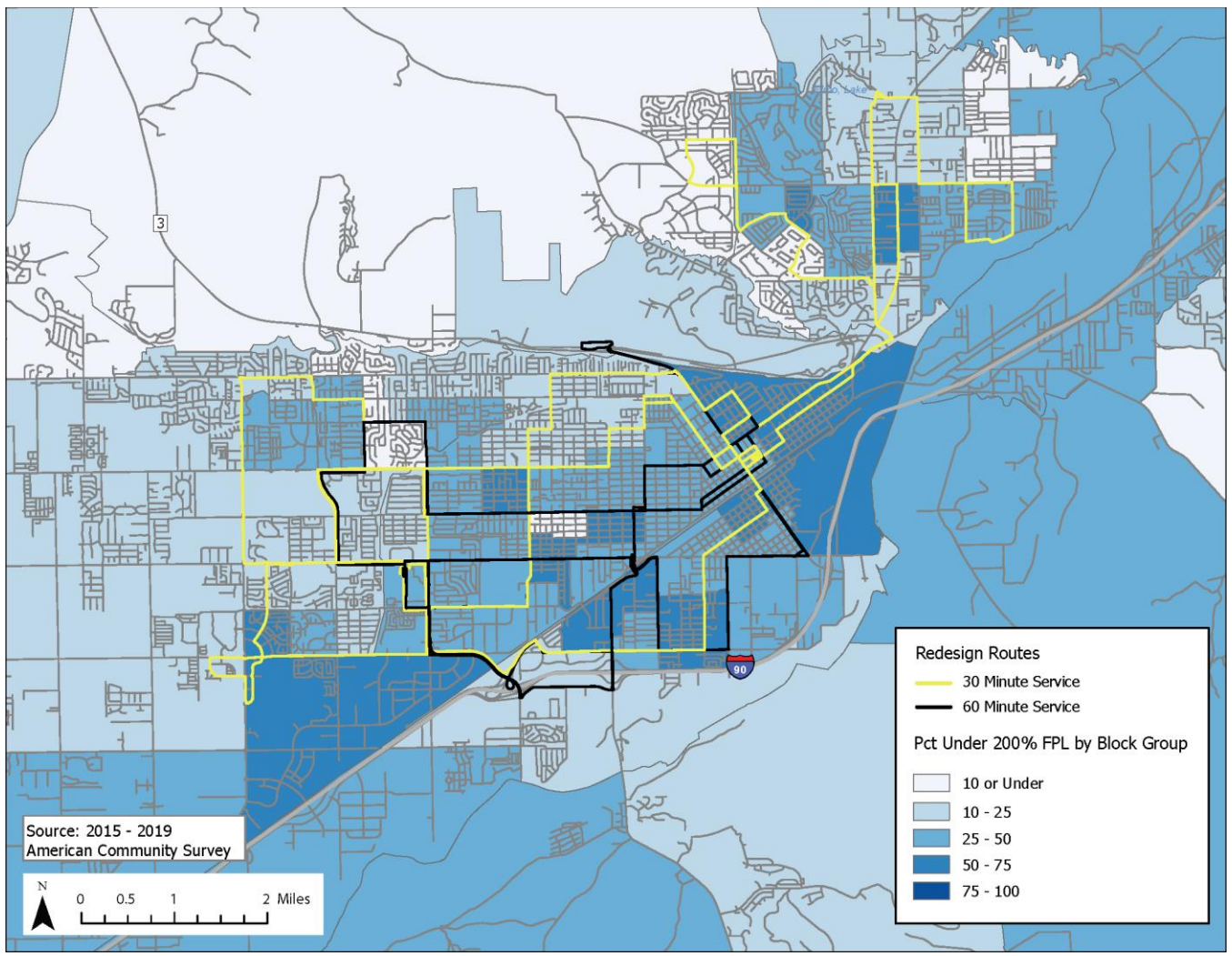
Advanced Care Hospital of Montana
Affinity
Aspen Grove
Aspen Meadows
Aspen View Retirement
Autumn Springs Assisted Living
Avanterra/Bellaterra

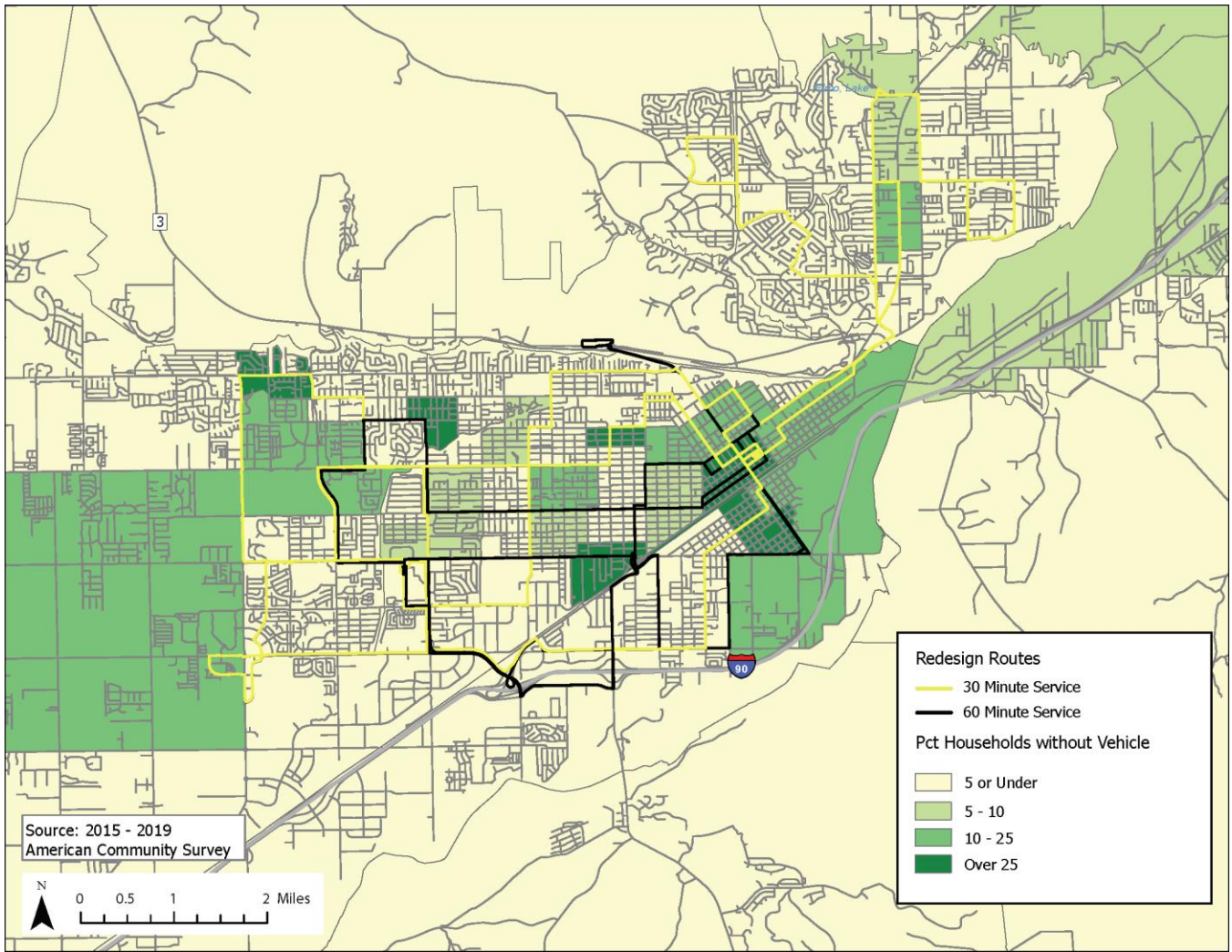
Morning Star Senior Living
MSU-Billings
Montana Center on Disabilities
Northern Rockies Oncology
Parkview
PLUK
Prairie Towers

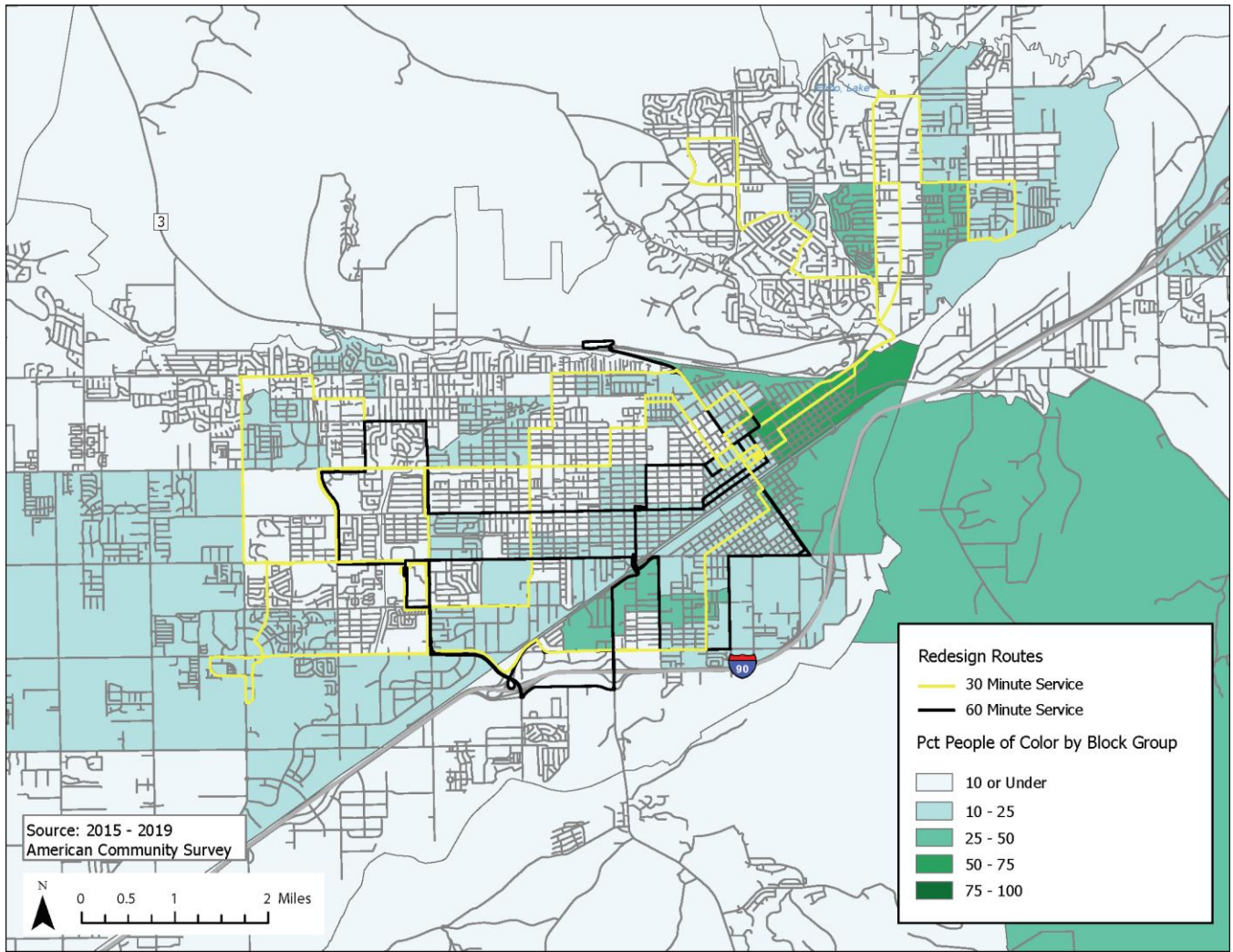
Beartooth Assisted Living
Billings Bible College
Billings School District
Billings Taxi
Billings Yellow Cab
Blind & Low Vision
Central Court Village
City Cab
Eagle Cliff Manor
Edgewood Vista
Fraser Tower
Golden Advantage Senior Services
Head Start, Inc.
Highgate Senior Living
Human Resources Development Council
Interim Health Care
Job Connection
Lasting Legacy
LIFTT
Magic City Terrace
Mental Health Center

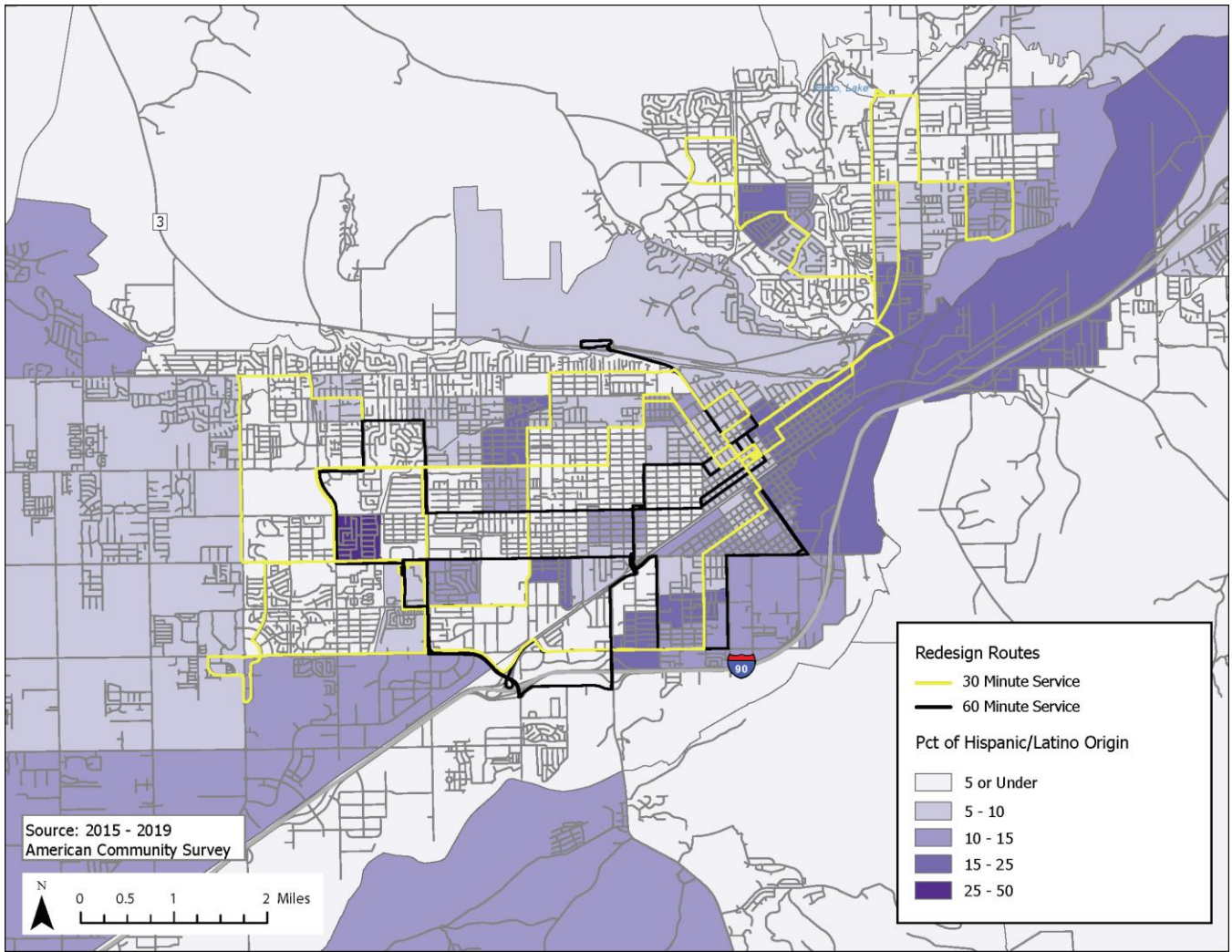
Rainbow House
Rocky Mountain College
Rocky Mountain Home Care
Rocky Mountain Hospice
S.T.E.P.
Sage Tower
St. John's Lutheran Ministries
Sweetwater Retirement
Synergy Home Care
Tender Nest
Total Transportation
Vintage Suites
Visiting Angels
Vocational Rehab
Volunteers of America
Westpark Retirement Village
Yellowstone County Human Services
Yellowstone Naturopathic Clinic
YMCA
YWCA

