

City of Billings
Aviation and Transit Dept.



MET TRANSIT DIVISION

Public Participation

and

Title VI Plan

Revised April 1, 2025

Table of Contents

PUBLIC PARTICIPATION PLAN	3
I - PURPOSE	3
II - GOALS	4
III - PRINCIPLES	4
IV - PUBLIC INPUT POLICY	4
Major Service Changes and Fare Changes	5
Budget and Tax Levy Changes.....	6
V - CUSTOMER PREFERENCES	6
Customer Profiles.....	6
Customer Communication Preferences.....	6
VI - DIRECT COMMUNICATION METHODS.....	6
VII - METHODS OF INVOLVING THE PUBLIC.....	7
MET’s Public Involvement Methods	8
Selection of Meeting Times and Locations	8
VIII - PUBLIC OUTREACH SUMMARIES	9
IX – LIMITED ENGLISH PROFICIENCY (LEP) SUPPORT, TRANSLATION, AND INTERPRETIVE SERVICES.....	9
X - MET PARTNERS	10
XI - EQUITY CONSIDERATIONS	10
XII - OUTCOMES	11
XIII - CONCLUSION.....	111
TITLE VI PLAN	12
I - Plan Statement.....	12
II - Title VI Contact.....	12
III - Title VI Information Dissemination	13
IV - Subcontracts and Vendors.....	13
V - Subrecipients	13
VI - Title VI Equity Analysis.....	13
VII - Record Keeping.....	13
VIII - Title VI Complaint Procedures	13
TITLE VI Complaint Form.....	15
IX - Title VI Investigations, Lawsuits, and Complaints.....	18
X - Public Participation Plan	18

XI - Language Assistance Plan 18

XII - Aviation & Transit Advisory Board..... 20

XIII - Service Standards and Policies..... 20

 VEHICLE LOAD **Error! Bookmark not defined.**

 VEHICLE ASSIGNMENT 22

 VEHICLE HEADWAY 22

 DISTRIBUTION OF TRANSIT AMENITIES 24

 ON-TIME PERFORMANCE..... 25

 TRANSIT ACCESS..... 26

APPENDIX A - City of Billings Organizational Chart..... 28

APPENDIX B - Title VI Poster 29

APPENDIX C - List of Transit Bus Stop Amenities 30

APPENDIX D - City Council Approval 40

PUBLIC PARTICIPATION PLAN

I - PURPOSE

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

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

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

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

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

Federal Requirements:

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

State of Montana Requirements:

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

II - GOALS

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

Specific goals of MET's public outreach efforts include:

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

III - PRINCIPLES

Public participation at MET is based on the following principles:

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

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

IV - PUBLIC INPUT POLICY

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

Major Service Changes and Fare Changes

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

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

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

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

Budget and Tax Levy Changes

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

V - CUSTOMER PREFERENCES

Customer Profiles

MET understands the importance of tailoring communications and public participation techniques to the preferences of intended audiences. For most aspects of service planning and communication about MET's services, the primary audience is MET customers. In order to understand these customers, MET is implementing regular customer transit surveys with the most recent survey released in March 2022 and another planned for 2025. This section will be updated with items such as ethnicity, household income, language preferences, and other metrics upon survey completion and response analysis.

Customer Communication Preferences

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

VI - DIRECT COMMUNICATION METHODS

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

Current methods of communication include:

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

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

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

VII - METHODS OF INVOLVING THE PUBLIC

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

MET's public involvement methods:

- ***Public Meetings*** – A public meeting is a discussion between interested parties, often including riders and the general public. It is a meeting where information is presented and allows for an open discussion with a member of the MET staff; staff ensures comments stay focused on the information presented and that everyone has a chance to ask questions. A public meeting is NOT required by federal regulations and comments do not go into the public record; however, MET Transit does take note of discussion topics and comments for consideration in the planning process.
- ***Public Hearings*** - A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a City official. A public hearing is NOT a question-and-answer format; public hearings generally occur during a scheduled City of Billings City Council Meeting.
- ***Community Event Participation*** – MET will staff informational tables at community events to share information about changes to service, new initiatives, community resources, and to provide further connection with the general public. These events allow MET to interact with a wide variety of community members.
- ***Surveys*** – Surveys are a series of specific questions, often in multiple-choice format that can be distributed in print form as well as in digital form. The results from surveys can be quantified and analyzed for consideration.
- ***Aviation and Transit Board Meetings*** - The Aviation and Transit Board meets the first Wednesday of each month at 4:00 p.m. at Billings Logan International Airport, 1901 Terminal Circle, Room 217, Billings, MT. These meetings are open to the public and include an opportunity for the public to comment on any item relating to aviation and transit. Meeting dates are advertised two weeks in advance on MET Transit's website and in *Yellowstone County News*. The Aviation and Transit Board is composed of seven (7) members, each serving four-year terms; members apply for the position and are appointed by the Mayor with confirmation given by the City Council. They are advisory only in nature. City of Billings Boards and Commissions encourage all private citizens 18 years or older that reside in the City limits of Billings to participate in City government. They also offer an opportunity to learn how the City operates on a first-hand basis. When vacancies on the board occur, the opportunity to apply is advertised in the local paper and on the City of Billings website; further advertising is posted, in both English and Spanish, on the MET Transit website and social media, at transit facilities, and on-board transit vehicles.
- ***General Comments*** – MET is always open to and accepting of public comments, regardless of whether they were given randomly or as part of an organized effort. Comments can be shared with MET by phone at 406-657-8218, by email at metadmin@billingsmt.gov, in person at 1705 Monad Road, Billings, MT, 59101, or by mail at the same address.

Selection of meeting times and locations

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

in effected areas; common locations include community centers, the Billings Public Library, and MET Transit facilities.

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

VIII - PUBLIC OUTREACH SUMMARIES

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

In 2023, MET added an Advertising and Marketing Specialist and a Training and Compliance Coordinator to increase staff training and public involvement, and as a result, was able to significantly enhance the Travel Training program outreach and number of community events that staff was able to host and participate in during the last three years.

Public Outreach Activities undertaken in the last three years include:

- Phillips 66 South Park Community Picnic in the Park, Travel Training at the Billings Public Library, Jobs Jamboree at MetraPark, Open House Orientation events at multiple Billings Public Middle and High Schools, Community Halloween events and Holiday Parades, West Park Senior Fair, LIFTT ADA Celebration, Lutheran Family Services Resettlement Family Travel Training and Presentations, Riverstone Health Breakfast in South Park and Health Fair, United Way's National 211 Day Celebration and Free Day Passes, and AWARE Head Start Wellness Fair
- Monthly Aviation and Transit Board Meetings and various City Council meetings
- In-Person Trip Planning with MET staff at the Downtown Transfer Center several months before the large route rehaul in October 2023; translation services available upon request
- As part of the Transit Development Plan Public Outreach in 2022: Informal Discussions at Jobs Jamboree, Walkable Cities presentation at Babcock Theater, and Chamber Breakfast at Metra Park; three (3) Public Meetings at Billings Public Library and Community and Senior Center

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

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

MET currently utilizes Language Link to provide verbal interpretation services to customers upon request. These services can be accessed by phone or at the customer service window at the MET Transit METroplex. Further, MET also partners with Montana State University – Billings for Spanish

interpretation of vital documents, if needed. MET will also utilize Google Translate as necessary should an interpreter not be available. The availability of translation services is publicized in meeting notices.

MET also provides Spanish translated copies of documents vital to accessing the transit service including the MET Routes and Schedules book, the Request for Certification of ADA Paratransit Eligibility form, the Title VI Complaint Form, the Title VI Notice, the ADA Complaint Form, and the Passenger Conduct Policy. Further, public notices are made available in Spanish via on-board posters, the MET website, and social media postings.

As MET continues to upgrade technology systems, the ability to convert to Spanish and additional languages is imperative when partnering with new applications and programs. MET's Ticket Vending Machines can easily be changed to Spanish, current digital fare system and trip planning app, Umo, translates to Spanish and French, and MET's integration with Google Maps is available in many languages depending on user preference.

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

X - MET PARTNERS

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

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

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

- Transportation needs
- Solutions to potential or real issues

XI - EQUITY CONSIDERATIONS

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

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

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

- What action will be implemented to advance equity in this process/decision?

XII - OUTCOMES

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

XIII - CONCLUSION

This Public Participation Plan is accountable to the public. The strategic approach, goals, and guiding principles MET has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of Limited English Proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by MET are intended to help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented. While the methods and techniques used during the public participation process may vary according to each circumstance, MET will make every effort to achieve the standards it has set within this plan. Further, it will design public communication efforts with the goal of most effectively reaching out to the diverse populations throughout MET's service area. As a living document, this Plan may evolve according to the demographic makeup of MET's communities and their unique needs, as well as MET's evaluation of its public participation effectiveness.

TITLE VI PLAN

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

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 paratransit demand response system and a fixed route bus program. An eligible rider wishing to use the paratransit 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” paratransit service. Fixed Route bus riders are picked up and dropped off at specific bus stops 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, 316 N 26th St, 5th Floor
PO Box 1178
Billings, MT 59103
kukulskic@billingsmt.gov

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

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 Assistant Transit Director.

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

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

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 - Subrecipients

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

VI - Title VI Equity Analysis

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

VII - 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.

VIII - Title VI Complaint Procedures

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

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

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

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

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

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

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 to the address below, or mail this form to:

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

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

IX - Title VI Investigations, Lawsuits, and Complaints

- 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.

