

**Agency: Custer County
Transit**

TITLE VI PLAN

Year: 2024

Title VI Contact Name: Custer County Transit Supervisor

Title VI Contact Phone: 406-874-2222

Title VI Contact Email: cctinfo@co.custer.mt.us

Introduction to Agency

Custer County Transit operates a flexible on-demand and prescheduled transit program serving the residents of Custer County, Montana. Since the fiscal year of 2019, we have been a beneficiary of FTA 5311 formula grant funding, which, combined with contributions from Custer County funds, Montana Department of Transportation TransAde funding, transit fares, as well as donations and sponsorships from private organizations, enables us to fully support our operational endeavors.

Remarkably, our program has experienced significant growth since its inception, with the number of rides provided increasing nearly fivefold since our inaugural year of operation. Initially starting with one van and one ADA vehicle, we have since expanded our fleet to encompass three minivans and two ADA vehicles. This expansion reflects our commitment to meeting the evolving needs of our community, ensuring greater accessibility and convenience for our riders.

Moreover, our program has extended its reach beyond the confines of Custer County. We now offer bi-weekly trips to Billings for medical appointments and provide airport drop-offs and pickups, facilitating essential travel for our residents beyond the local area. This expansion underscores our dedication to enhancing mobility options and facilitating vital connections for those we serve.

In essence, through strategic partnerships, prudent financial management, and a steadfast commitment to meeting the needs of our community, Custer County Transit has evolved into a vital lifeline for residents, ensuring reliable and accessible transportation services throughout the region.

Title VI Program Requirements

Public Notice

Custer County Transit posts the Public Notice of Title VI Program Rights (below) in the following locations: The public area of our office located at 200 N Haynes Ave. in Miles City as well in all transit vehicles, and on

our website <https://custercountytransit.gov>

Public Notice of Title VI Program Rights

Custer County Transit gives public notice of its policy to uphold and assure full compliance with the non-discrimination requirements of Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities. Title VI and related nondiscrimination authorities stipulate that no person in the United States of America shall, on the ground of race, color, national origin, sex, age, disability, income level or limited English proficiency be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Any person who desires more information regarding MDT's Title VI Program can contact Custer County Transit Supervisor at the address noted below.

Any person who believes they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, national origin, sex, age, disability, income level or limited English proficiency, has the right to file a formal complaint. Any such complaint must be in writing and submitted within 180 days following the date of the alleged occurrence to:

**Transit Supervisor
Custer County Transit
1010 Main St Ste. 11
Miles City, MT 59301
(406) 874-2222
cctinfo@co.custer.mt.us**

A complainant may file a complaint directly with the Federal Transit Administration at the following address:

**Office of Civil Rights
Federal Transit
Administration
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave SE**

Washington, DC 20590

If information is needed in another language, please contact MDT's Office of Civil Rights at 406-444-6334.

Complaints

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987:

Any person who believes they, or any specific class of persons, were subjected to prohibited discrimination based on race, color or national origin may file a written complaint individually or through a representative. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the discrimination is ongoing, or the time for filing is extended by the FTA.

Custer County Transit has adopted MDT's complaint form, which is located on our website: <https://custercountytransit.gov> and hard copies in the Transit office and all transit vehicles.

Complaints alleging violations of Title VI by Custer County Transit may be filed in writing with the following agencies:

Custer County Transit
1010 Main ST STE 11
Miles City MT, 59301
Phone: (406) 874-2222
Email: cctinfo@co.custer.mt.us

**Montana Department of
Transportation Office of Civil Rights**
2701 Prospect Ave
PO Box 201001
Helena, Montana 59601
Phone: 406-444-6334
TTY: 800-335-7592
Fax: 406-444-7243
Email: mdtcrform@mt.gov

**Office of Civil Rights
US Department of
Transportation Federal
Transit Administration 1200
New Jersey Ave SE
Washington DC 20590**

If information is needed in another language, please contact MDT's Office of Civil Rights at 406-444-6334.

Custer County Transit adopts MDT's complaint processing procedures, which are consistent with FTA's Title VI Requirements and Guidelines for Federal Transit Administration Recipients. Additional information can be found in MDT's Title VI Plan: https://www.mdt.mt.gov/other/webdata/external/civilrights/FTA_Title_VI_Plan.pdf and FTA's website: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Complaint Log

Custer County Transit tracks civil rights complaints in the following table and submits to MDT Office of Civil Rights on an annual basis.

For the period October 1, 2020 to September 30, 2023 there were 0 Title VI complaints filed against Custer County Transit.

Public Participation Plan

Custer County Transit engages the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, Custer County Transit made the following community outreach efforts and activities to engage minority, Limited English Proficient populations, or other traditionally underserved populations since the last Title VI Plan submittal to MDT Office of Civil Rights.

Transit Advisory Council meetings are held quarterly, publicized, and open to the public. The notice of publication for the Transit Annual Coordination Plan is published every February in the Miles City Star. A copy is available for review or comment at the

Clerk and Recorder's office in the Custer County Courthouse and on our website. We maintain constant communication with local medical facilities, senior centers, and community organizations specializing in serving underserved populations. We ensure they have pamphlets to inform those they serve about our programs. Additionally, we regularly update our Facebook page and website. We continually seek opportunities to raise awareness of our programs and ensure those who need our services know about their availability.

Language Assistance Plan

Custer County Transit adopts MDT's Language Assistance Plan:

https://mdt.mt.gov/other/webdata/external/civilrights/limited_english_proficiency_plan.pdf

Montana's demographic makeup does not meet the Federal threshold that requires mandatory written translation in any language, but Custer County Transit has resources available to provide language assistance if needed. MDT provides the Language Identification and Assistance Guide to transit providers, which gives guidance for how to provide interpretation services when interacting with LEP individuals.

<https://mdt.mt.gov/other/webdata/external/civilrights/Language-Assistance-Guide.pdf>

Custer County Transit evaluates its ridership and populations within its service area and will coordinate with MDT Office of Civil Rights if the frequency of interactions with LEP individuals would require written translation.

Transit Committee

Custer County Transit has a transit-related, non-elected advisory council. The racial breakdown of membership on the advisory council is as follows:

Body	African American / Black	American Indian/ Alaskan Native	Native Hawaiian / Other Pacific Islander	Asian	Hispanic / Latino	White
Custer County Montana	0.8%	2.7%	0%	0.6%	3.6%	92.3%
Population 12,000	96	324	0	72	432	11,076

Custer County Transit Advisory Council	0%	0%	0%	0%	0%	100%

Custer County Transit takes the following efforts made to encourage participation of minorities or other traditionally underserved populations:

We publicize all Council vacancies through posts on the Transit Facebook page and by directly contacting local financial, medical, senior, and community agencies to inform them of the openings and solicit participation.

Equity Analysis

A transit provider planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may be impacted by the siting of the facility. MDT Office of Civil Rights will conduct a Title VI equity analysis to compare various siting alternatives prior to selection of the preferred site.

Custer County Transit developed a new transit office and bus garage Located at 200 N Haynes Ave, Miles City MT in 2023 equity analysis was completed by Custer County and The Montana Department of Transportation. This report can be found on our website. Custercountytransit.gov

System-wide Service Standards and Policies

Based on size of transit providers and population, none of MDT subrecipients meet the additional requirements for fixed route transit providers. However, all transit providers that operate fixed route service must have system-wide standards and policies. Custer County Transit does not provide fixed route services at this time.