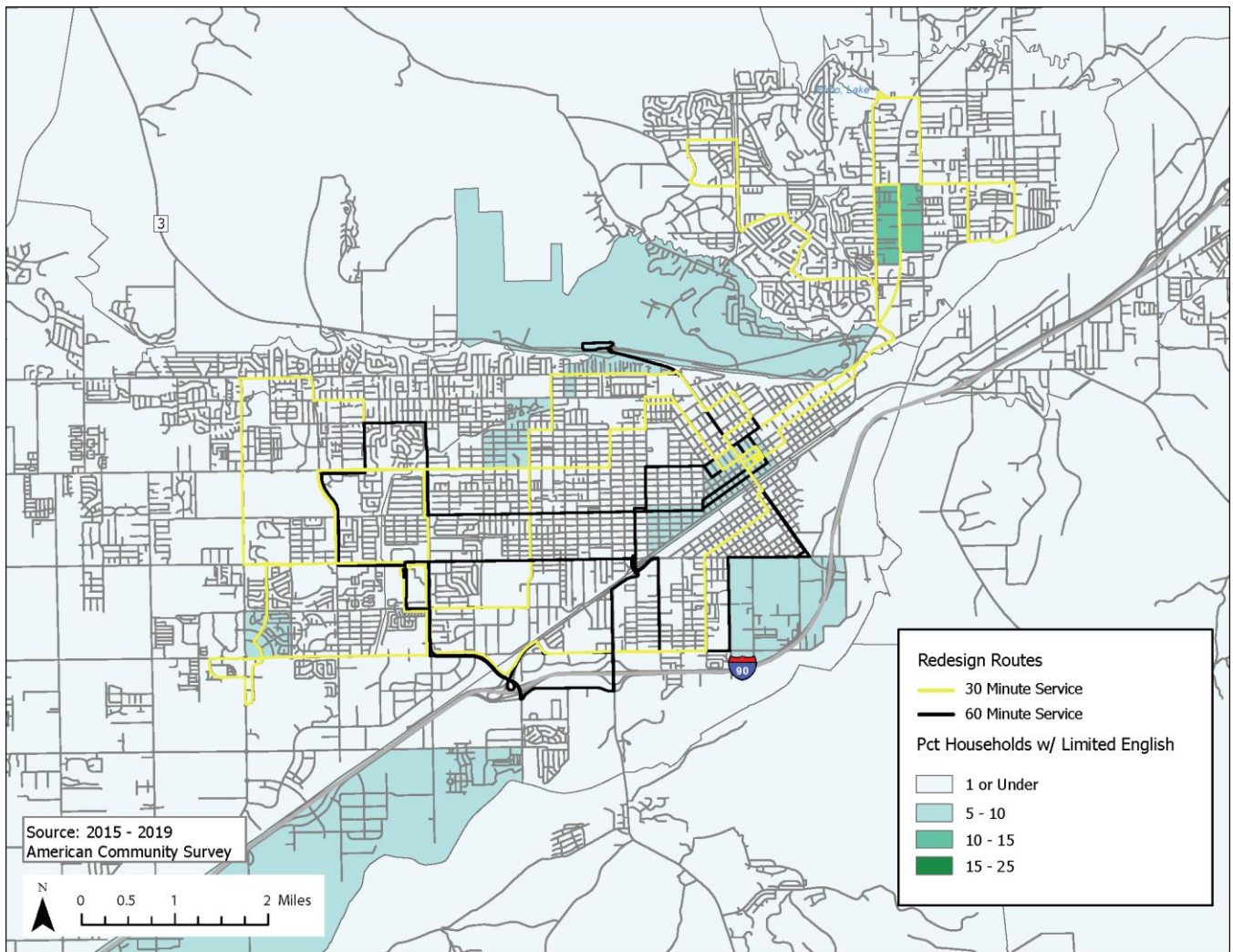
Redesign Network and Demographics











May 5th Public Presentation Slides



BILLINGS, MONTNA

TRANSIT DEVELOPMENT PLAN

PUBLIC MEETING 1

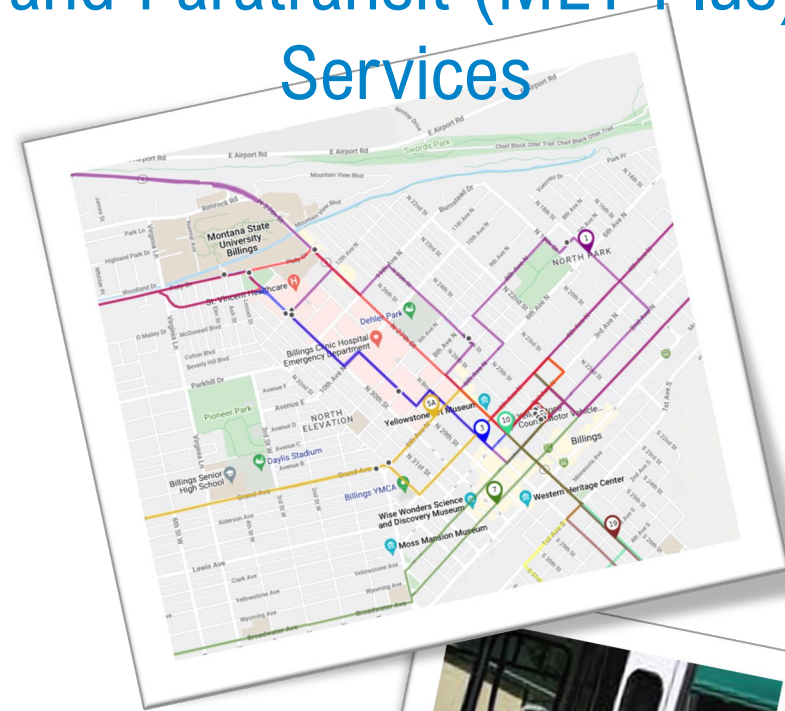
May 5, 2022



Agenda

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

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

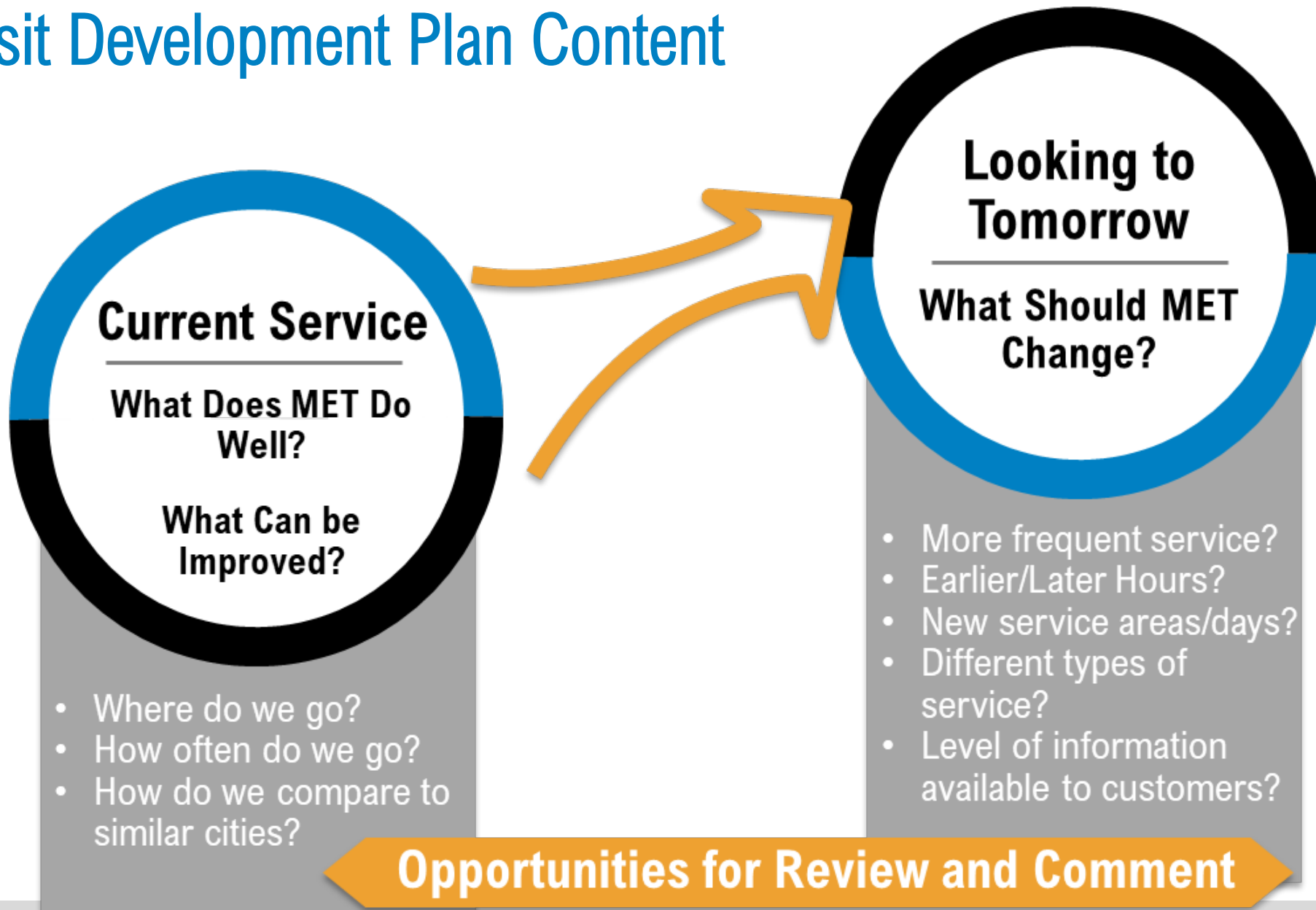


Remote Participants:

