



Connecting People Throughout
Kalamazoo County

NOTICE AND AGENDA

CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA) KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)

February 9, 2026

Regular Meeting

The February 9, 2026 CCTA/KCTA regular meeting will be held at 11:30 a.m. offsite at the
Kalamazoo Township Hall, 1720 Riverview Dr., Kalamazoo, MI

The next joint CCTA/KCTA Regular meeting will be held on
Monday, March 9, 2026 at 11:30 a.m.

PLEASE BE ADVISED the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its meeting on Monday, February 9, 2026 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
2.	Consent Agenda	Voice Vote	Voice Vote
	a. Agenda for February 9, 2026*		
	b. Minutes for January 12, 2026*		
3.	Public Comment		
4.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
	1. KCTA Millage Overview*		
	2. Planning and Development Committee Notes of January 21, 2026*		
5.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to approve the Updated Employee Equal Opportunity Plan (EEO)*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Performance Monitoring Committee Notes of January 20, 2026*		
6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. Outreach Plan Overview		
	2. External Relations Committee Notes of January 22, 2026*		



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7.	Board Operations Committee		
	a. Action Items		
	b. Informational Items		
	1. Board Operations Committee Meeting Notes of January 29, 2026*		
8.	Report from Executive Director*		
	a. Update Metro Link*		
9.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
	d. On-Demand Services Ambassador Report		
10.	Chairperson's Report		
11.	Public Comment		
12.	Members' Time		
13.	Adjournment	Voice Vote	Voice Vote

*Indicates attachments included in agenda packet

The meeting will be held in the Metro Linda Teeter Community Room, 530 N. Rose Street, Kalamazoo, MI. Questions regarding the meeting may be addressed to the Central County Transportation Authority, 530 N. Rose St., Kalamazoo, MI 49007, or by calling (269) 337-8087.

MEETINGS OF THE CENTRAL COUNTY TRANSPORTATION AUTHORITY AND KALAMAZOO COUNTY TRANSPORTATION AUTHORITY ARE OPEN TO ALL WITHOUT REGARD TO RACE, SEX, COLOR, AGE, NATIONAL ORIGIN, RELIGION, HEIGHT, WEIGHT, MARITAL STATUS, DISABILITY, POLITICAL AFFILIATION, SEXUAL ORIENTATION, OR GENDER IDENTITY. CENTRAL COUNTY TRANSPORTATION AUTHORITY WILL PROVIDE NECESSARY REASONABLE AUXILIARY AIDS AND SERVICES, SUCH AS SIGNERS FOR THE HEARING IMPAIRED AND AUDIO TAPES OF PRINTED MATERIALS BEING CONSIDERED AT THE MEETING/HEARING, TO INDIVIDUALS WITH DISABILITIES AT THE MEETING/HEARING UPON FOUR (4) BUSINESS DAYS' NOTICE. INDIVIDUALS WITH DISABILITIES REQUIRING AUXILIARY AIDS OR SERVICES SHOULD CONTACT THE CCTA/KCTA BY WRITING OR CALLING CENTRAL COUNTY TRANSPORTATION AUTHORITY 530 N. ROSE ST., KALAMAZOO, MICHIGAN 49007 (269) 337-8087; TDD PHONE: (269) 383-6464

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY**
Joint Regular Meeting
January 12, 2026

Place: Metro Administration Building, Kalamazoo, MI
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Richard Congdon, Barbara Blissett
Others Present: Kelly Linton, Bruce Schuur

1.) KCTA ROLL CALL

KCTA Members Present: *Curtis Aardema, James Ayers*, Tafari Brown*, Paul Ecklund, Dusty Farmer, Aditya Rama, Gary Sigman, Greg Rosine*
CTA Members Absent: *Tim Sloan*

**Ayers and Brown arrived at the meeting at 11:40 pm.*

A motion was made to excuse Sloan.

Motion: Rosine

Second: Farmer

Motion carried by voice vote.

1.) CCTA ROLL CALL

CCTA Members Present: *Curtis Aardema, Chris Burns, Dusty Farmer, Christyn Johnson, Lisa Mackie, Garrylee McCormick, Greg Rosine*
CCTA Members Absent: *Nicole Beauchamp*

2.) REQUEST FOR APPROVAL OF AGENDA/MINUTES

A motion was made by KCTA and CCTA for approval of the joint CCTA/KCTA meeting agenda for December 8, 2025.

KCTA Motion: Ecklund
CCTA Motion: McCormick *Second: Rosine*
Second: Rosine

Motion carried by voice vote.

3.) PUBLIC COMMENTS – Bruce Schuur spoke regarding exiting bus capabilities at stops during inclement weather.

4.) PLANNING AND DEVELOPMENT COMMITTEE

Planning and Development Committee and did not have any action or informational items for the agenda.

5.) PERFORMANCE MONITORING COMMITTEE

Committee Chair Rama reported the Committee had met and reviewed the purchase of two 40' diesel buses from Gillig Corporation.

Discussion took place with regard to the replacement of older buses and the life expectancy of the new buses.

A motion was made by KCTA and CCTA to approve the purchase of two 40' diesel buses from Gillig Corporation in the amount of \$1,547,858 and authorize the Executive Director to sign all related documents

*KCTA Motion: Burns
CCTA Motion: Farmer*

*Second: Rosine
Second: Rosine*

Motion carried by a roll call vote.