X - Public Participation Plan

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

XI - Language Assistance Plan

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

- 1. *The number or proportion of LEP persons serviced or encountered in the eligible service population.***
 - Based on the 2025 World Population Review, Billings has a small percentage of its total population belonging to the LEP population.
 - The World Population Reviews shows that Billings has a population base of 86.26% Caucasian/White, 4.4% Native American, 1.02% Black/African American, and 8.32% Other Races. 7.19% of the population identify as Hispanic. 96.28% of Billings’ residents speak only English, while 3.72% speak other languages. The largest non-English language is Spanish, which is spoken by 1.46% of the population.
- 2. *The frequency with which LEP individuals come in contact with the program.***
 - Based on contacts with our transit vehicle drivers, calls to MET Transit’s customer service telephone line, and riders coming into our administrative office to purchase passes or request schedules, we have had very limited interaction with LEP individuals.
- 3. *The nature and importance of the program, activity, or service provided by the recipient to people’s lives.***
 - Many of MET Transit’s patrons are transit-dependent and the MET is important in providing access to employment, personal business/errands, schools and colleges.
- 4. *The resources available to the recipient and cost.***
 - MET utilizes *Language Link*, an over-the-phone interpretation service, for in-person and over-the-phone interpretation. The cost is \$0.62 per minute. This service is available 24/7/365 and covers over 200 languages and dialects. Notice of availability for these interpretation services is posted at the METroplex customer service window; further, customer service staff and supervisors are trained in how to use the Language Link system should they receive a phone call from an LEP individual.

- The MET Transit website (<http://www.mettransit.com>) includes a link to translate the site to Spanish via Google Translate. This is a zero-cost service provided via the Google Translate webpage. Notice of interpretation services are also indicated on the website.
- MET's Ticket Vending Machines can easily be changed to Spanish, current digital fare system and trip planning app, Umo, translates to Spanish and French, and MET's integration with Google Maps is available in many languages depending on user preference.

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

As Transit Operators may encounter LEP individuals, operators carry cards to provide to individuals with language barriers that contain information in both English and Spanish with how to contact MET's customer service team for translation services.



This information is also posted in vehicles and at transfer centers. In emergent situations, operators and other staff may utilize the Google Translate mobile app or webpage to provide basic translation services. Operators and all other employees interacting with LEP individuals are required to notify the Assistant Transit Director regarding any unmet Language Assistance needs.

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

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

MET Transit will endeavor to update this Language Assistance program, as needed, with each revision of the Title VI plan based upon feedback received via public outreach and direct comment from the public,

as well as metrics recorded by MET Transit to assess the plan directly (including number of LEP persons served each year and number of requests for language assistance received).

XII - Aviation & Transit Advisory Board

BMCC Section 5-201 – 204 created an Aviation and Transit Board. The Aviation and Transit Board shall be composed of seven members, each serving four-year terms, each of whom will possess the qualifications for the office required for the office of Mayor and shall be appointed by the Mayor with the consent of the Council. The City encourages participation of minorities and all individuals, and does not on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program” (Title 49 CFR Section 21.5(b)(1)(vii). When vacancies on the board occur, the opportunity to apply is advertised in the local paper and on the City of Billings website; further advertising is posted, in both English and Spanish, on the MET Transit website and social media, at transit facilities, and on-board transit vehicles.

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

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

Body	Caucasian	Native American	African American	Asian American	Other or Two or More Races
Total Population	86.87%	4.30%	1.04%	0.88%	6.91%
Hispanic (7.05% of Total)	3.34%	0.34%	0.51%	0.01%	2.85%
Non-Hispanic (92.95% of Total)	83.52%	3.96%	0.53%	0.87%	4.08%
Aviation & Transit Committee	100%	0%	0%	0%	0%

*Currently 3 of 7 board members are female.

XIII - Service Standards and Policies

MET Transit operates under established service guidelines and performance measures to ensure equitable access and service efficiency across its system. The guidelines are aligned with FTA Title VI requirements.

VEHICLE LOAD

Standard

The 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 exceed their capacity. Typically, 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 15 and 60 minutes, depending on the route and time of day. MET does not differentiate between peak and off-peak hours.

Policy

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

Methodology

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

Comparison to Service Standard

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

WEEKLY VEHICLE LOAD FACTOR

Table 1

ROUTE	NUMBER OF SEATS	AVG. NUMBER OF PASSENGERS	LOAD FACTOR
1 - Downtown Circulator	7,420	453	0.06
3 - Crosstown	4,060	469	0.12
5 - Grand (A&B)	8,120	1,578	0.19
7 - Broadwater	4,060	506	0.12
9 - Central South (A&B)	8,120	1,239	0.15
10 - Southside	4,060	671	0.17
13 - King Ave West	4,060	574	0.14
16 - Heights to Downtown	4,060	1,050	0.26
18 - Heights West	3,360	395	0.12
18 - Heights East	3,500	226	0.06
19 - Midtown	4,060	355	0.09
21 - North Westend	3,080	316	0.10
23 - South Westend	980	61	0.06

VEHICLE ASSIGNMENT

Standard

The MET's Maintenance and Road Supervisors are responsible for assigning vehicles to routes. Assignments are made each night from a vehicle list indicating buses available for all day runs and adjusted as needed in the morning. 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 14 buses on weekdays and 7 buses on Saturdays. MET currently has 17 Eldorado National California (ENC) 32-foot diesel buses, four (4) Gillig 35-foot diesel buses, and four (4) Gillig 35-foot battery-electric buses. All buses are ADA accessible. The larger 35-foot Gillig buses are typically placed on higher ridership routes to accommodate larger loads.

Methodology

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

Comparison to Service Standard

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

FLEET ROSTER

Table 2

# IN FLEET	UNIT NUMBERS/MAKE	YEAR	SEATING CAPACITY
17	1826-1842/ENC	2021	26 SEATS EACH
4	1843-1846/GILLIG	2023	31 SEATS EACH
4	1847-1850/GILLIG	2024	31 SEATS EACH

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 15-, 30-, and 60-minute headways.

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

Policy

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

Methodology

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

Comparison to Service Standard

All bus equipment is used to serve minority areas. Thus, vehicle headways are based on ridership and passenger demand, transit/pedestrian friendly streets, and land use connectivity, and not based on race, income, or other Title VI population groups.

MET TRANSIT VEHICLE HEADWAYS

Table 3

ROUTE	HEADWAY	WEEKDAYS	SATURDAYS
1 - Downtown Circulator	15 minutes -30 minutes to Airport 5 times/day	5:45 am – 8:15 pm;	No Service.
3 - Crosstown	60 minutes	5:45 am – 8:15 pm	8:00 am – 6:00 pm
5 – Grand (2 buses)	30 minutes	5:45 am – 8:15 pm	8:00 am – 6:00 pm (1 bus)
7 - Broadwater	60 minutes	5:45 am – 8:15 pm	No Service.
9 - Central South (2 buses)	30 minutes	5:45 am – 8:15 pm	<i>60 mins</i> : 8:00 am – 6:00 pm (1 bus)
10 -Southside	60 minutes	5:45 am – 8:15 pm	No Service.
13 – King Ave West	30 minutes	5:45 am – 8:15 pm	8:00 am – 6:00 pm
16 - Heights to Downtown	30 minutes	5:45 am – 8:15 pm	8:00 am – 6:00 pm
18 - Heights East	30 minutes/60 minutes	<i>30 mins</i> : 5:45 am – 9:00 am; 2:00 pm – 8:15 pm <i>60 mins</i> : 9:30 am – 2:00 pm	<i>60 mins</i> : 8:00 am – 6:00 pm (alternates with Heights West)
18 - Heights West	30 minutes/60 minutes	<i>30 mins</i> : 5:45 am – 8:30 am; 2:00 pm – 8:15 pm <i>60 mins</i> : 9:00 am – 2:00 pm	<i>60 mins</i> : 8:00 am – 6:00 pm (alternates with Heights East)
19 - Midtown	60 minutes	5:45 am – 8:15 pm	No Service.
21 - North Westend	30 minutes/60 minutes	5:45 am – 8:15 pm; alternates with South Westend 7 runs/day	No Service.
23 – South Westend	60 minutes	8:45 am – 1:45 pm; 4:45 pm	No Service.

DISTRIBUTION OF TRANSIT AMENITIES

MET's routes run through all demographics within the community and the majority of the routes pulse at either the Downtown Transfer Center or Stewart Park Transfer Center, or both. Passengers are able to transfer buses, wait in the buses for a short layover period, obtain route information, purchase a bus pass at a ticket vending machine, and review posted Title VI rights. Transit amenities are distributed system-wide based on ridership, availability of right-of-way, proximity to the medical corridor, schools, community centers, and when requested by staff and the public.

MET provides a wide array of transit amenities for its passengers to provide comfort, convenience, and safety. These amenities include bus shelters, benches, and signage posted with route-specific information.

Additional amenities include a voice annunciator system on the fixed-route system that announces on-board passenger alerts and current and upcoming stops in coordination with LED signage. MET's digital fare application, Umo, provides trip planning capabilities, and allows passengers to check account balances and purchase bus passes from a mobile device, computer, or ticket vending machine located at both Transfer Centers. MET's mobile application, Passio Go, allows riders to visually track the bus through any mobile device, and provides push notifications for up-to-date detours and route changes. MET also recently integrated with Google Maps to make trip planning easier.

Standard

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

- *Bus Shelters:* Currently, MET Transit provides bus shelters along many routes. Several factors help determine whether a bus stop will receive a shelter. These factors include daily ridership per bus stop, availability of right-of-way, passenger demand, the need for added protection from inclement weather, infrastructure allowance, proximity to schools, grocery stores, medical corridor, etc., and concentration of elderly or disabled passengers in the area. Currently there are 17 shelters located along MET routes, with plans to increase this number in the future, when funding allows.
- *Bus Benches:* Like shelters, 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 216 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. Prior to October 2023, MET operated a flag-stop system, and amenities were placed along MET fixed-routes where requested, needed, and to maximize advertising revenue that was managed by a concessionaire. In preparation for a major service change in October 2023, MET's bus stop amenities were moved to designated stops and are continuously re-evaluated based on boardings at bus stops along routes.

Methodology

Table 4 displays the total number of designated stops per route with associated amenities.

Appendix C includes a list of current locations of all bus shelters and bus benches on MET fixed routes.