Email Questions/Comments: btroe@srfconsulting.com

Call/Text with Questions/Comments: 402-350-7783

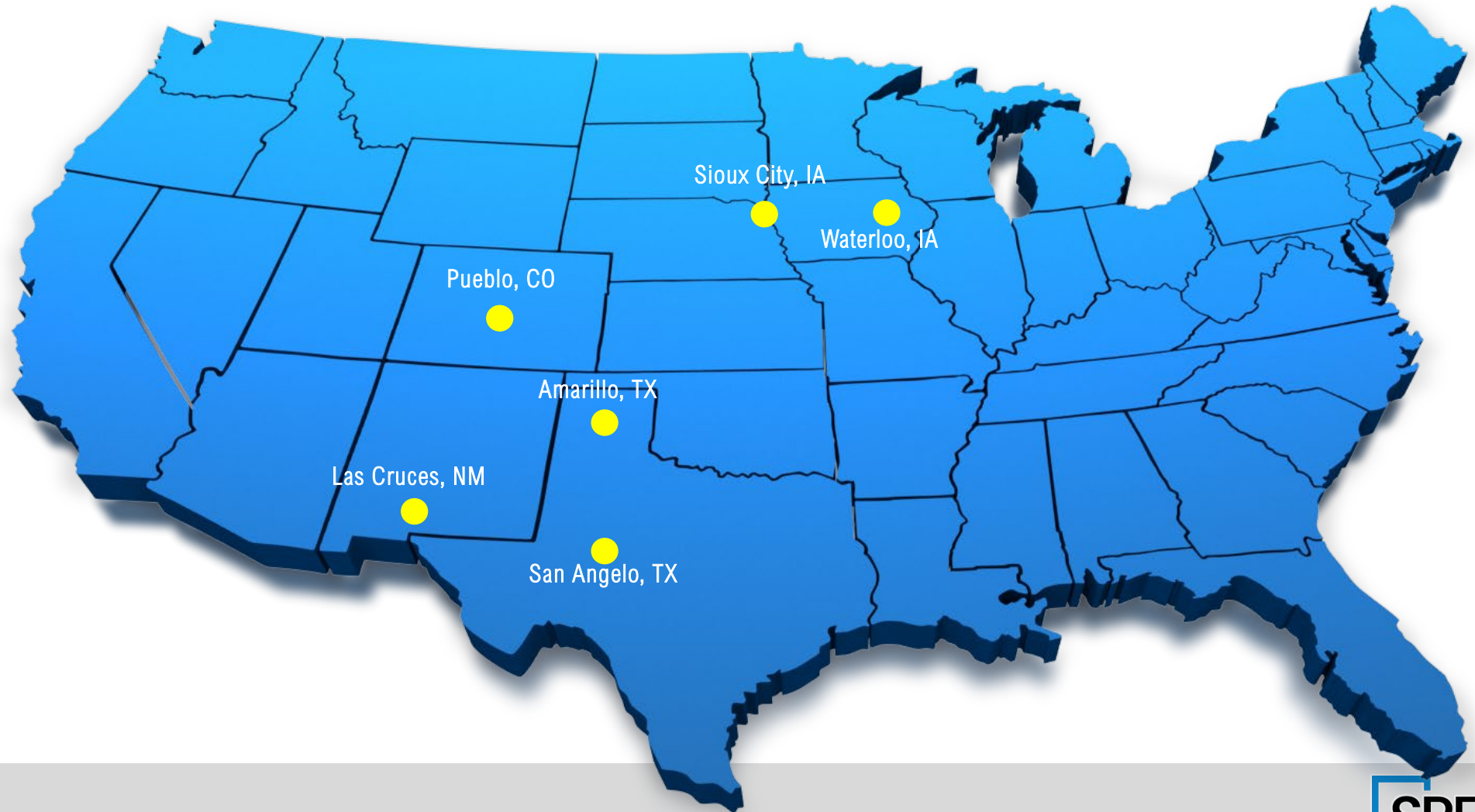
Transit Development Plan Content





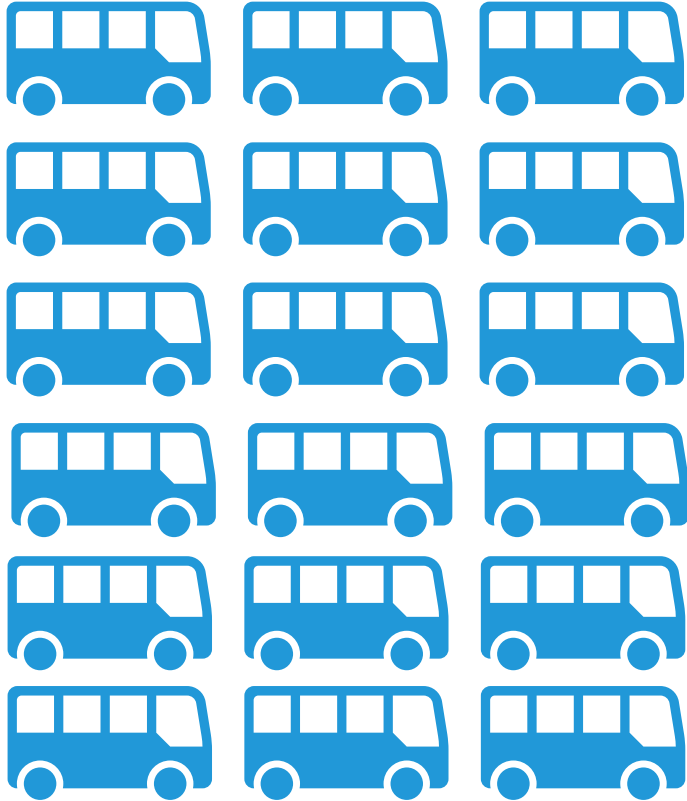
BILLINGS MET PEER ASSESSMENT

Selected Peers

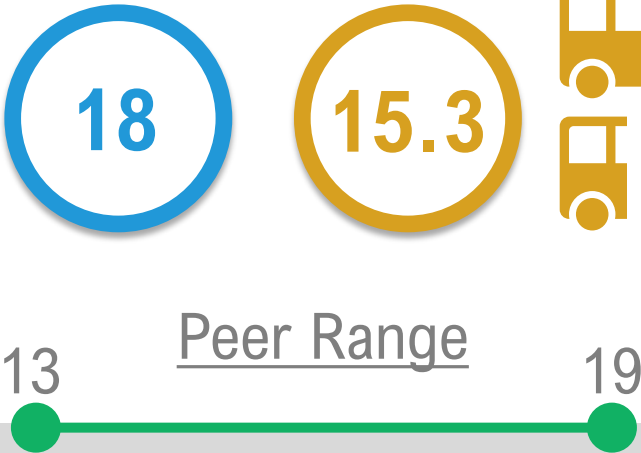


Buses Operating During Peak

Billings Transit

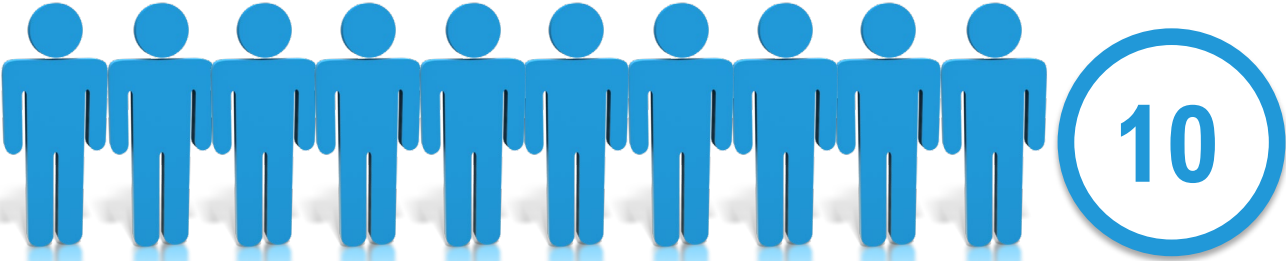


Peer Systems

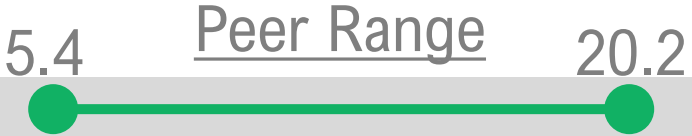
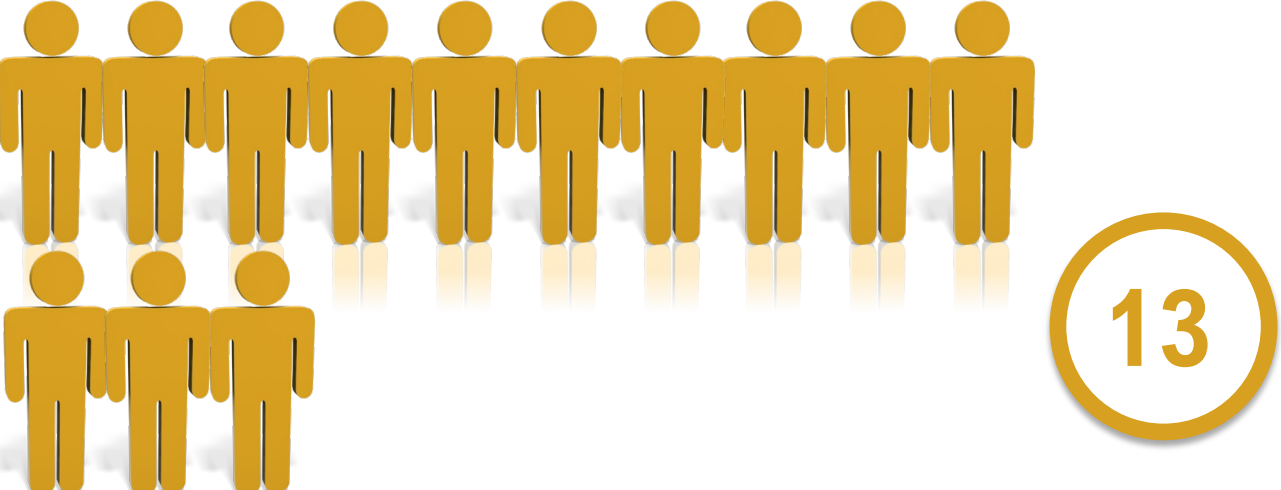


