

METRO MAKES STEADY PROGRESS IN 2018

Metro Connect, Technology Usage Highlight Past Year's Activities

Kalamazoo County's public transportation system – Metro – continued the process of integrating its services in 2018 while continuing to stress safe, affordable, accessible rides for area residents.

Metro provided 2.8 million rides in 2018, with growth seen in Sunday and late night service periods. Metro Connect was recognized with its highest ridership month in October, 2018, carrying 16,106 passengers.

Re-branding of buses and vans continued through the year, with red and gray vehicles becoming more prevalent and more recognizable. Metro continued its work on signage, along with infrastructure that supports the county-wide adoption of a single transit provider.

The system's bus-tracking app, myStop Mobile, showed increased usage, as did the Token Transit app which allows riders to put fares on their mobile phones. "This continues to improve our relationship with the people we serve," says Greg Rosine, chair of the Central County Transportation Authority.

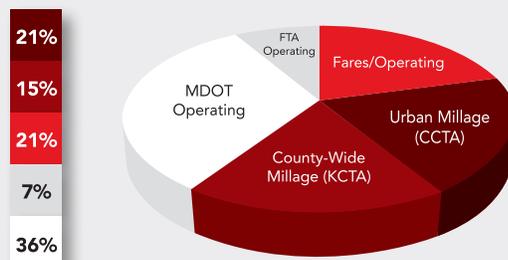
Important to Metro's continued success, says Rosine, is the willingness to remain responsive to riders and the community. Citizen forums, user groups, and participating governmental units all have important roles in the governance of the system. "We need to be sensitive to the changing needs of the people we serve." Metro continues to provide public transportation to the community despite serious flooding on major routes or winter weather that shuts down most businesses, emphasizing the commitment to safe, dependable transportation.

In 2018, Metro was awarded a competitive federal grant of \$2.8 million dollars to modernize the bus fleet that impacts the daily lives in Kalamazoo County. With the assistance of Congressman Fred Upton, these dollars will help Metro maintain a high quality fleet of transit vehicles. Future planning for fleet as well as the recent completion of the Bus Stop Action Plan that outlines the upgrading of over 750 bus stops in the community will assist Metro in continuing the steady progress of growth in the county well into the future.

Metro paved the way in 2018 for a partnership with the City of Kalamazoo's Foundation for Excellence and Kalamazoo Public Schools. Starting in the fall of 2019, KPS high school students will receive bus passes. Additionally, more business partnerships, using the Bus-to-Work program, will be formed.

Operating Revenue - \$17,327,945

Urban Millage - \$3,617,361	21%
County-Wide Millage - \$2,590,999	15%
Fares/Operating - \$3,597,578	21%
FTA - \$1,273,368	7%
MDOT - \$6,248,639	36%



Operating Expenses - \$16,603,761

Maintenance - \$2,795,080	17%
KTC - \$655,075	4%
Administration - \$2,450,122	15%
Metro Connect/Share	24%
Metro Connect - \$3,857,755	
Metro Share - \$54,477	
Operations - \$6,791,252	41%



2018 expenses reflect lower fuel costs and less inflation than budgeted.

REMAINING RESPONSIVE TO THE PUBLIC WE SERVE

Metro's Mission

To improve quality of life in the community by providing public transportation services that are dependable, convenient, safe, efficient, cost effective, and accessible for all.

Metro – operated by the Central County Transportation Authority (CCTA) and the Kalamazoo County Transportation Authority (KCTA) – exists to meet public needs. Citizens with an interest in Metro are encouraged to communicate in any of the many ways available.

Metro's website – www.kmetro.com – has a feedback form. Citizens may call the Metro office at (269) 337-8222 for customer service or send emails to ccta@kmetro.com.

Citizens are invited to attend public meetings of the CCTA and KCTA, with dates, times and locations published on Metro's website.

Metro also receives regular input from members of the Local Advisory Committee (LAC). That group is made up of disability community representatives, senior representatives and at-large members representing areas of Kalamazoo County and makes recommendations to the CCTA and the KCTA on issues related to Metro Connect service.

Metro reaches out to the community by attending a number of events throughout the year to hear feedback and grow public awareness of the transit system in Kalamazoo County. By attending events such as Project Connect and the Senior Expo, comments about how the system can improve, as well as what the system is doing right, provides an opportunity for staff to enhance the transit services being provided.

Metro's System at a Glance

2.8 million rides per year
3.2 million miles per year
88% of passengers use bus when no car available
71% of passengers ride bus five or more days a week

62% of riders use bus for work or school
66% don't have other means of travel
33% would walk if bus not available
(Source: 2017 Socio-Economic Survey)

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Chris Burns, City of Portage
Dusty Farmer, Oshtemo Township
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Randy Thompson, Comstock Township

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Martin Janssen, Vice-Chair
Curtis Aardema
Jeffrey Breneman
John Dillworth
Dusty Farmer
Pamela Brown Goodacre
Timothy Sloan
Sam Urban

Administrative Leadership

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Yvonne Thrash, Deputy Director of Operations
Greg Vlietstra, Deputy Director of Support Services

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