Table 4

Route	Sign Only	Bench	Shelter	Shelter & Bench	Designated Stops
1 – Downtown Circulator	4	13	2	1	20
3 – Crosstown	20	23	4	1	48
5 – Grand	15	29	2	0	46
7 – Broadwater	23	24	0	0	47
9 – Central South	32	21	2	0	55
10 – Southside	27	18	0	0	45
13 – King Ave West	7	14	1	0	22
16 – Heights to Downtown	13	14	1	1	29
18 – Heights East/West	39	10	0	0	49
19 – Midtown	17	11	1	0	29
21 – North Westend	8	25	1	0	34
23 – South Westend	12	11	0	0	23
Total:	217	213	14	3	447

Comparison to Service Standard

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

ON-TIME PERFORMANCE

Standard

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

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

Policy

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

Methodology

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

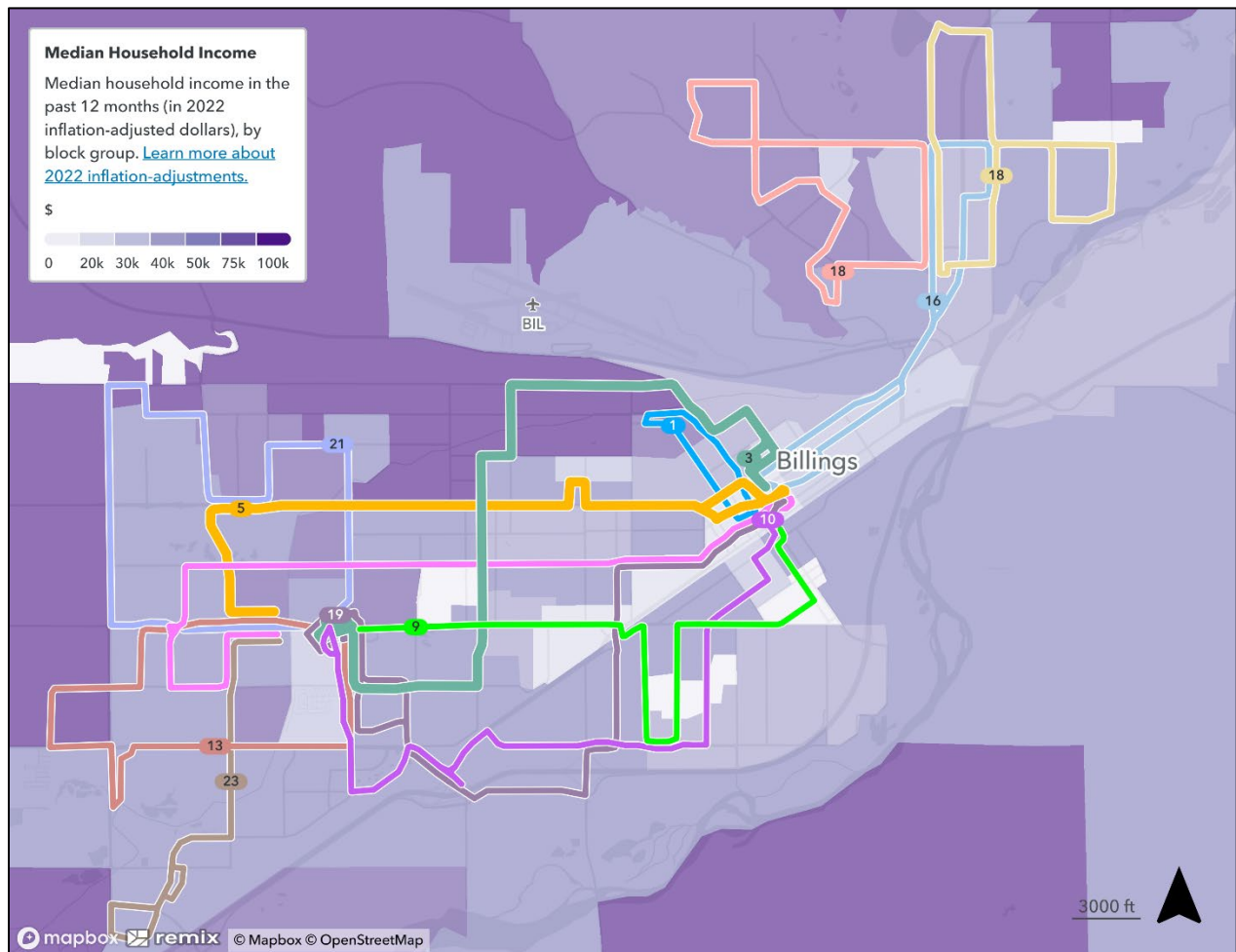
Comparison to Service Standard

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

TRANSIT ACCESS

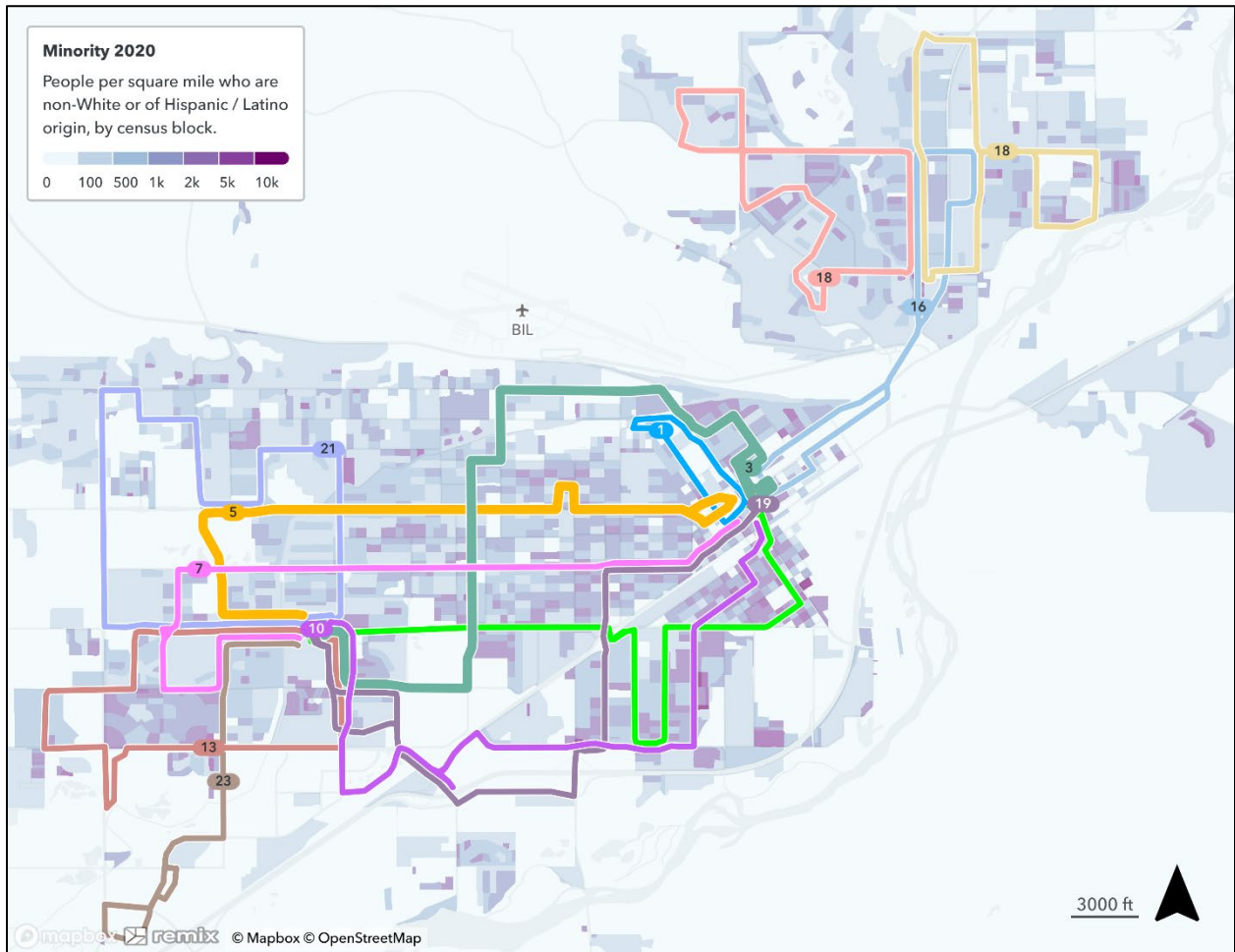
Standard

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



Policy

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



Methodology

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

Comparison to Service Standard

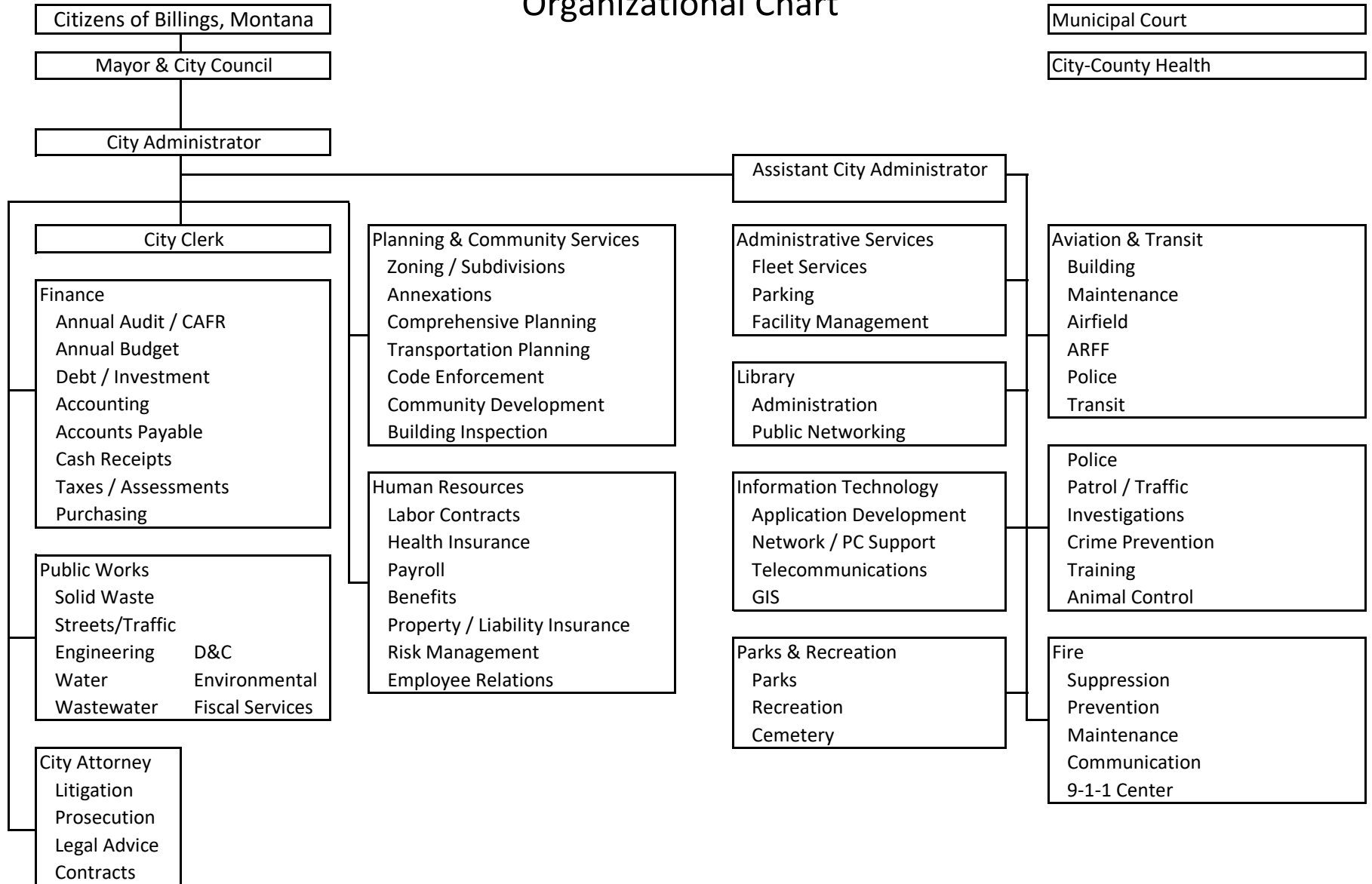
The City of Billings has an 86.26% Caucasian population, 4.4% Native American population, 1.02% Black/African American, and 8.32% other population (Asian, Native Hawaiian, and other races) with 7.19% of the population identifying as Hispanic. All MET buses are equipped with wheelchair lifts and all of the routes are distributed equitably throughout the City providing equal access to all riders.

APPENDIX A

City of Billings, Montana Organizational Chart

Quasi-Independent:

- Municipal Court
- City-County Health



APPENDIX B

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

To obtain more information on MET Transit's nondiscrimination obligations or to file a Title VI complaint, contact Rusty Logan, Assistant Transit Director, at 406-657-8218 or fax 406-657-8419. You may file a written complaint no later than 180 days after the date of the alleged discriminate at:

Rusty Logan
Assistant Transit Director
City of Billings MET Transit
1705 Monad Rd
Billings, MT 59101



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

Para obtener más información en las obligaciones de no discriminación del MET Transit o archivar una queja de Título VI, póngase en contacto con Rusty Logan, Subdirector de Transito en 406-657-8218 o el fax 406-657-8419. Usted puede presentar una demanda escrita no más tarde que 180 días después de que la fecha del presunto discrimina en:

Rusty Logan
Assistant Transit Director
City of Billings MET Transit
1705 Monad Rd
Billings, MT 59101



APPENDIX C - BUS STOPS BY NUMERICAL ORDER

ROUTE	BUS STOP #	CURRENT AMENITY	LOCATION OF STOP
1 Downtown Circulator	0101	Bench	North 27th Street and 4th Avenue North
3 Crosstown 2 (Outbound)	0101		North 27th Street and 4th Avenue North
1 Downtown Circulator	0102	Bench	North 27th Street and 8th Avenue North
1 Downtown Circulator	0103	Bench	North 27th Street and 9th Avenue North