Riders Per Hour - Service Effectiveness

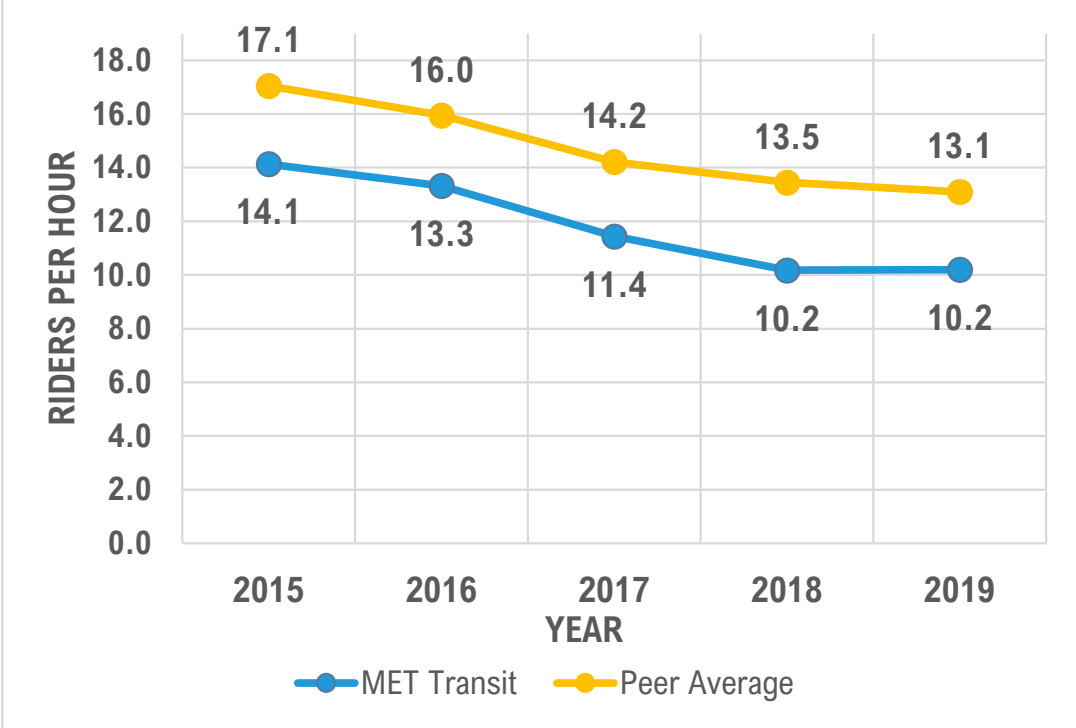
Billings Transit



Peer Systems



Billings Compared to Peer Average 2015-2019



Cost Per Hour for Service

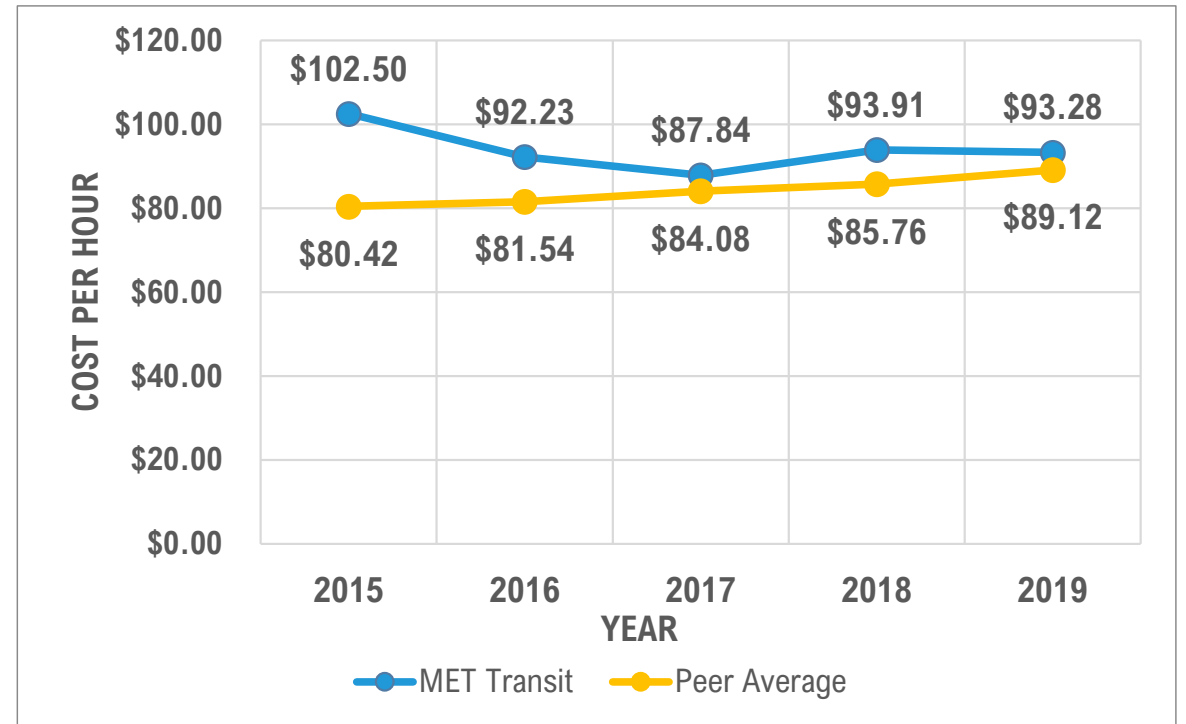
Billings Transit



Peer Systems

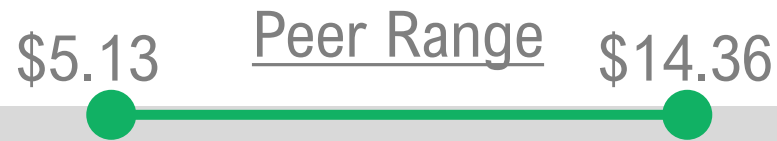
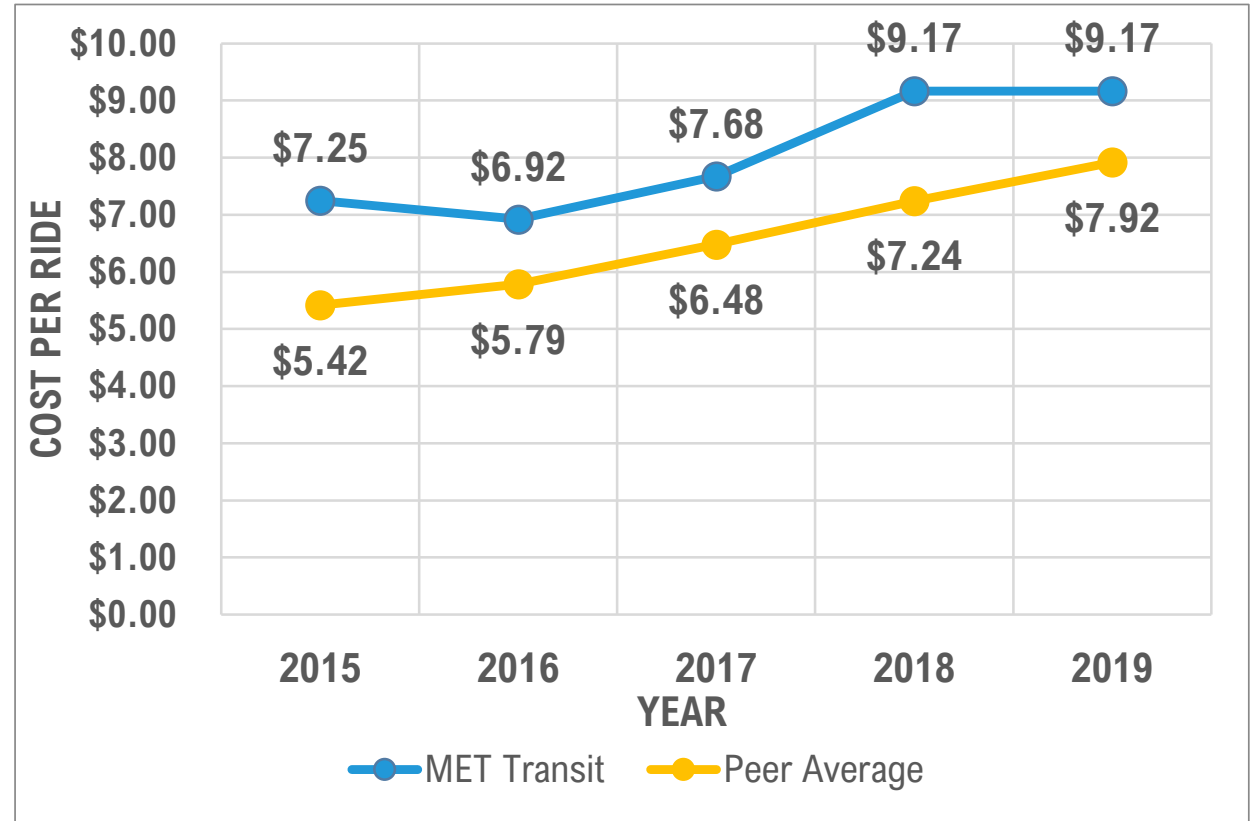
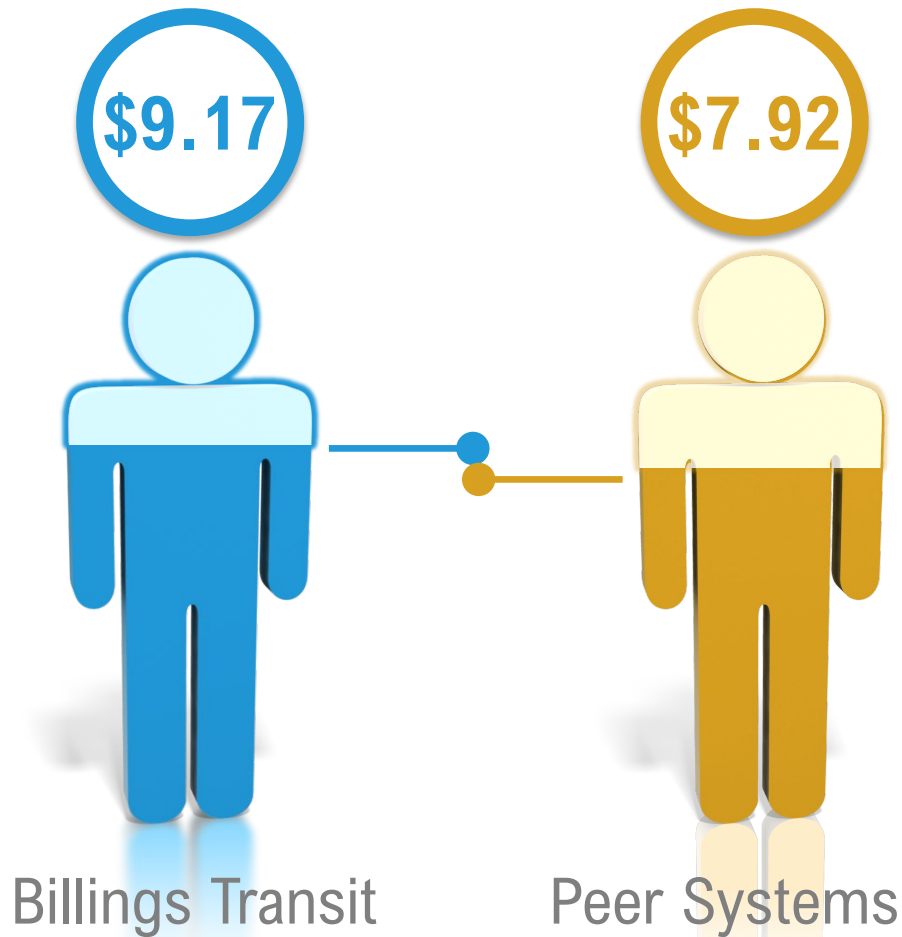


Billings Compared to Peer Average
2015-2019



Cost Per Rider – Cost Effectiveness

Billings Compared to Peer Average
2015-2019





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!

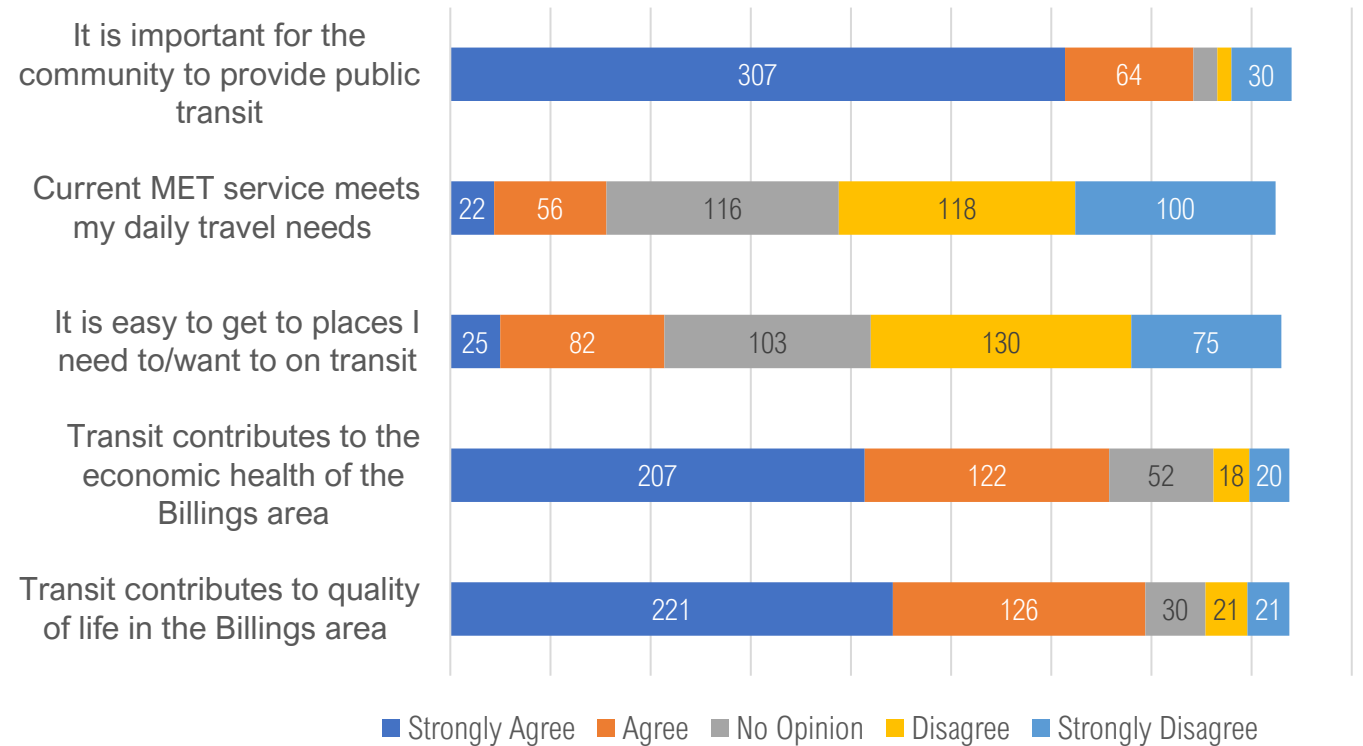


What Did We Hear from the Community?

Riders and Non-Riders

Sentiment about Service

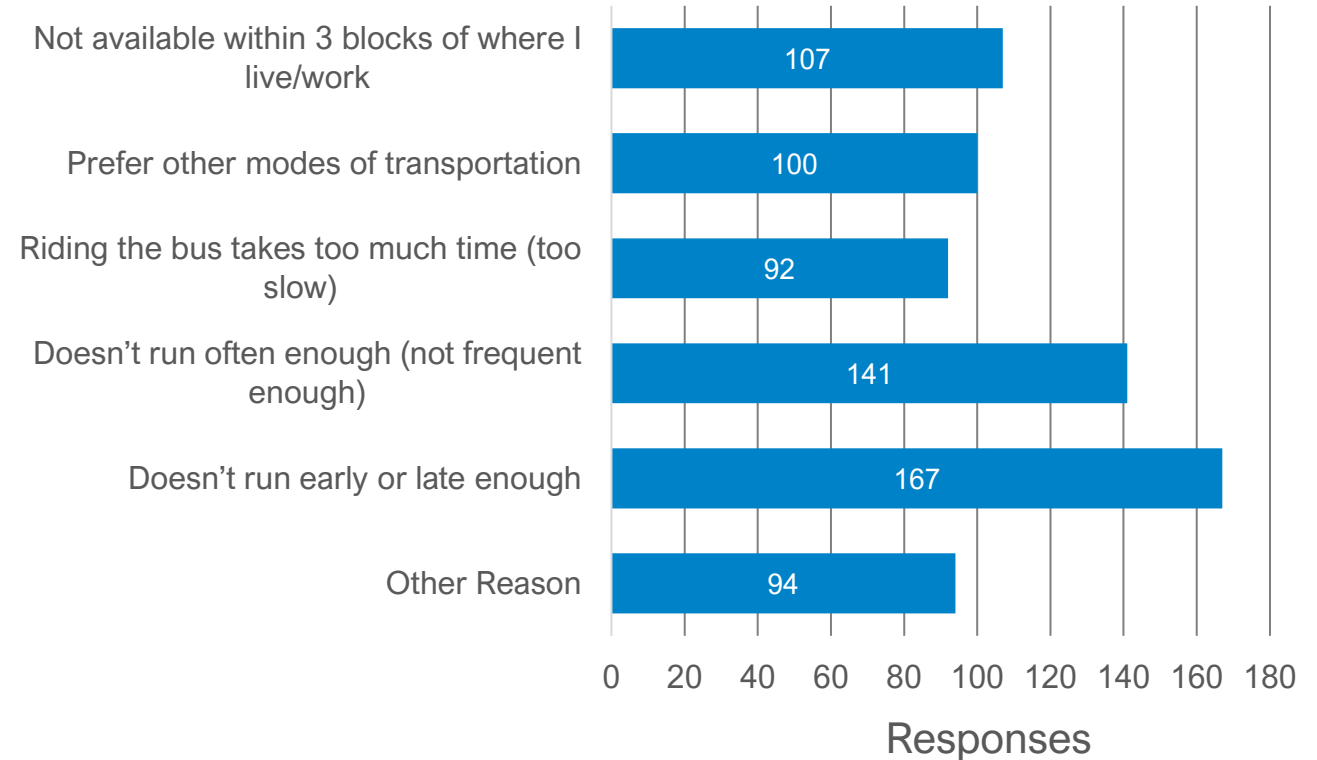
- Vast Majority See Value in MET Service:
 - 90%: Transit is Important – Agree/Strongly Agree
 - 85-87%: Transit Contributes to Billings Economic Health/Quality of Life – Agree/Strongly Agree
- Room of Improvement:
 - 15%: Transit Meets Needs – Agree/Strongly Agree
 - 15%: Transit Easily Gets Me Where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



Reasons Not Using Transit

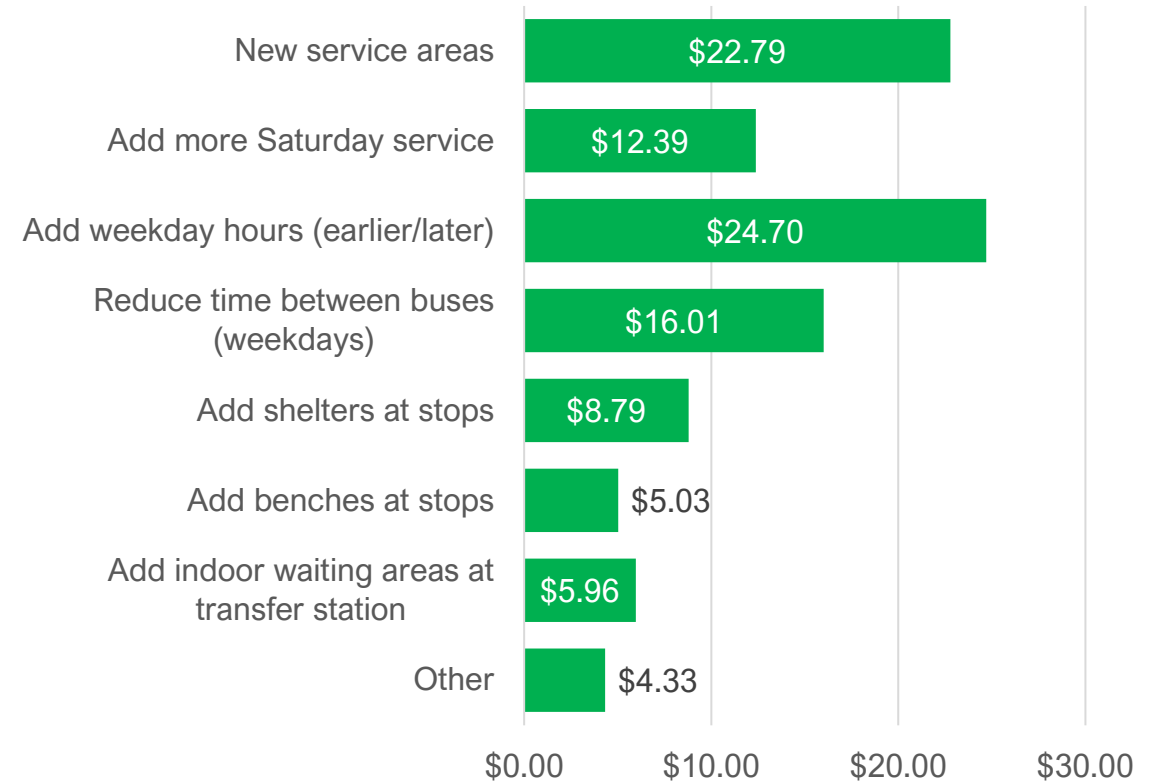
- Hours of Service Too Short
- Too Much Time Between Trips
- Convenience – Too Far to Walk