1 Downtown Circulator	0104	Bench	North 27th Street and 11th Avenue North
1 Downtown Circulator	0105	Bench	North 27th Street and 12th Avenue North
3 Crosstown 2 (Outbound)	0105		North 27th Street and 12th Avenue North
3 Crosstown 2 (Outbound)	0106	Bench	North 27th Street and Poly Drive E
1 Downtown Circulator	0106		North 27th Street and Poly Drive E
1 Downtown Circulator	0107	Sign Only	Airport - Terminal Circle
1 Downtown Circulator	0108	Shelter	Skyline Trail
3 Crosstown (Inbound)	0109	Shelter	North 27th Street at MSU-Billings
1 Downtown Circulator	0109		North 27th Street at MSU-Billings
3 Crosstown (Inbound)	0110	Bench	North 27th Street and Poly Drive
1 Downtown Circulator	0110		North 27th Street and Poly Drive
1 Downtown Circulator	0111	Bench	Poly Drive at MSU-Billings
1 Downtown Circulator	0112	Shelter & Bench	Poly Avenue and Ash Street
1 Downtown Circulator	0113	Bench	North 30th Street and 12th Avenue North
1 Downtown Circulator	0114	Bench	North 30th Street and 11th Avenue North
1 Downtown Circulator	0115	Bench	North 30th Street and 10th Avenue North
1 Downtown Circulator	0116	Bench	North 30th Street and 9th Avenue North
1 Downtown Circulator	0117	Bench	North 30th Street and 7th Avenue North
1 Downtown Circulator	0118	Sign Only	North 30th Street and 4th Avenue North
1 Downtown Circulator	0119	Sign Only	North 30th Street and 3rd Avenue North
1 Downtown Circulator	0120	Sign Only	2nd Avenue North & North 29th Street
19 Midtown (Inbound)	0120		2nd Avenue North & North 29th Street
3 Crosstown 2 (Outbound)	0302	Sign Only	7th Avenue North and North 26th Street
3 Crosstown 2 (Outbound)	0303	Shelter	North 25th Street and 7th Avenue North
3 Crosstown 2 (Outbound)	0304	Sign Only	8th Avenue North and North 22nd Street
3 Crosstown 2 (Outbound)	0305	Sign Only	North 22nd Street and 11th Avenue North
3 Crosstown 2 (Outbound)	0306	Bench	11th Avenue North and North 27th Street
3 Crosstown 2 (Outbound)	0309	Bench	Rimrock Road and Yucca Street
3 Crosstown 2 (Outbound)	0310	Sign Only	Rimrock Road and Virginia Lane
3 Crosstown 2 (Outbound)	0311	Sign Only	Rimrock Road and Upper Highwood Drive
3 Crosstown 2 (Outbound)	0312	Sign Only	Rimrock Road and Illinois Street
3 Crosstown 2 (Outbound)	0313	Sign Only	13th Street West and Poly Drive
3 Crosstown 2 (Outbound)	0314	Bench	13th Street West and Parkhill Drive
3 Crosstown 2 (Outbound)	0315	Sign Only	Parkhill Drive and 15th Street West
3 Crosstown 2 (Outbound)	0316	Bench	15th Street West and Avenue D
3 Crosstown 2 (Outbound)	0317	Shelter	15th Street West and Avenue B
3 Crosstown 2 (Outbound)	0318	Bench	15th Street West and Lewis Avenue
3 Crosstown 2 (Outbound)	0319	Bench	15th Street West and Broadwater Avenue
3 Crosstown 2 (Outbound)	0320	Bench	15th Street West and Miles Avenue
3 Crosstown 2 (Outbound)	0321	Bench	15th Street West and Central Avenue
3 Crosstown 2 (Outbound)	0322	Sign Only	Regal Street and Industrial Avenue
3 Crosstown 2 (Outbound)	0323	Shelter & Bench	MEtroplex - 1705 Monad Road
3 Crosstown 2 (Outbound)	0324	Bench	Monad Road and South 19th Street West
3 Crosstown 2 (Outbound)	0325	Sign Only	Monad Road and Monterey Drive
3 Crosstown 2 (Outbound)	0326	Bench	Monad Road and 24th Street West

3 Crosstown 2 (Outbound)	0326		24th Street West and Mall Drive
3 Crosstown (Inbound)	0329	Shelter	Monad Road and 24th Street West
19 Midtown (Inbound)	0329		Monad Road and 24th Street West
3 Crosstown (Inbound)	0330	Sign Only	Monad Road and South 21st Street West
19 Midtown (Inbound)	0330		Monad Road and South 21st Street West
3 Crosstown (Inbound)	0331	Bench	Monad Road and South 19th Street West
3 Crosstown (Inbound)	0332	Sign Only	Monad Road and 17th Street West
3 Crosstown (Inbound)	0333	Sign Only	Regal Street and Industrial Avenue
3 Crosstown (Inbound)	0334	Sign Only	Regal Street and Concord Drive
3 Crosstown (Inbound)	0335	Bench	15th Street West and Miles Avenue
3 Crosstown (Inbound)	0336	Bench	15th Street West and Broadwater Avenue
3 Crosstown (Inbound)	0337	Bench	15th Street West and Lewis Avenue
3 Crosstown (Inbound)	0338	Bench	Grand Avenue and 15th Street West
3 Crosstown (Inbound)	0339	Bench	15th Street West and Avenue D
3 Crosstown (Inbound)	0340	Bench	15th Street West and Parkhill Drive
3 Crosstown (Inbound)	0341	Bench	Parkhill Drive and 13th Street West
3 Crosstown (Inbound)	0342	Bench	13th Street West and Poly Drive
3 Crosstown (Inbound)	0343	Bench	13th Street West and Rimrock Road
3 Crosstown (Inbound)	0344	Bench	Rimrock Road and Michigan Street
3 Crosstown (Inbound)	0345	Sign Only	Rimrock Road and Highwood Drive
3 Crosstown (Inbound)	0346	Sign Only	Rimrock Road and Virginia Lane
3 Crosstown (Inbound)	0347	Bench	13th Street West and Crawford Drive E
3 Crosstown 2 (Outbound)	0348	Bench	13th Street West and Crawford Drive W
3 Crosstown (Inbound)	0349	Sign Only	11th Avenue North and North 27th Street
3 Crosstown (Inbound)	0350	Sign Only	11th Avenue North and North 22nd Street
3 Crosstown (Inbound)	0351	Sign Only	North 22nd Street and 8th Avenue North
16 Heights to Downtown	0352	Sign Only	North 26th Street and 6th Avenue North
3 Crosstown (Inbound)	0352		North 26th Street and 6th Avenue North
5 Grand 2 (Inbound)	0353	Shelter	North 23rd Street and 4th Avenue North
16 Heights to Downtown	0353		North 23rd Street and 4th Avenue North
3 Crosstown (Inbound)	0353		North 23rd Street and 4th Avenue North
5 Grand (Outbound)	0502	Sign Only	6th Avenue North and North 28th Street
5 Grand (Outbound)	0503	Bench	6th Avenue North and North 30th Street
5 Grand (Outbound)	0504	Bench	6th Avenue North and North 32nd Street
5 Grand (Outbound)	0505	Bench	Grand Avenue and 3rd Street West
5 Grand (Outbound)	0506	Sign Only	Grand Avenue and Virginia Lane
5 Grand (Outbound)	0507	Shelter	Grand Avenue and 8th Street West
5 Grand (Outbound)	0508	Sign Only	825 Avenue D - Pleasant View Apts
5 Grand (Outbound)	0510	Bench	Grand Avenue and 11th Street West NE
5 Grand (Outbound)	0511	Bench	Grand Avenue & 13th Street West Outbound
5 Grand (Outbound)	0512	Bench	Grand Avenue and 15th Street West
5 Grand (Outbound)	0513	Shelter	Grand Avenue and 17th Street West
5 Grand (Outbound)	0514	Bench	Grand Avenue and 19th Street West
5 Grand (Outbound)	0515	Sign Only	Grand Avenue and 21st Street West
5 Grand (Outbound)	0516	Sign Only	Grand Avenue and 25th Street West
5 Grand (Outbound)	0517	Sign Only	Grand Avenue and Forest Park Drive
5 Grand (Outbound)	0518	Bench	Grand Avenue and Rehberg Lane
5 Grand (Outbound)	0519	Bench	Grand Avenue and 32nd Street West
5 Grand (Outbound)	0520	Bench	Zimmerman Trail and Grand Avenue
5 Grand (Outbound)	0521	Bench	Zimmerman Trail and Broadwater Avenue
5 Grand (Outbound)	0522	Bench	32nd Street West and Saint John's Avenue
5 Grand (Outbound)	0523	Sign Only	Central Ave and 31st Street West at Hunter's Point
13 King Ave West	0523		Central Ave and 31st Street West at Hunter's Point

7 Broadwater (Outbound)	0523		Central Ave and 31st Street West at Hunter's Point
23 South Westend Loop	0523		Central Ave and 31st Street West at Hunter's Point
5 Grand (Outbound)	0524	Bench	Central Avenue and Brookshire Boulevard
13 King Ave West	0524		Central Avenue and Brookshire Boulevard
7 Broadwater (Outbound)	0524		Central Avenue and Brookshire Boulevard
23 South Westend Loop	0524		Central Avenue and Brookshire Boulevard
5 Grand 2 (Inbound)	0525	Bench	Grand Avenue and 18th Street West
5 Grand (Outbound)	0526	Sign Only	Grand Avenue and 9th Street West
5 Grand 2 (Inbound)	0527	Sign Only	Grand Avenue and 11th Street West SW
5 Grand 2 (Inbound)	0528	Sign Only	32nd Street West and Saint John's Avenue
5 Grand 2 (Inbound)	0529	Bench	32nd Street West and Broadwater Avenue
5 Grand 2 (Inbound)	0530	Bench	Zimmerman Trail and Grand Avenue
5 Grand 2 (Inbound)	0531	Sign Only	9th Street West and Avenue B
5 Grand 2 (Inbound)	0532	Bench	Grand Avenue and Rehberg Lane
5 Grand 2 (Inbound)	0533	Bench	Grand Avenue and 28th Street West
5 Grand 2 (Inbound)	0534	Bench	Grand Avenue and 26th Street West
5 Grand 2 (Inbound)	0535	Sign Only	Grand Avenue and 24th Street West
5 Grand 2 (Inbound)	0536	Bench	Grand Avenue and 21st Street West
5 Grand 2 (Inbound)	0537	Bench	Grand Avenue and 19th Street West
5 Grand 2 (Inbound)	0538	Bench	Grand Avenue and 17th Street West
5 Grand 2 (Inbound)	0539	Bench	Grand Avenue and 15th Street West
5 Grand 2 (Inbound)	0540	Bench	Grand Avenue and 13th Street West Inbound
5 Grand 2 (Inbound)	0543	Sign Only	Avenue D and 8th Street West
5 Grand 2 (Inbound)	0544	Sign Only	Grand Avenue and 7th Street West
5 Grand 2 (Inbound)	0545	Bench	Grand Avenue and Virginia Lane
5 Grand 2 (Inbound)	0546	Bench	Grand Avenue and 3rd Street West
5 Grand 2 (Inbound)	0547	Bench	Grand Avenue and Division Street
5 Grand 2 (Inbound)	0548	Bench	4th Avenue North and North 30th Street
5 Grand 2 (Inbound)	0549	Sign Only	4th Avenue North and North Broadway
5 Grand (Outbound)	0550	Bench	Grand Avenue and 18th Street West
7 Broadwater (Outbound)	0701	Sign Only	1st Avenue North and North 27th Street (Midblock)
19 Midtown 2 (Outbound)	0701		1st Avenue North and North 24th Street
7 Broadwater (Outbound)	0702	Sign Only	1st Avenue North and North 30th Street
19 Midtown 2 (Outbound)	0702		1st Avenue North and North 30th Street
7 Broadwater (Outbound)	0703	Sign Only	1st Avenue North and North 32nd Street
19 Midtown 2 (Outbound)	0703		1st Avenue North and North 32nd Street
7 Broadwater (Outbound)	0704	Sign Only	1st Avenue North and North 34th Street
19 Midtown 2 (Outbound)	0704		1st Avenue North and North 34th Street
7 Broadwater (Outbound)	0705	Sign Only	Broadwater Avenue and 1st Street West NE
19 Midtown 2 (Outbound)	0705		Broadwater Avenue and 1st Street West NE (Added Aug 2024)
7 Broadwater (Outbound)	0706	Sign Only	Broadwater Avenue and 3rd Street West NE
19 Midtown 2 (Outbound)	0706		Broadwater Avenue and 3rd Street West NE (Added Aug 2024)
7 Broadwater (Outbound)	0707	Bench	Broadwater Avenue and 5th Street West NE
19 Midtown 2 (Outbound)	0707		Broadwater Avenue and 5th Street West NE (Added Aug 2024)
7 Broadwater (Outbound)	0708	Bench	Broadwater Avenue and 8th Street West
7 Broadwater (Outbound)	0709	Sign Only	Broadwater Avenue and 10th Street West
7 Broadwater (Outbound)	0710	Sign Only	Broadwater Avenue and 12th Street West
7 Broadwater (Outbound)	0711	Bench	Broadwater Avenue & 14th Street West
7 Broadwater (Outbound)	0712	Bench	Broadwater Avenue and 17th Street West
7 Broadwater (Outbound)	0713	Bench	Broadwater Avenue & 19th Street West
7 Broadwater (Outbound)	0714	Bench	Broadwater Avenue and 22nd Street West
7 Broadwater (Outbound)	0715	Bench	Broadwater Avenue and 24th Street West
7 Broadwater (Outbound)	0716	Sign Only	Broadwater Avenue and 26th Street West