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

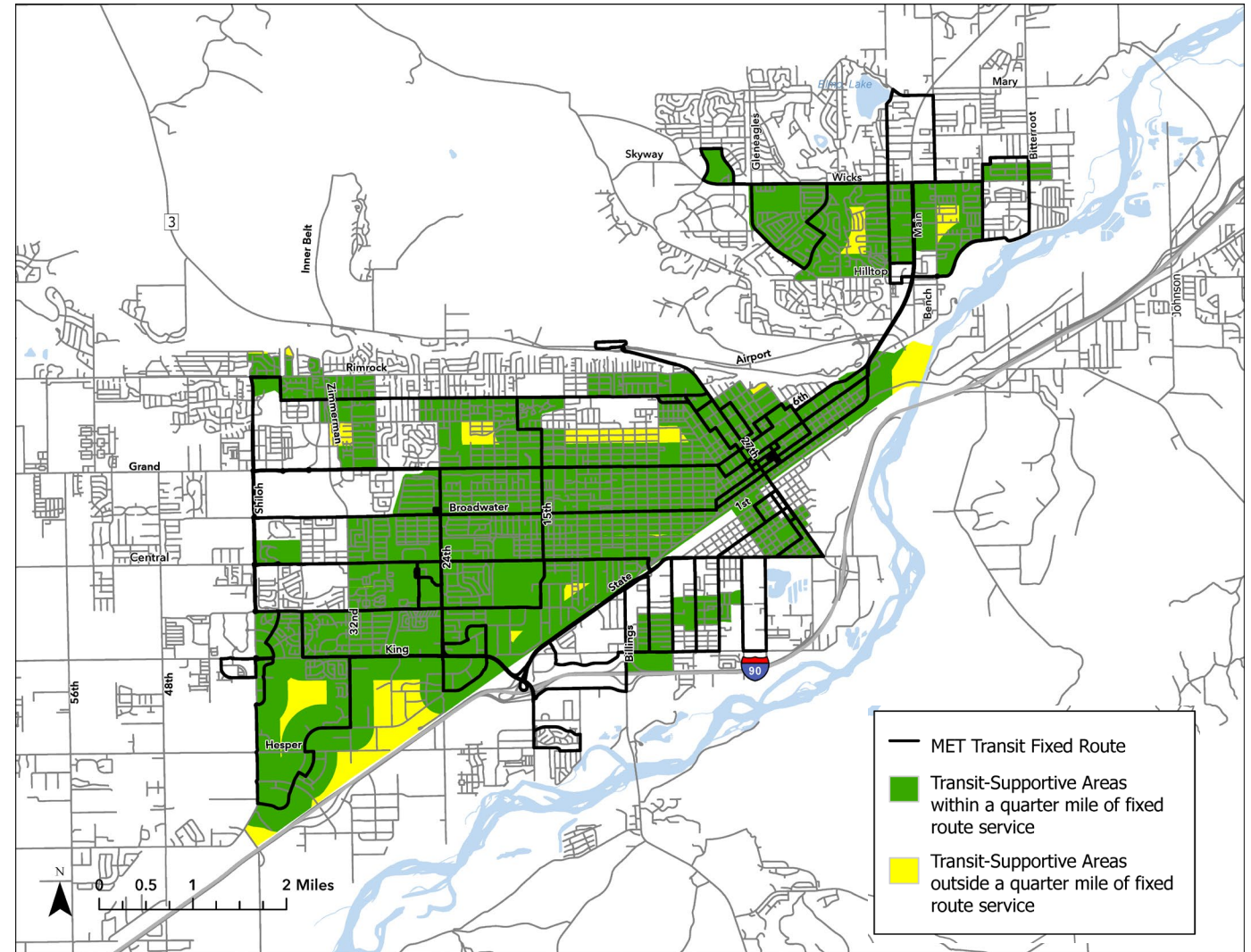




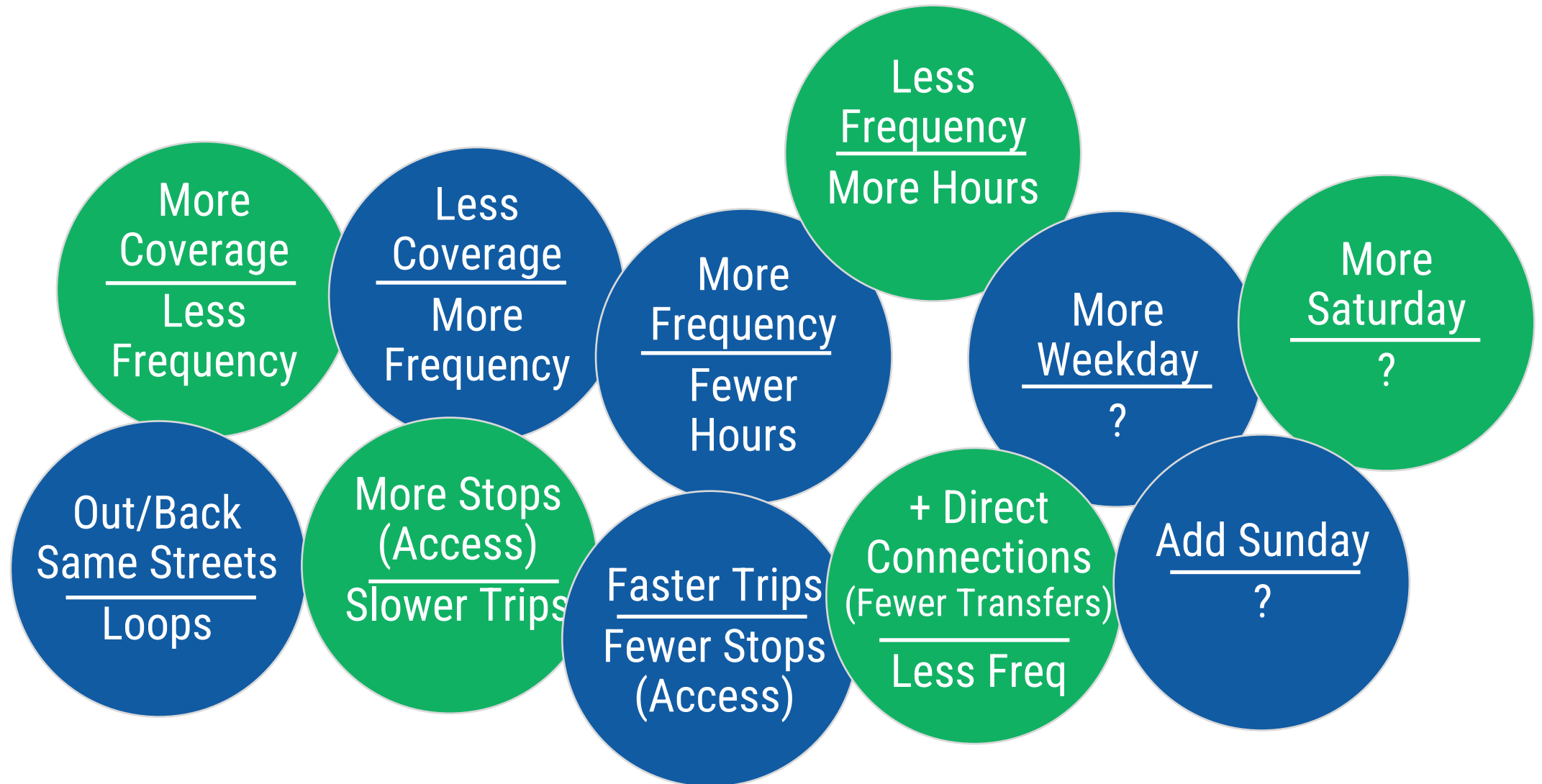
PLANNING FOR CHANGE

Identifying Need For Changes – Why Suggest Change?

- Route Performance** Current Route is Under-performing:
 - Service
 - Economic
 - Financial
- Segment Performance** Lower Riders Per Revenue Hour
- Fill Gaps** Identify Transit Supportive Areas without Service
- Redundancy** Are Competing Routes Reducing Performance?



Going Forward – Decisions on Change Involves Tradeoffs



How Would You Prioritize Transit Service Improvements?

Frequency

Shorter wait time between buses



Travel Time

Shorter trips/ More reliability



Add Weekday Hours

More hours in the morning/evening



Expand Saturday Service

More Comparable to Weekday



More Days

Add Sunday service



Coverage

Service to...
(Add Answer on Sticky Note)



New Options

On-demand in certain areas/at certain times of day
(e.g. like Taxi, Uber or Lyft)

Place DOTS



- Highest Priority



- 2nd



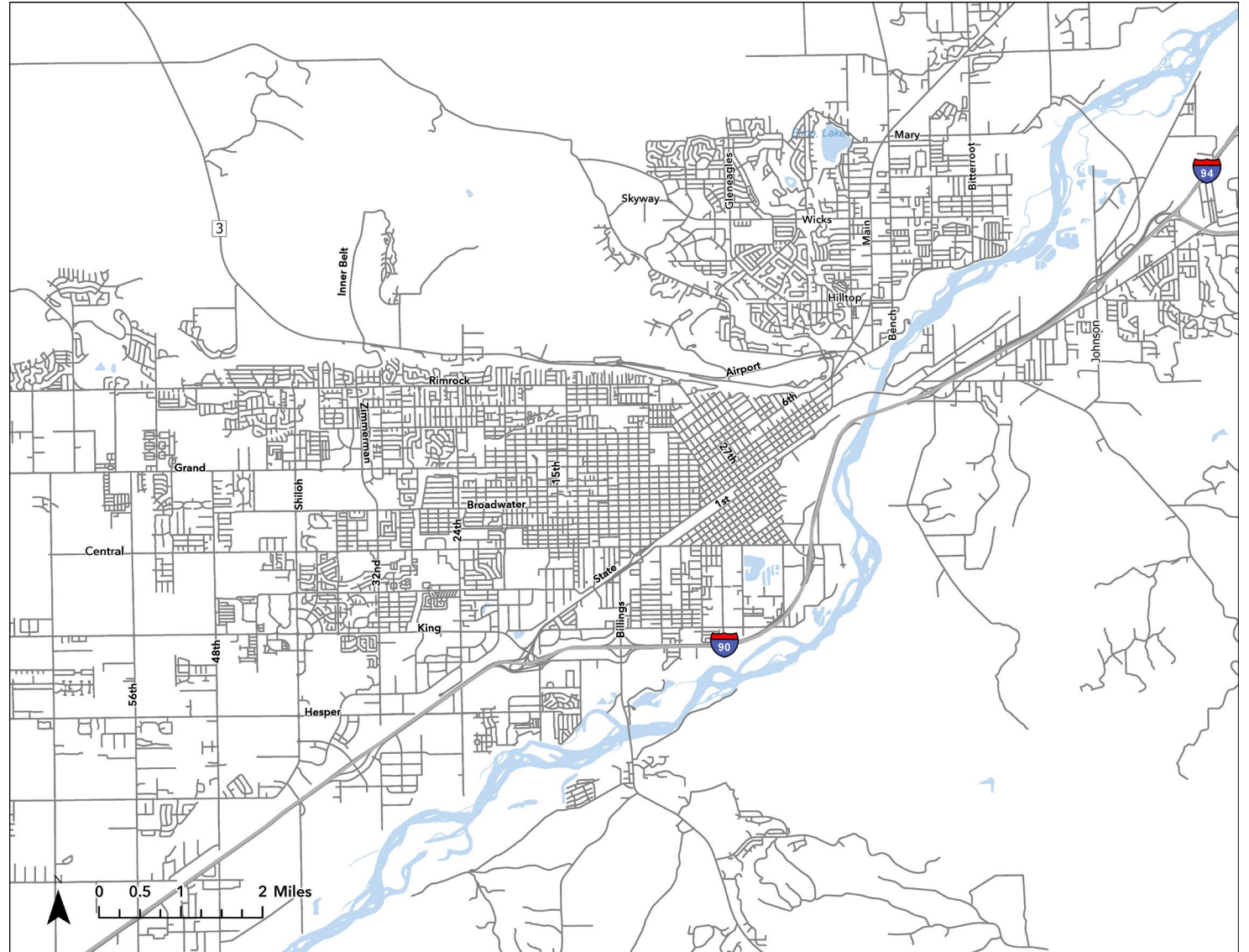
- 3rd



- 4th

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

Initiation

- Kick-off
- Organize Steering Committee
- Assess Current Conditions

MAR – MAY 2022

New Ideas

- Community Survey
- Future Development
- Determine Change is Needed
- Service Ideas and Review:
 - Positives
 - Negatives
 - Cost

JUN – AUG 2022

Plans

- Package Ideas:
 - Provide service
 - Meet goals
 - Can afford

ON-GOING

Implementation

- Funding Package
- When Needed
- Documentation

Discussion/Wrap-up

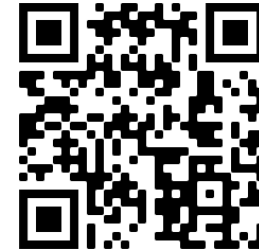
- Next Steps:
 - Reviewing Service Concepts
 - Evaluating Stop Locations
 - Reviewing Funding

Providing Comments

Option 1: Use the Comment Forms provided

Option 2: access the digital form

www.METTransit.com/Survey



Contacts

Rusty Logan, MET Transit Manager
406-657-8218
loganr@billingsmt.gov

Bill Troe, Project Manager
SRF Consulting
402-513-2158
btroe@SRFConsulting.com



TRANSIT DEVELOPMENT PLAN

PUBLIC MEETING 1



Remote Participants:

Email Questions/Comments: btroe@srfconsulting.com

Call/Text with Questions/Comments: 402-350-7783



August 18th Public Presentation Slides



BILLINGS, MONTANA

TRANSIT DEVELOPMENT PLAN

PUBLIC MEETING 2

August 18, 2022

Location/Time

August 18, 2022

Public Library

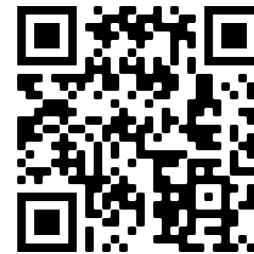
5:30 PM to 7:00 PM



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
Or Click the Code



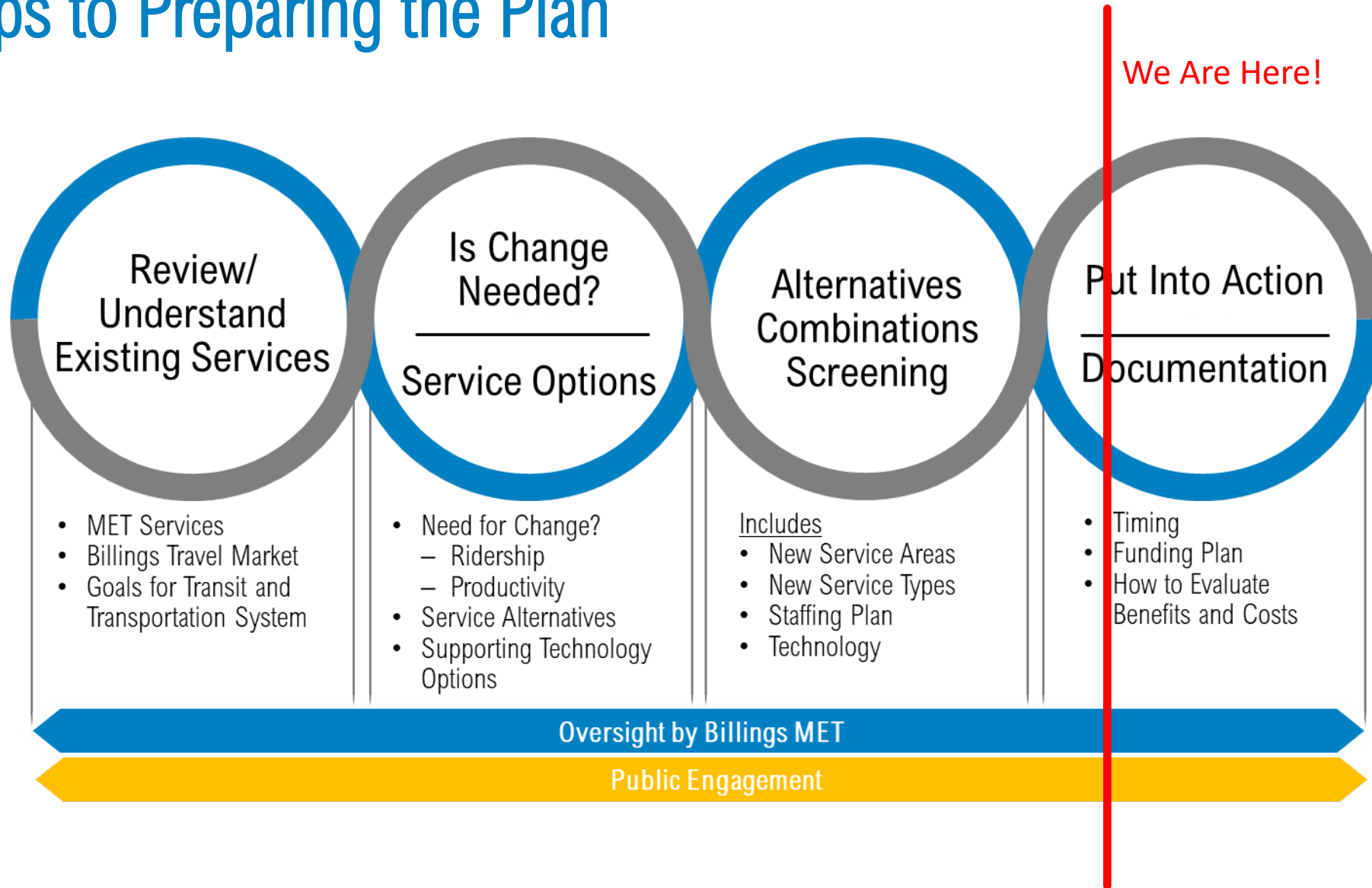
TRANSIT DEVELOPMENT
**PLAN
2022**

CITY OF BILLINGS MET TRANSIT



August 2022

Steps to Preparing the Plan



Anticipated Future Budget

+30%

Reflects Average Increment Over
Next 5 Years

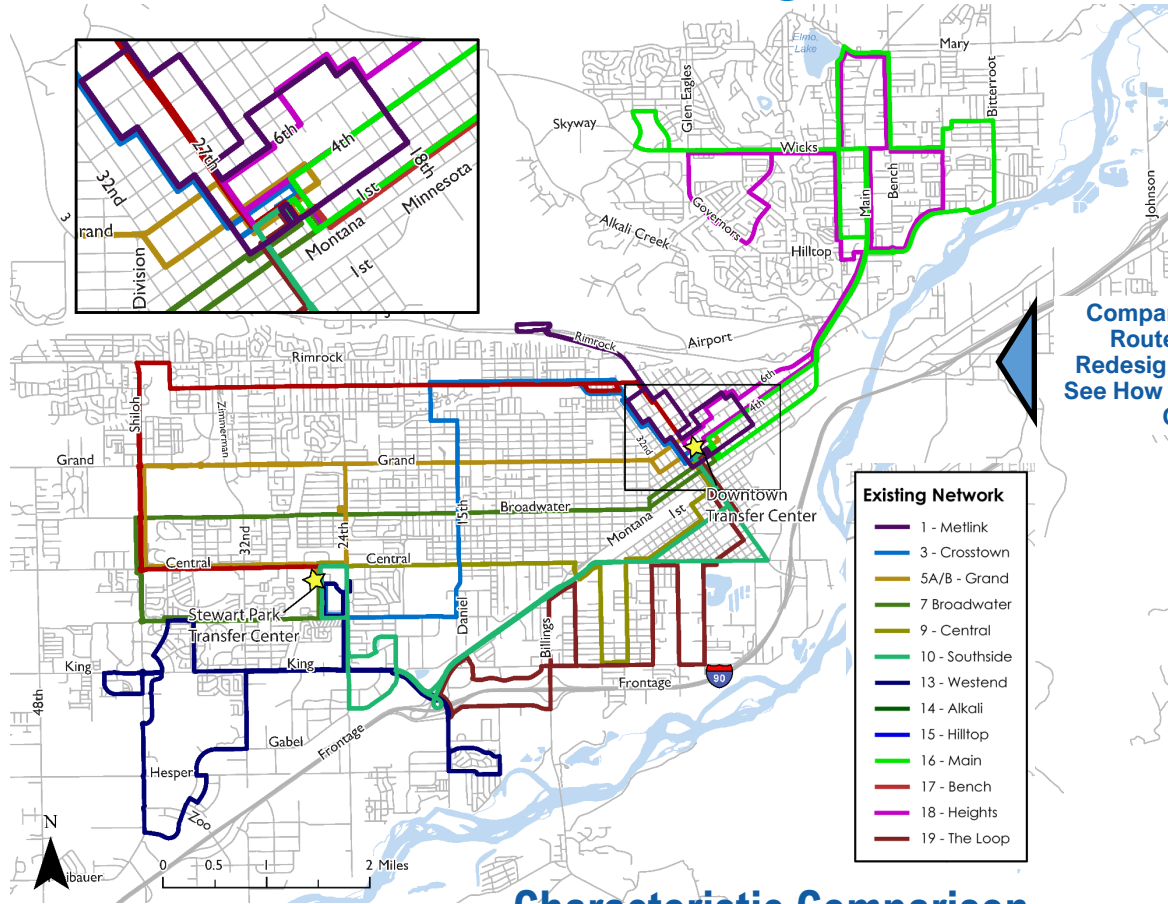
New Route: 10%

60 to 30 Minute Frequency: 10%

Add 1 Hour to Weekdays: 10%

Fixed Route Network Redesign

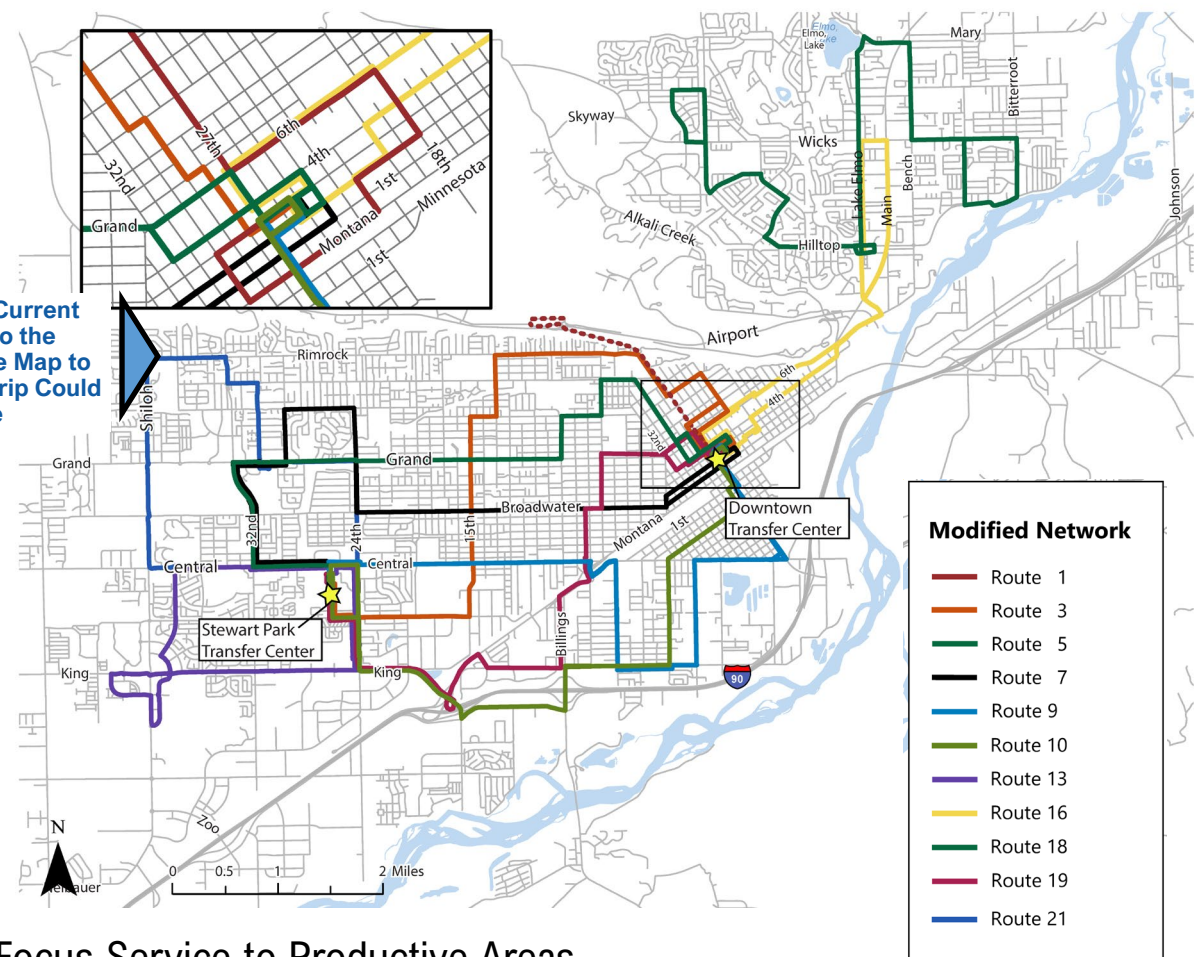
Current and Redesign Transit Networks



Characteristic Comparison

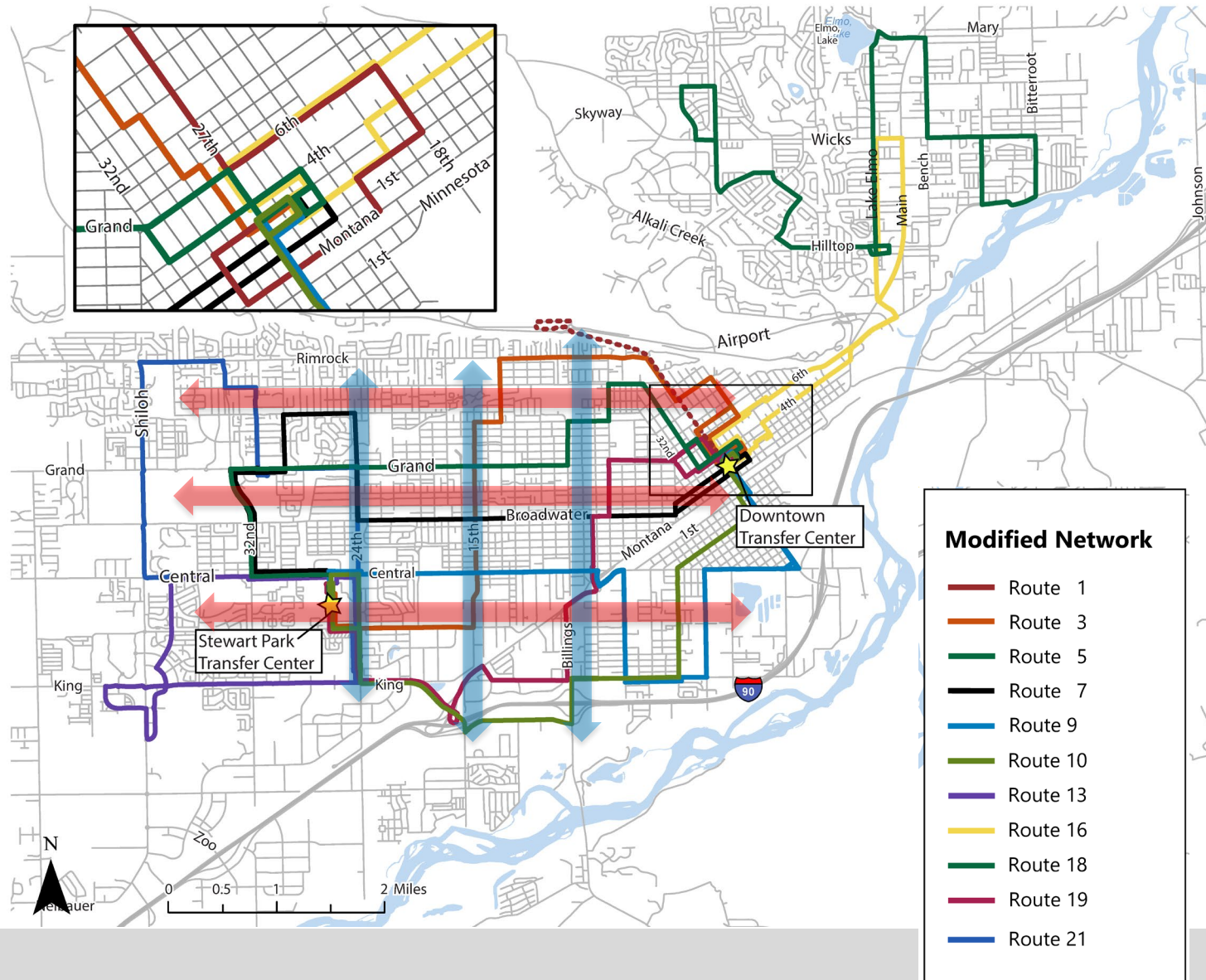
- Consistent Operating Budget
- Consistent Service Hours
- Focus Service on Transit Supportive Area