7 Broadwater (Outbound)	0717	Bench	Broadwater Avenue and Parkview Drive
7 Broadwater (Outbound)	0718	Sign Only	Broadwater Avenue and 31st Street West
7 Broadwater (Outbound)	0719	Bench	Broadwater Avenue and Zimmerman Trail
7 Broadwater (Outbound)	0720	Sign Only	35th Street West and Broadwater Avenue
7 Broadwater (Outbound)	0721	Sign Only	35th Street West and Cook Avenue
7 Broadwater (Outbound)	0722	Bench	35th Street West and Central Avenue
7 Broadwater (Outbound)	0723	Sign Only	36th Street West and Crater Lake Avenue
7 Broadwater (Outbound)	0724	Bench	36th St W & Monad Rd
7 Broadwater (Outbound)	0725	Bench	Monad Road and 32nd Street West
7 Broadwater 2 (Inbound)	0729	Bench	Monad Road and Cape Cod Drive
7 Broadwater 2 (Inbound)	0730	Bench	Monad Road and 36th Street West
7 Broadwater 2 (Inbound)	0731	Sign Only	36th Street West and Crater Lake Avenue
7 Broadwater 2 (Inbound)	0732	Sign Only	36th Street West and Central Avenue
7 Broadwater 2 (Inbound)	0733	Sign Only	35th Street West and Cook Avenue
7 Broadwater 2 (Inbound)	0734	Bench	35th Street West and Broadwater Avenue
7 Broadwater 2 (Inbound)	0735	Bench	Broadwater Avenue and Zimmerman Trail
7 Broadwater 2 (Inbound)	0736	Sign Only	Broadwater Avenue and 31st Street West
7 Broadwater 2 (Inbound)	0737	Bench	Broadwater Ave and 29th Street West
7 Broadwater 2 (Inbound)	0738	Sign Only	Broadwater Avenue and 26th Street West
7 Broadwater 2 (Inbound)	0739	Bench	Broadwater Avenue and 24th Street West
7 Broadwater 2 (Inbound)	0740	Bench	Broadwater Avenue and Houle Drive
7 Broadwater 2 (Inbound)	0741	Bench	Broadwater Avenue and 19th Street West
7 Broadwater 2 (Inbound)	0742	Sign Only	Broadwater Avenue and 16th Street West
7 Broadwater 2 (Inbound)	0743	Bench	Broadwater Avenue and 14th Street West
7 Broadwater 2 (Inbound)	0744	Sign Only	Broadwater Avenue and 11th Street West
7 Broadwater 2 (Inbound)	0745	Bench	Broadwater Avenue and 8th Street West
7 Broadwater 2 (Inbound)	0746	Bench	Broadwater Avenue and 5th Street West SW
19 Midtown (Inbound)	0746		Broadwater Avenue and 5th Street West SW (Added Aug 2024)
7 Broadwater 2 (Inbound)	0747	Sign Only	Broadwater Avenue and 3rd Street West SW
19 Midtown (Inbound)	0747		Broadwater Avenue and 3rd Street West SW (Added Aug 2024)
7 Broadwater 2 (Inbound)	0748	Sign Only	Broadwater Avenue and 1st Street West SW
19 Midtown (Inbound)	0748		Broadwater Avenue and 1st Street West SW (Added Aug 2024)
7 Broadwater 2 (Inbound)	0749	Sign Only	2nd Avenue North and North 34th Street
19 Midtown (Inbound)	0749		2nd Avenue North and North 34th Street
7 Broadwater 2 (Inbound)	0750	Bench	2nd Avenue North and North 32nd Street
19 Midtown (Inbound)	0750		2nd Avenue North and North 32nd Street
9 Central South 2 (Outbound)	0901	Bench	North 27th Street and 1st Avenue North
10 Southside (Outbound)	0901		North 27th Street and 1st Avenue North
9 Central South 2 (Outbound)	0902	Bench	South 27th Street and 1st Avenue South
11 Southside (Outbound)	0902		South 27th Street and 1st Avenue South
9 Central South 2 (Outbound)	0903	Sign Only	South 28th Street and 5th Avenue South
9 Central South 2 (Outbound)	0904	Sign Only	South 28th Street and 8th Avenue South
9 Central South 2 (Outbound)	0905	Sign Only	9th Avenue South and South 30th Street
9 Central South 2 (Outbound)	0906	Sign Only	9th Avenue South and State Avenue
9 Central South 2 (Outbound)	0907	Sign Only	State Avenue and Washington Street
9 Central South 2 (Outbound)	0908	Sign Only	State Avenue and 4th Avenue South
9 Central South 2 (Outbound)	0909	Sign Only	Hallowell Lane and State Avenue
9 Central South 2 (Outbound)	0910	Sign Only	Hallowell Lane and Cecropia Avenue
9 Central South 2 (Outbound)	0911	Sign Only	Hallowell Lane and Vaughn Lane
9 Central South 2 (Outbound)	0912	Sign Only	Hallowell Lane and Morgan Avenue
9 Central South 2 (Outbound)	0913	Sign Only	Hallowell Lane and Stone Street
9 Central South 2 (Outbound)	0914	Bench	Hallowell Lane and King Avenue East
9 Central South 2 (Outbound)	0915	Bench	King Avenue East and Orchard Lane

10 Southside (Outbound)	0915		King Avenue East and Orchard Lane
9 Central South 2 (Outbound)	0917	Sign Only	Orchard Lane and Stone Street
9 Central South 2 (Outbound)	0918	Sign Only	Orchard Lane and Morgan Avenue
9 Central South 2 (Outbound)	0919	Sign Only	Orchard Lane and Vaughn Lane
9 Central South 2 (Outbound)	0920	Sign Only	Orchard Lane and Frances Avenue
9 Central South 2 (Outbound)	0921	Bench	Central Avenue and 6th Street West
9 Central South 2 (Outbound)	0922	Bench	Central Avenue and 8th Street West
9 Central South 2 (Outbound)	0923	Bench	Central Avenue and Moore Lane
9 Central South 2 (Outbound)	0924	Bench	Central Avenue and 12th Street West
9 Central South 2 (Outbound)	0925	Bench	Central Avenue and 15th Street West
9 Central South 2 (Outbound)	0926	Bench	Central Avenue and 19th Street West
9 Central South 2 (Outbound)	0927	Bench	Central Avenue and Santa Fe Drive
9 Central South 2 (Outbound)	0928	Bench	Central Avenue and 24th Street West
9 Central South (Inbound)	0929	Bench	24th Street West and Central Avenue
9 Central South (Inbound)	0930	Bench	Central Avenue and Santa Fe Drive
9 Central South (Inbound)	0931	Bench	Central Avenue and 19th Street West
9 Central South (Inbound)	0932	Sign Only	Central Avenue and 15th Street West
9 Central South (Inbound)	0933	Bench	Central Avenue and 12th Street West
9 Central South (Inbound)	0934	Sign Only	Central Avenue and Moore Lane
9 Central South (Inbound)	0935	Sign Only	Central Avenue and 8th Street West
9 Central South (Inbound)	0936	Bench	Central Avenue and 6th Street West
9 Central South (Inbound)	0937	Bench	State Avenue and Orchard Lane
9 Central South (Inbound)	0938	Sign Only	Orchard Lane and Frances Avenue
9 Central South (Inbound)	0939	Sign Only	Orchard Lane and Vaughn Lane
9 Central South (Inbound)	0940	Sign Only	Orchard Lane and Morgan Avenue
9 Central South (Inbound)	0941	Sign Only	Orchard Lane and Stone Street
9 Central South (Inbound)	0942	Sign Only	King Avenue East and Orchard Lane
9 Central South (Inbound)	0943	Sign Only	Hallowell Lane and Jansma Avenue
9 Central South (Inbound)	0944	Sign Only	Hallowell Lane and Stone Street
9 Central South (Inbound)	0945	Sign Only	Hallowell Lane and Morgan Avenue
9 Central South (Inbound)	0946	Sign Only	Hallowell Lane and Vaughn Lane
9 Central South (Inbound)	0947	Sign Only	Hallowell Lane and Cecropia Avenue
9 Central South (Inbound)	0948	Bench	Hallowell Lane and State Avenue
9 Central South (Inbound)	0949	Sign Only	State Avenue and Jackson Street
9 Central South (Inbound)	0950	Sign Only	State Avenue and Washington Street
9 Central South (Inbound)	0951	Sign Only	9th Avenue South and South 32nd Street
9 Central South (Inbound)	0952	Shelter	9th Avenue South and South 30th Street
9 Central South (Inbound)	0953	Shelter	South 28th Street and 8th Avenue South
9 Central South (Inbound)	0954	Sign Only	South 28th Street and 5th Avenue South
9 Central South (Inbound)	0955	Bench	South 28th Street and 1st Avenue South
9 Central South (Inbound)	0956	Bench	South 27th Street and 1st Avenue North
10 Southside 2 (Inbound)	0956		South 27th Street and 1st Avenue North
10 Southside (Outbound)	1003	Sign Only	1st Avenue South and South 29th Street
10 Southside (Outbound)	1004	Sign Only	South 31st Street and 2nd Avenue South
10 Southside (Outbound)	1005	Sign Only	4th Avenue South and South 32nd Street
10 Southside (Outbound)	1006	Sign Only	4th Avenue South and South 35th Street
10 Southside (Outbound)	1007	Sign Only	4th Avenue South and South 38th Street
10 Southside (Outbound)	1008	Sign Only	Jackson Street and Buchanan Avenue
10 Southside (Outbound)	1009	Sign Only	Jackson Street and Arden Avenue
10 Southside (Outbound)	1010	Sign Only	Jackson Street and Vaughn Lane
10 Southside (Outbound)	1011	Sign Only	Jackson Street and Morgan Avenue
10 Southside (Outbound)	1012	Bench	Jackson Street and King Avenue East
10 Southside (Outbound)	1013	Bench	King Avenue East and Hallowell Lane

10 Southside (Outbound)	1015	Bench	King Avenue East and Calhoun Lane
19 Midtown 2 (Outbound)	1016	Bench	King Avenue East and South Billings Boulevard (Now on Route 10)
10 Southside (Outbound)	1016		King Avenue East and South Billings Boulevard
19 Midtown 2 (Outbound)	1017	Sign Only	King Avenue East at Amend Park (Now on Route 10)
10 Southside (Outbound)	1017		King Avenue East at Amend Park
19 Midtown 2 (Outbound)	1018	Sign Only	King Avenue East and South 12th Street West N (Now on Route 10)
10 Southside (Outbound)	1018		King Avenue East and South 12th Street West N
10 Southside (Outbound)	1019	Bench	2021 Overland Ave at Billings Assoc of Realtors
10 Southside (Outbound)	1020	Sign Only	Overland Avenue and Peach Tree Road
10 Southside (Outbound)	1021	Bench	Overland Avenue and 24th Street West
10 Southside (Outbound)	1022	Bench	South 24th Street West and Grant Road
10 Southside (Outbound)	1023	Bench	24th Street West at Fire Station East (Walmart)
10 Southside (Outbound)	1024	Bench	South 24th Street West and Lampman Drive
19 Midtown 2 (Outbound)	1024		South 24th Street West and Lampman Drive
10 Southside (Outbound)	1025	Bench	24th Street West and Monad Road
19 Midtown 2 (Outbound)	1025		24th Street West and Monad Road
10 Southside (Outbound)	1026	Bench	24th Street West and Mall Drive
19 Midtown 2 (Outbound)	1026		24th Street West and Mall Drive
10 Southside 2 (Inbound)	1027	Sign Only	Old Laurel Road and Parkway Lane
19 Midtown (Inbound)	1027		Old Laurel Road and Parkway Lane (Now on Route 10)
19 Midtown (Inbound)	1028	Sign Only	King Avenue East and South 12th Street West S (Now on Route 10)
10 Southside 2 (Inbound)	1028		King Avenue East and South 12th Street West S
10 Southside 2 (Inbound)	1030	Sign Only	King Avenue East and Southgate Drive
19 Midtown (Inbound)	1030		King Avenue East and Southgate Drive (Now on Route 10)
10 Southside 2 (Inbound)	1031	Bench	South 24th Street West and King Avenue West
10 Southside 2 (Inbound)	1032	Bench	South 24th Street West and Grant Road
10 Southside 2 (Inbound)	1033	Sign Only	Overland West and Creekside Road
10 Southside 2 (Inbound)	1034	Sign Only	Overland Avenue at Job Connection
10 Southside 2 (Inbound)	1035	Bench	Overland Avenue and King Avenue West
10 Southside 2 (Inbound)	1041	Bench	King Avenue East and Calhoun Lane
10 Southside 2 (Inbound)	1042	Sign Only	King Avenue East and Orchard Lane
10 Southside 2 (Inbound)	1043	Sign Only	King Avenue East and Hallowell Lane
10 Southside 2 (Inbound)	1044	Sign Only	King Avenue East and Jackson Street
10 Southside 2 (Inbound)	1045	Sign Only	Jackson Street and Morgan Avenue
10 Southside 2 (Inbound)	1046	Sign Only	Jackson Street and Kratz Lane
10 Southside 2 (Inbound)	1047	Sign Only	Jackson Street and Madison Avenue
10 Southside 2 (Inbound)	1048	Bench	Jackson Street and State Avenue
10 Southside 2 (Inbound)	1049	Sign Only	4th Avenue South and South 38th Street
10 Southside 2 (Inbound)	1050	Sign Only	4th Avenue South and South 35th Street
10 Southside 2 (Inbound)	1051	Sign Only	4th Avenue South and South 32nd Street
10 Southside 2 (Inbound)	1052	Bench	South 31st Street and 1st Avenue South
10 Southside 2 (Inbound)	1053	Sign Only	1st Avenue South and South 29th Street
10 Southside 2 (Inbound)	1054	Bench	South 27th Street and Minnesota Avenue
13 King Ave West	1301	Bench	Central Avenue and 24th Street West
19 Midtown (Inbound)	1301		Central Avenue and 24th Street West
10 Southside 2 (Inbound)	1301		Central Avenue and 24th Street West
3 Crosstown (Inbound)	1301		Central Avenue and 24th Street West
10 Southside 2 (Inbound)	1302	Bench	304 South 24th Street West
3 Crosstown (Inbound)	1302		304 South 24th Street West
13 King Ave West	1302		304 South 24th Street West
19 Midtown (Inbound)	1302		304 South 24th Street West
13 King Ave West	1303	Bench	24th Street West and Monad Road
10 Southside 2 (Inbound)	1303		24th Street West and Monad Road

10 Southside 2 (Inbound) 13 King Ave West	1304 1304	Bench	South 24th Street W and Lampman Ave(Barnes & Noble) South 24th Street West and Lampman Avenue
10 Southside 2 (Inbound) 13 King Ave West	1305 1305	Bench	24th Street West at Fire Station West (Walmart) 24th Street West at Fire Station West (Walmart)
13 King Ave West	1306	Bench	S 24th Street West and King Avenue West
13 King Ave West	1307	Bench	King Avenue West and Rocky Mountain Bank
13 King Ave West	1308	Bench	King Avenue West and South 30th Street West
13 King Ave West	1309	Bench	King Avenue West and Fallow Lane
13 King Ave West	1310	Bench	King Avenue West and South 36th Street West
13 King Ave West	1311	Sign Only	King Avenue West and Decathlon Parkway
13 King Ave West	1312	Sign Only	Shiloh Crossing Boulevard at City Brew Coffee
13 King Ave West	1313	Sign Only	Mid-Shiloh Crossing Boulevard
13 King Ave West	1315	Bench	King Avenue West and Saint Mary Way
13 King Ave West	1316	Sign Only	King Avenue West and South 44th Street West
13 King Ave West	1317	Bench	44th Street West and Interpoint Apartments
13 King Ave West	1318	Sign Only	Monad Road and Henry Chapple Street
13 King Ave West	1319	Bench	Monad Road and Hurdle Circle
13 King Ave West	1320	Sign Only	38th Street West and Banff Ave
13 King Ave West	1321	Shelter	Central Avenue and South 38th Street West
13 King Ave West	1322	Sign Only	Central Avenue and 36th Street West
13 King Ave West	1323	Bench	Central Avenue and 32nd Street West
16 Heights to Downtown	1601	Bench	2nd Avenue North and North 24th Street
16 Heights to Downtown	1602	Sign Only	2nd Avenue North and North 22nd Street
16 Heights to Downtown	1603	Sign Only	2nd Avenue North and North 18th Street
16 Heights to Downtown	1604	Sign Only	North 18th Street and 4th Avenue North
16 Heights to Downtown	1605	Sign Only	4th Avenue North and North 13th Street
16 Heights to Downtown	1606	Sign Only	4th Avenue North and North 7th Street
16 Heights to Downtown	1607	Bench	Main Street and Airport Road Outbound
16 Heights to Downtown	1608	Sign Only	Main Street and Lake Elmo Drive
16 Heights to Downtown	1609	Bench	Main Street and Liberty Street
16 Heights to Downtown	1610	Bench	Main Street and Hilltop Road
16 Heights to Downtown	1611	Bench	Main Street and Milton Road
16 Heights to Downtown	1612	Bench	Main Street and Josephine Drive
16 Heights to Downtown	1613	Bench	Main Street and Logan Lane
16 Heights to Downtown	1614	Sign Only	Bench Boulevard and Steffanich Drive
16 Heights to Downtown	1615	Sign Only	Bench Boulevard and Kingston Avenue
16 Heights to Downtown	1616	Shelter & Bench	Wicks Lane at Wal-Mart
16 Heights to Downtown	1617	Bench	Wicks Lane and Main Street
16 Heights to Downtown	1618	Bench	Wicks Lane and Kelby Drive
16 Heights to Downtown	1619	Shelter	Lake Elmo Drive and Sioux Lane (W)
16 Heights to Downtown	1620	Bench	Lake Elmo Drive and Reda Lane (W)
16 Heights to Downtown	1621	Bench	Lake Elmo Drive and Milton Road (W)
16 Heights to Downtown	1622	Sign Only	Lake Elmo Drive and Hansen Lane
16 Heights to Downtown	1623	Sign Only	Lake Elmo Drive and Emerald Drive
16 Heights to Downtown	1624	Bench	Main Street and Airport Road Inbound
16 Heights to Downtown	1625	Bench	6th Avenue North and North 13th Street
16 Heights to Downtown	1626	Sign Only	6th Avenue North and North 18th Street
16 Heights to Downtown	1627	Sign Only	6th Avenue North at North Park
16 Heights to Downtown	1628	Sign Only	Lake Elmo Drive and Starner Lane
16 Heights to Downtown	1630	Bench	4th Avenue North and North 10th Street
18 Heights West 18 Heights East	1800 1800	Bench	Lake Elmo Drive and Milton Road Lake Elmo Drive and Milton Road
18 Heights West	1801	Sign Only	Lake Elmo Drive and Reda Lane

18 Heights East	1801		Lake Elmo Drive and Reda Lane
18 Heights West	1802	Sign Only	Lake Elmo Drive and Sioux Lane
18 Heights East	1802		Lake Elmo Drive and Sioux Lane
18 Heights West	1803	Bench	Wicks Lane and Cody Drive
18 Heights West	1804	Sign Only	West Wicks Lane and Saint Andrew's Drive
18 Heights West	1805	Sign Only	Wicks Lane and Lake Hills Drive
18 Heights West	1806	Bench	West Wicks Lane and Gleneagles Boulevard
18 Heights West	1807	Sign Only	High Sierra Boulevard at Skyview High School
18 Heights West	1808	Sign Only	High Sierra Boulevard and Sierra Granda Boulevard
18 Heights West	1809	Sign Only	Sierra Granda Boulevard and Fantan Street
18 Heights West	1810	Sign Only	Sierra Granda Boulevard and Gleneagles Boulevard
18 Heights West	1811	Sign Only	Gleneagles Boulevard and Claremont Road
18 Heights West	1812	Bench	Gleneagles Boulevard and West Wicks Lane
18 Heights West	1813	Sign Only	Governor's Boulevard at Castlerock Middle School
18 Heights West	1814	Sign Only	Constitution Avenue and Patriot Street
18 Heights West	1815	Sign Only	Constitution Avenue and Nutter Boulevard
18 Heights West	1816	Sign Only	Nutter Boulevard and Babcock Boulevard
18 Heights West	1817	Sign Only	Nutter Boulevard and Aronson Avenue
18 Heights West	1818	Sign Only	Aronson Avenue and Dixon Street
18 Heights West	1819	Bench	Aronson Avenue and Governors Boulevard
18 Heights West	1820	Sign Only	Aronson Avenue and Mecca Drive
18 Heights West	1821	Bench	Caravan Avenue and Aronson Avenue
18 Heights West	1822	Sign Only	Bazaar Exchange and Governors Boulevard
18 Heights West	1823	Sign Only	Hilltop Road and Topaz Avenue
18 Heights West	1824	Sign Only	Hilltop Road and Agate Avenue
18 Heights East	1825	Sign Only	Montgomery and Hansen Lane
18 Heights West	1825		Montgomery and Hansen Lane
18 Heights East	1826	Bench	Lake Elmo Drive and Wicks Lane
18 Heights East	1827	Sign Only	Lake Elmo Drive and Jerrie Lane
18 Heights East	1828	Sign Only	Lake Elmo Drive and Angel Lane
18 Heights East	1829	Sign Only	Pemberton Lane and Jasmine Circle
18 Heights East	1830	Bench	Pemberton Lane and Main Street
18 Heights East	1831	Sign Only	Pemberton Lane and Bench Boulevard
18 Heights East	1832	Sign Only	Bench Boulevard and Mossman Drive
18 Heights East	1833	Sign Only	Bench Boulevard and Barrett Road
18 Heights East	1834	Bench	Bench Boulevard and Wicks Lane
18 Heights East	1835	Sign Only	Wicks Lane and Kiwanis Trail (S)
18 Heights East	1836	Sign Only	Wicks Lane and Hawthorne Lane SW
18 Heights East	1837	Sign Only	Hawthorne Lane and Hemingway Avenue
18 Heights East	1838	Sign Only	Hawthorne Lane and Yellowstone River Road
18 Heights East	1839	Sign Only	Bitterroot Drive and Cherry Creek Loop
18 Heights East	1840	Sign Only	Bitterroot Drive and North Cherry Creek Loop
18 Heights East	1841	Sign Only	Bitterroot Drive and Wicks Lane
18 Heights East	1842	Bench	Wicks Lane and Hawthorne Lane NE
18 Heights East	1843	Sign Only	Wicks Lane and Kiwanis Trail
18 Heights East	1844	Sign Only	Wicks Lane and Bench Boulevard
18 Heights East	1845	Sign Only	Bench Boulevard and Anchor Street
18 Heights East	1846	Sign Only	Bench Boulevard and Dorothy Lane
18 Heights East	1847	Sign Only	Bench Boulevard and Hilltop Road
18 Heights East	1848	Sign Only	Hilltop Road and Main Street
19 Midtown 2 (Outbound)	1909	Sign Only	6th Street West and Broadwater Avenue
19 Midtown 2 (Outbound)	1910	Sign Only	6th Street West and Miles Avenue
19 Midtown 2 (Outbound)	1911	Bench	6th Street West and Saint John's Avenue