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

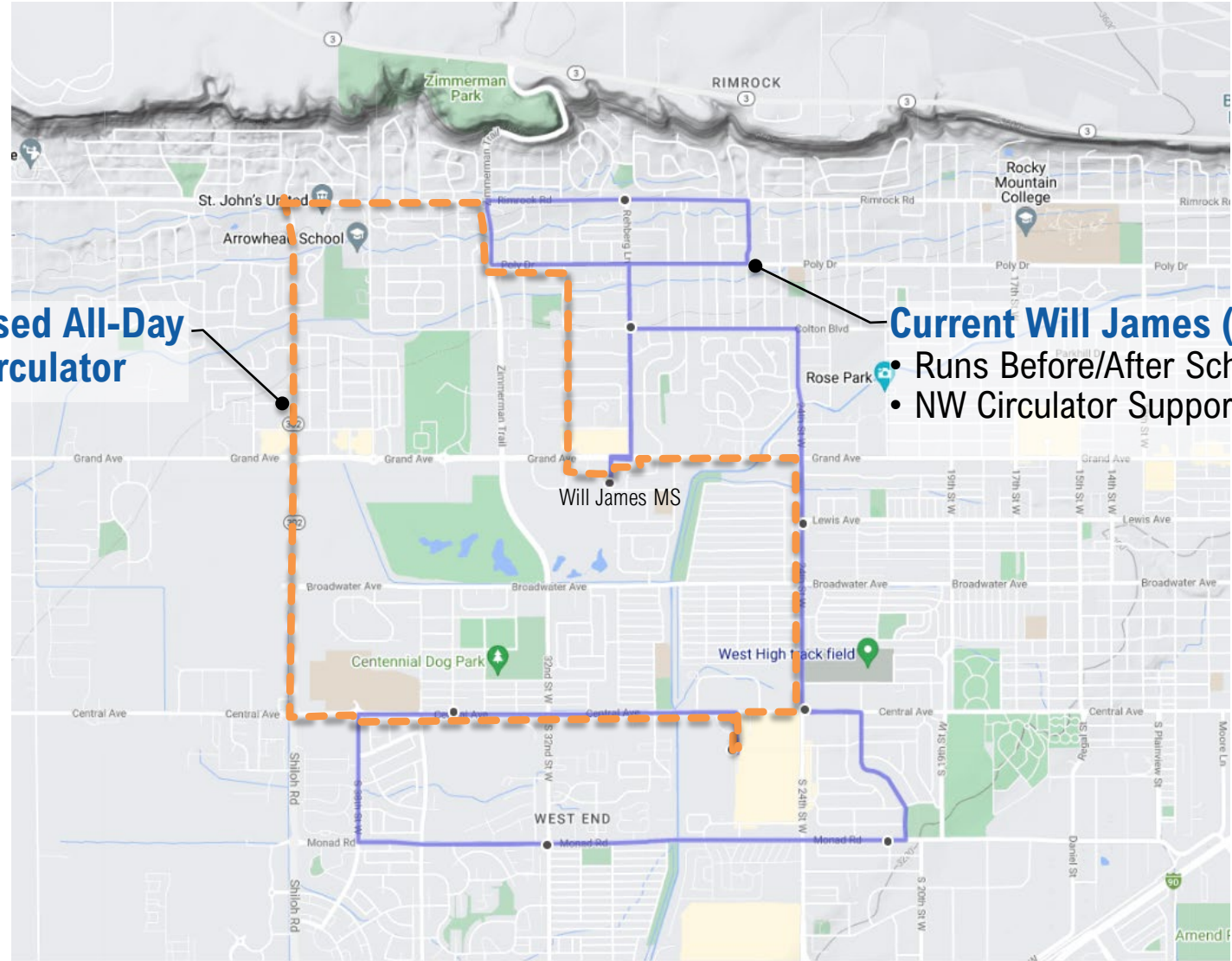


- Retains the East-West Continuity in Core
- Adds Increment of North-South Continuity

Will James – Northwest Circulator

- Reduce/Replace Tripper

Proposed All-Day NW Circulator



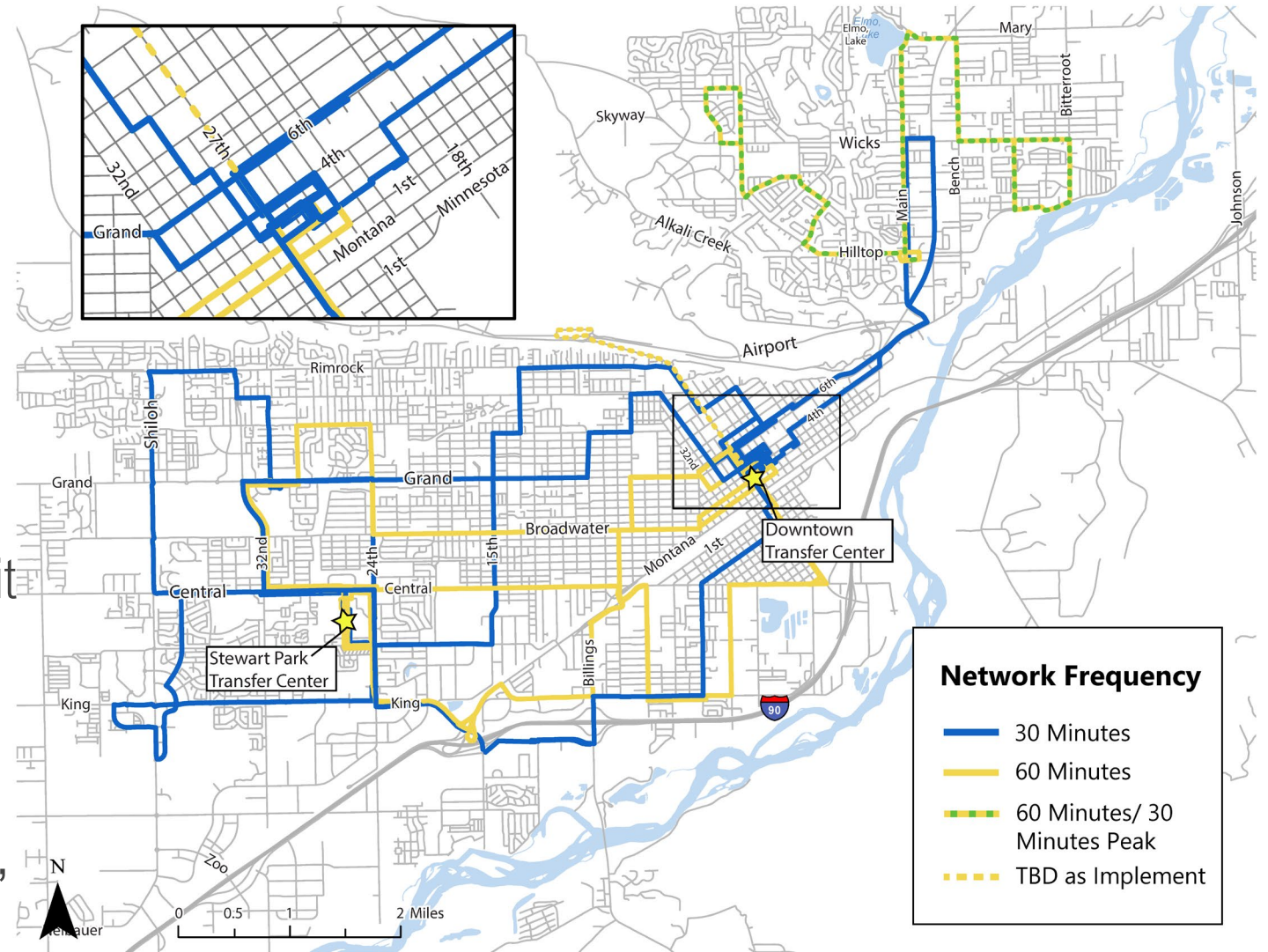
Current Will James (Tripper)

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

Use of New Funding

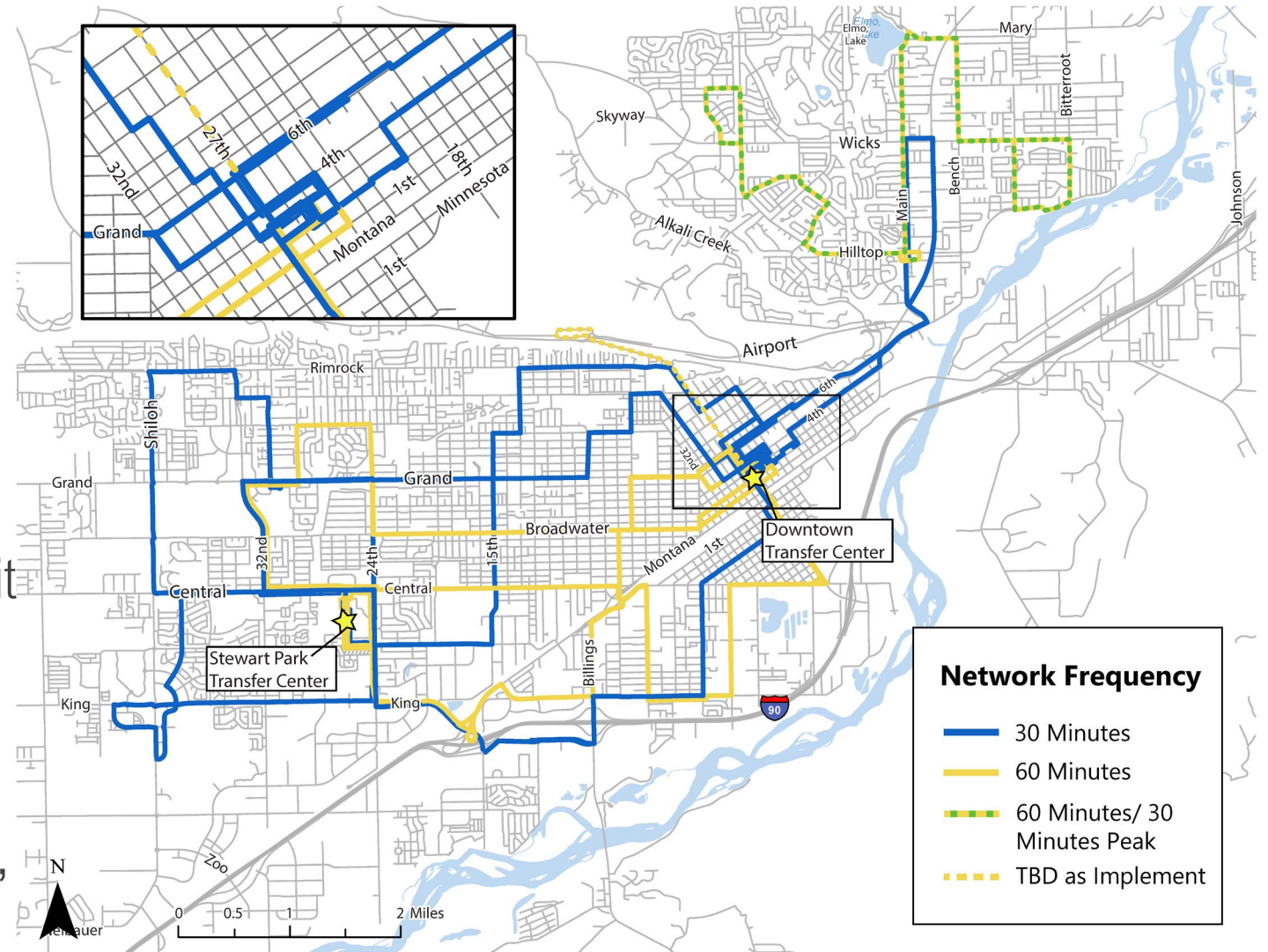
Service Expansion In Plan

- 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”