19 Midtown 2 (Outbound)	1912	Sign Only	Calhoun Lane and Arden Avenue
19 Midtown 2 (Outbound)	1913	Sign Only	Calhoun Lane and Mitchell Avenue
19 Midtown 2 (Outbound)	1914	Sign Only	Calhoun Lane and Phillip Street
19 Midtown 2 (Outbound)	1915	Bench	Calhoun Lane and King Avenue East
19 Midtown 2 (Outbound)	1916	Sign Only	Midland Road at BOC (Added Aug 2024)
19 Midtown 2 (Outbound)	1917	Sign Only	Midland Road and Songbird Drive (Added Aug 2024)
19 Midtown 2 (Outbound)	1918	Bench	Midland Rd at EconoLodge N (Added Aug 2024)
19 Midtown 2 (Outbound)	1919	Bench	King Avenue West and Overland Avenue
19 Midtown 2 (Outbound)	1920	Sign Only	Rosebud Drive and South 20th Street West
19 Midtown 2 (Outbound)	1921	Shelter	Rosebud Drive and Lampman Drive
19 Midtown 2 (Outbound)	1922	Bench	Rosebud Drive and South 24th Street West
19 Midtown (Inbound)	1928	Sign Only	South 20th Street West and Rosebud Drive
19 Midtown (Inbound)	1929	Bench	South 20th Street West and Henesta Drive
19 Midtown (Inbound)	1933	Sign Only	Calhoun Lane and King Avenue East
19 Midtown (Inbound)	1934	Sign Only	Calhoun Lane and Phillip Street
19 Midtown (Inbound)	1935	Sign Only	Calhoun Lane and Mitchell Avenue
19 Midtown (Inbound)	1936	Sign Only	Calhoun Lane and Arden Avenue
19 Midtown (Inbound)	1937	Bench	6th Street West and Saint John's Avenue
19 Midtown (Inbound)	1938	Sign Only	6th Street West and Miles Avenue
19 Midtown (Inbound)	1939	Bench	6th Street West and Broadwater Avenue
19 Midtown 2 (Outbound)	1945	Sign Only	Midland Road and Mallowney Lane (Added Aug 2024)
10 Southside 2 (Inbound)	1946	Bench	Midland Road at Trailhead Inn (Now on Route 19)
19 Midtown (Inbound)	1946		Midland Road at Trailhead Inn (Previously on Route 10, added Aug 2024)
10 Southside 2 (Inbound)	1947	Sign Only	Midland Road at EconoLodge S (Now on Route 19)
19 Midtown (Inbound)	1947		Midland Road at EconoLodge S (Previously on Route 10, added Aug 2024)
10 Southside 2 (Inbound)	1948	Sign Only	Midland Road and Songbird Drive SW (Now on Route 19)
19 Midtown (Inbound)	1948		Midland Road at Songbird Drive (Previously on Route 10, added Aug 2024)
10 Southside 2 (Inbound)	1949	Bench	Midland Road at Billings Operations Center S (Now on Route 19)
19 Midtown (Inbound)	1949		Midland Road at BOC S (Previously on Route 10, added Aug 2024)
10 Southside 2 (Inbound)	1950	Bench	South Billings Boulevard and King Avenue East (Now on Route 19)
19 Midtown (Inbound)	1950		South Billings Blvd and King Avenue East
5 Grand 2 (Inbound)	2101	Bench	Central Avenue and 29th Street West
21 North Westend	2101		Central Avenue and 29th Street West
7 Broadwater 2 (Inbound)	2101		Central Avenue and 29th Street West
23 South Westend 2	2101		Central Avenue and 29th Street West
5 Grand 2 (Inbound)	2102	Bench	Central Avenue and 31st Street West
21 North Westend	2102		Central Avenue and 31st Street West
23 South Westend	2102		Central Avenue and 31st Street West
7 Broadwater 2 (Inbound)	2102		Central Avenue and 31st Street West
5 Grand 2 (Inbound)	2103	Bench	Central Avenue and 32nd Street West
21 North Westend	2103		Central Avenue and 32nd Street West
21 North Westend	2104	Sign Only	Central Avenue and 35th Street West
21 North Westend	2105	Shelter	Central Avenue and S 38th Street West
21 North Westend	2106	Sign Only	Central Avenue and Shiloh Road
21 North Westend	2107	Bench	345 South Shiloh Road
21 North Westend	2108	Bench	Shiloh Road and Broadwater Avenue
21 North Westend	2109	Bench	Shiloh Road and Avenue B
21 North Westend	2110	Bench	Shiloh Road and Avenue D
21 North Westend	2111	Bench	Shiloh Road at Underpass
21 North Westend	2112	Bench	Shiloh Road at Saint John's United
21 North Westend	2113	Bench	Shiloh Road and Rimrock Road
21 North Westend	2114	Sign Only	Rimrock Road at Saint John's United
21 North Westend	2115	Bench	Rimrock Road and 38th Street West

21 North Westend	2116	Sign Only	Poly Drive and Quinn Haven Drive
21 North Westend	2117	Bench	Poly Drive and Zimmerman Trail
21 North Westend	2118	Bench	Zimmerman Trail and Colton Boulevard
21 North Westend	2119	Bench	Zimmerman Trail and Avenue E
21 North Westend	2120	Sign Only	Zimmerman Trail and Grand Avenue
21 North Westend	2121	Bench	Grand Avenue and Golden Valley Circle
5 Grand 2 (Inbound)	2121		Grand Avenue and Golden Valley Circle
21 North Westend	2122	Bench	Rehberg Lane and Avenue B
21 North Westend	2123	Sign Only	Rehberg Lane and Avenue F
21 North Westend	2124	Bench	Rehberg Lane and Colton Boulevard
21 North Westend	2125	Sign Only	Colton Boulevard and Louise Lane
21 North Westend	2126	Bench	Colton Boulevard and Orange Boulevard
21 North Westend	2127	Bench	Colton Boulevard and 24th Street West
21 North Westend	2128	Bench	24th Street West and Applewood Avenue
21 North Westend	2129	Bench	24th Street West and Grand Avenue
21 North Westend	2130	Bench	24th Street West and Lewis Avenue
21 North Westend	2131	Bench	24th Street West and Broadwater Avenue
21 North Westend	2132	Sign Only	24th Street West and Miles Avenue
21 North Westend	2133	Bench	24th Street West and Saint John's Avenue
21 North Westend	2134	Bench	24th Street West and Central Avenue
23 South Westend 2	2302	Sign Only	32nd Street West and Rosebud Drive (W)
7 Broadwater 2 (Inbound)	2303	Sign Only	32nd Street West and Banff Avenue
23 South Westend	2303		32nd Street West and Banff Avenue
23 South Westend 2	2304	Bench	32nd Street West and Monad Road (W)
23 South Westend	2305	Sign Only	32nd Street West and Lampman Drive (W)
23 South Westend	2306	Bench	32nd Street West and King Avenue West
23 South Westend 2	2307	Sign Only	32nd Street West at Casa Village (W)
23 South Westend	2308	Bench	32nd Street West and Gabel Road (W)
23 South Westend	2308	Sign Only	32nd Street West and Gabel Road (W)
23 South Westend Loop	2309	Bench	Gabel Road and Transtech Way
23 South Westend Loop	2310	Sign Only	Gabel Road and Hesper Road
23 South Westend Loop	2311	Bench	Zoo Drive and Canyon Creek Road
23 South Westend Loop	2312	Bench	Pierce Parkway and South Shiloh Road
23 South Westend Loop	2313	Bench	Pierce Parkway at Underriner Motors
23 South Westend Loop	2314	Bench	Spring Creek Lane and Broso Park Drive
23 South Westend Loop	2315	Sign Only	Hesper Road and Gabel Road
23 South Westend	2317	Sign Only	32nd Street West and Gabel Road
23 South Westend 2	2318	Sign Only	32nd Street West at Casa Village
23 South Westend	2319	Bench	32nd Street West and King Ave West
23 South Westend 2	2320	Sign Only	32nd Street West and Rosebud Drive
23 South Westend 2	2321	Bench	32nd Street West and Monad Road
7 Broadwater (Outbound)	2322	Sign Only	32nd Street West and Solar Boulevard
23 South Westend	2322		32nd Street West and Solar Blvd
7 Broadwater (Outbound)	2323	Bench	32nd Street West and Central Avenue
23 South Westend	2323		32nd Street West and Central Avenue
23 South Westend	2324	Sign Only	32nd Street West and Lampman Drive