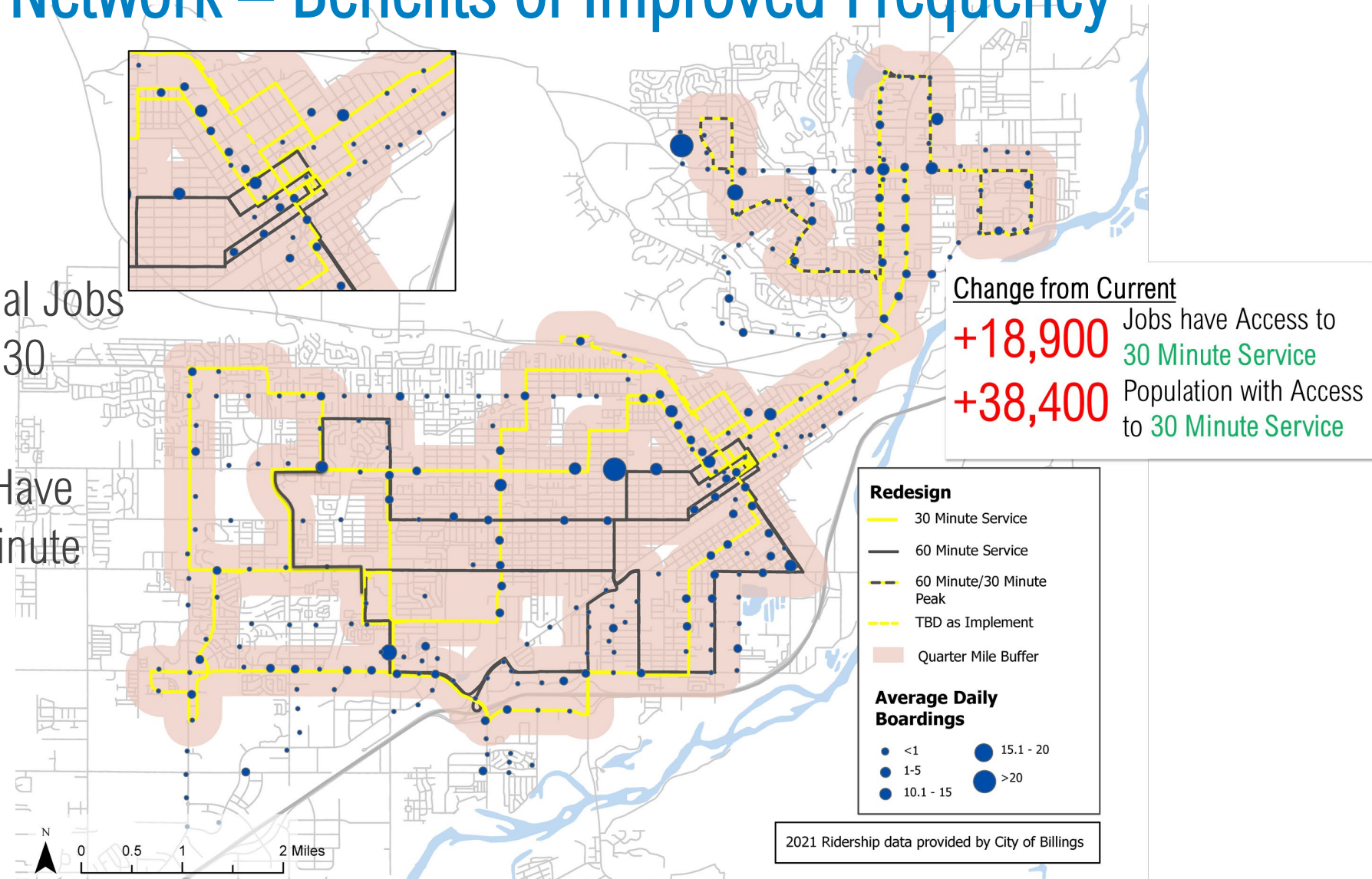
Service Expansion In Plan

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Redesign Transit Network – Benefits of Improved Frequency

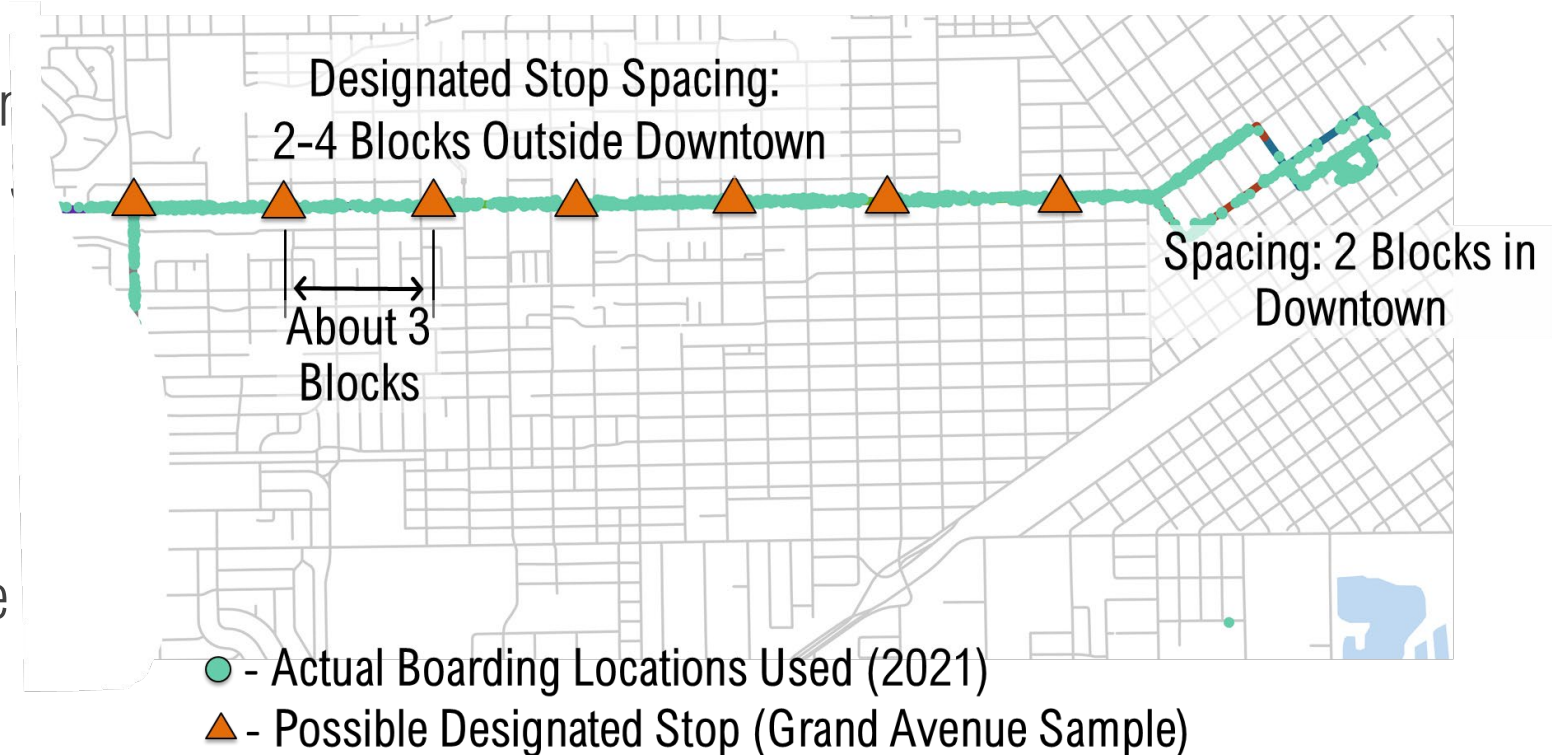
- Relative to the Current:
 - 18,900 Additional Jobs Have Access to 30 Minute Service
 - 38,400 People Have Access to 30 Minute Service



Designated Stops – Convenience/Safety Improvement

- Removes Confusion of “Safe” Stop Location
- Reduces Missed Pick-ups in Dark (Driver Cannot always see 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

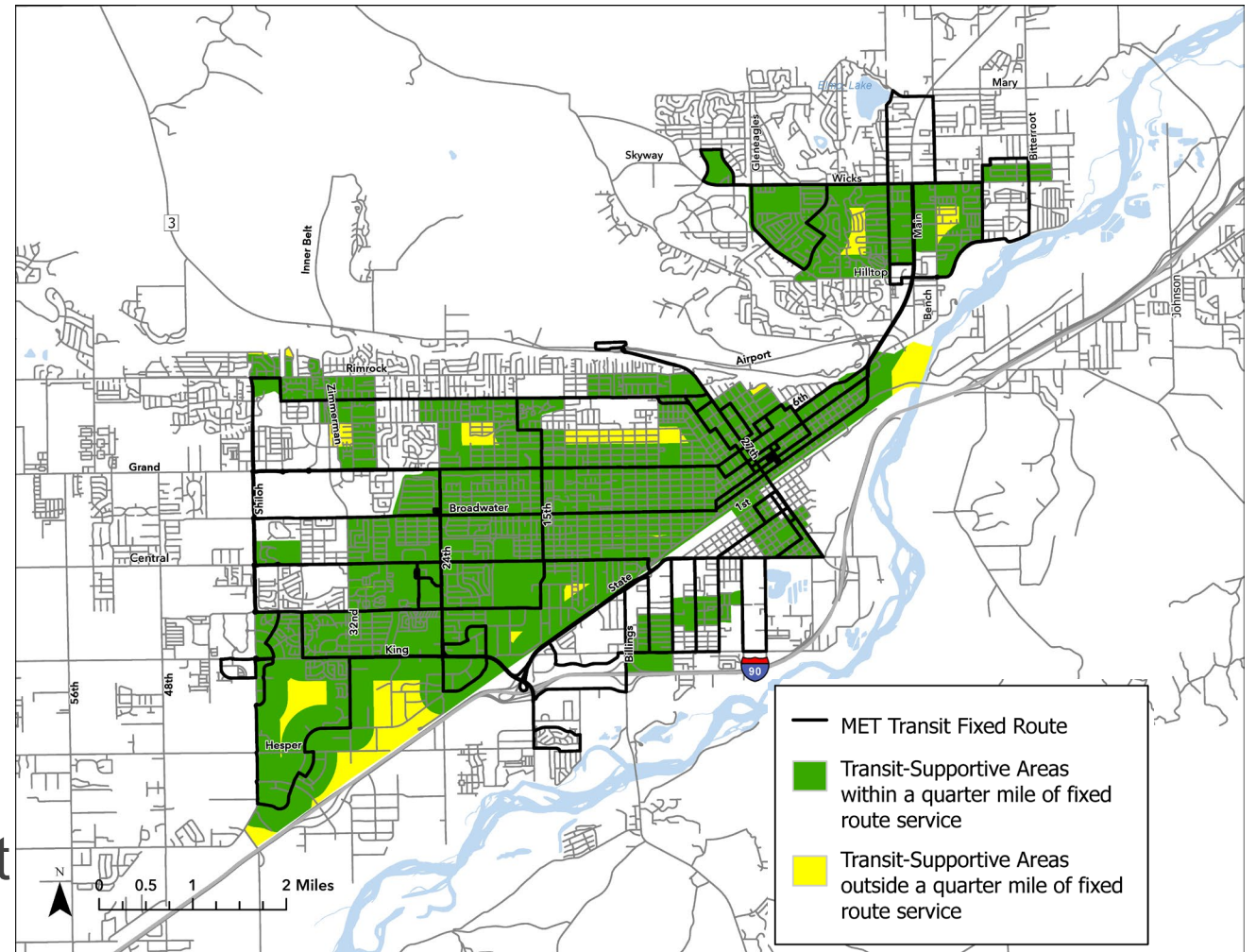
- Presently Morning/Lunch/Afternoon Breaks
- Currently – Change Run Times
- Plan:
 - Fill In Scheduled Breaks – More Drivers
 - Extend Service Day
 - Two more Runs Per Route Per Day
 - ALWAYS THE SAME TIME AT YOUR STOP!

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

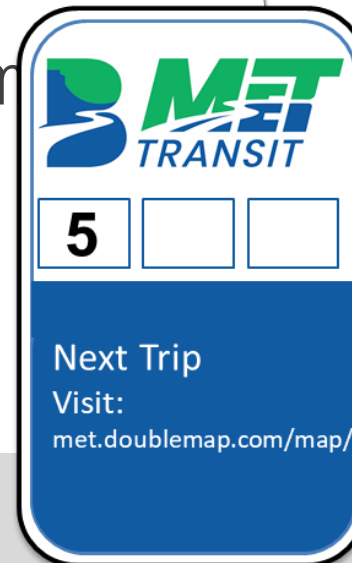
- Focus is On Transit Supportive Areas:
 - 3 Households Per Acre
 - 4 Employees Per Acre
- Current Service Area Covers Most TSA Areas
- Frequency Focus Areas – Considers Current Ridership
- Current Service Area Covers MOST of City Limits:
 - County Coordination/Funding?
- Reduced Service Areas – Current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



Next Steps

Implementing the Redesign

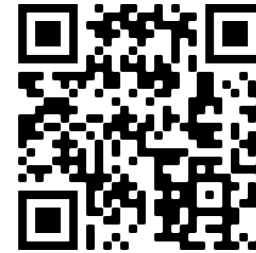
- Plan Approval Process
- Develop Detailed Route Time Schedule
 - Stops
 - Recovery at Transit Center
- Install/Relocate Signs/Benches/Shelters:
 - Estimated 600 Signs
- Expand Workforce/Prepare Driver Assignments
 - Estimate – 5 New Driver Positions



Discussion/Wrap-up

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

Provide Comments:
www.METTransit.com/Survey
Or Click the Code



Contacts

Rusty Logan, MET Transit Manager
406-657-8218
loganr@billingsmt.gov

Bill Troe, Project Manager
SRF Consulting
402-513-2158
btroe@SRFConsulting.com

Public Survey

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> <ul style="list-style-type: none"><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>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</p> <p><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> <table style="width: 100%; border: none;"><tr><td><input type="radio"/> Less than \$15,000</td><td><input type="radio"/> \$60,000 to \$74,999</td></tr><tr><td><input type="radio"/> \$15,000 to \$29,999</td><td><input type="radio"/> \$75,000 to \$99,999</td></tr><tr><td><input type="radio"/> \$30,000 to \$44,999</td><td><input type="radio"/> \$100,000 or more</td></tr><tr><td><input type="radio"/> \$45,000 to \$59,999</td><td><input type="radio"/> Unknown/prefer not to answer</td></tr></table>	<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
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<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								

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

--

lani 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 btroe@srfconsulting.com

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

[Redacted Name]

Name

Email Address

Comments, Ideas, & Concerns

1. Restrooms needed !!! (Amenity of civilized countries)
2. Met stop 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

Public Meeting Comment Sheet

June 2022

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You may also send your comments in an email to btroe@srfconsulting.com

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

[Redacted Name]

[Redacted Email Address]

Name

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) wish to 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

Public Meeting Comment Sheet

June 2022

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You may also send your comments in an email to btroe@srfconsulting.com

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

[Redacted Name]

[Redacted Email Address]

Name

Email Address

Comments, Ideas, & Concerns

I really like the changes to the Southside Route. The timing & the shortening of the route ~~is~~ 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 workdays.

> Continue on the back or attach additional sheets

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

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

Name

Email Address

Comments, Ideas, & Concerns

1) predictable time to
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 1st 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 1st 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

Family Service
PO Box 1020, Billings, MT 59103
3927-3931 1st Ave South, Billings, MT 59101
(406)259-2269
www.billingsfamilyservice.org