KCTA

*Ayes: Aardema, Ecklund, Farmer, Rama, Sigman, Rosine
Nays: None
Absent: Ayers*, Brown*, Sloan*

CCTA

*Ayes: Aardema, Burns, Farmer, Johnson, Mackie, McCormick, Rosine
Nays: None
Absent: Beauchamp*

6.) EXTERNAL RELATIONS COMMITTEE

Committee Chair Mackie reported that the committee had not met but provided an updated jurisdictional outreach chart and commented that three jurisdictions still needed a Boardmember to attend a community meeting for a presentation. She asked for volunteers.

7.) BOARD OPERATIONS COMMITTEE

Committee Chair Aardema stated the Board Operations Committee had reviewed the current agenda and will be working on the Executive Director's employment agreement. He said it should be available for Board consideration within the next few months.

8.) EXECUTIVE DIRECTORS REPORT

Exec. Dir. McBride presented an invoice from Kalamazoo County for the cost of the 2025 CCTA Millage renewal question on the November 4, 2025 ballot. He said the CCTA is responsible for reimbursing the jurisdictions within the County that conduct the elections. Exec. Dir. McBride stated the cost was in line with previous election costs and included in the 2025 budget.

A motion was made by KCTA and CCTA to approve the payment of \$119,254.25 to Kalamazoo County for reimbursement of the 2025 CCTA Millage Election costs.

*KCTA Motion: Farmer
CCTA Motion: Mackie*

*Second: Rosiner
Second: Farmer*

Motion carried by a roll call vote.

KCTA

*Ayes: Aardema, Ayers, Brown, Ecklund, Farmer, Rama, Sigman, Rosine
Nays: None
Absent: Sloan*

CCTA

Ayes: *Aardema, Burns, Farmer, Johnson, Mackie, McCormick, Rosine*
Nays: *None*
Absent: *Beauchamp*

Exec. Dir. McBride provided an update on the following topics:

- Kalamazoo Transportation Center Parking
- Fixed-Route Service
- Metro Link Service Zone Expansion Area
- Outreach
- Construction Projects
- Metro Link Update

(A copy of the report is filed with the meeting minutes.)

On-Demand Services Manager Richard Congdon explained the expansion of the Metro Link Service Zone Area. He stated it was a fast-growing mode of transportation in the Kalamazoo area.

9.) SUBCOMMITTEE REPORTS

Pension Board – Did not meet.

KATS Policy Committee – Aardema shared that KATS would be conducting additional training classes for KATS 101 and invited anyone who was interested in learning more about KATS and its future to sign up. He shared that there were nine improvement projects that were approved including Portage Road

Local Advisory Committee (LAC) – Meets next week.

On-Demand Ambassador Report – Written report provided.

10.) CHAIRPERSON REPORT – No Report.

11.) PUBLIC COMMENT – Bruce Schuur inquired about the potential future changes to the Portage route.

12.) MEMBERS TIME – Discussion was made about a Kalamazoo City Commissioner attending the CCTA/KCTA Board meetings as a liaison. Boardmembers echoed Chair Aardema's comment on all the hard work Metro staff always provides.

A motion was made by the KCTA and CCTA to move into closed session to discuss attorney's memorandum regarding the Crossroads Mall lawsuit.

KCTA Motion: *Brown*
CCTA Motion: *Burns*

Second: *Sigman*
Second: *McCormick*

Motion carried by voice vote.

At 12:15 p.m. the CCTA and KCTA Boards went into closed session.

A motion was made by the KCTA and CCTA to return to open session.

KCTA Motion: Farmer

Second: Ayers

CCTA Motion: Rosine

Second: McCormick

Motion carried by voice vote.

At 12:45 p.m. the CCTA and KCTA Boards came out of closed session.

13.) ADJOURNMENT

A motion was made by KCTA and CCTA to adjourn the KCTA/CCTA meeting.

KCTA Motion: Rama

Second: Brown

CCTA Motion: McCormick

Second: Johnson

Motion carried by voice vote.

The meeting adjourned at 12:47 PM.

Curtis Aardema
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Curtis Aardema
KCTA Chairperson

Barbara Blissett
KCTA Clerk



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Kalamazoo County

Agenda Item: 4.b.1
Meeting Date: 02/09/26

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Greg Vlietstra, Director of Support Services
DATE: January 30, 2026
SUBJECT: KCTA Millage Discussion

BACKGROUND

Local funding for public transit is generated from two property tax millages. The CCTA, as a public transportation authority created in compliance with Public Act 196 of 1986, has the ability to levy property tax with the approval of the voters within the district boundaries. The CCTA, has a millage that was approved by the voters in November of 2025 for a period that covers 2026, 2027, 2028, 2029 and 2030. The CCTA millage is for 1.10 mills and will generate approximately \$7 million in FY 2026. The KCTA has a millage that was approved by the citizens of Kalamazoo County in November of 2021 for a period that covers 2022, 2023, 2024, 2025 and 2026. The countywide millage approved by voters was for 0.3124 mills, but was subsequently reduced by the Headlee amendment to 0.3091 mills and will generate approximately \$3.84 million in FY 2026.

TIMELINE

Executive Director McBride provided a preliminary timeline for the CCTA and KCTA boards that was presented in the December 8th CCTA and KCTA Board agenda packet. Below is updated and expanded timeline of events for KCTA millage planning.

- January 21, 2026 Planning & Development Committee Meeting – Introductory discussion and overview of plan of action for committee including duration of millage and a review of financial Projections.
- February 9, 2026 CCTA and KCTA Board Meeting - Introductory discussion and summary of Planning & Development Committee meeting in January.
- February 18, 2026 Planning & Development Committee Meeting – Recommendation to CCTA and KCTA boards for millage duration and request amount.
- **March 9, 2026 CCTA and KCTA Board Meeting** – Approval of millage duration and amount
- March 18, 2026 Planning & Development Committee Meeting – Recommendation to CCTA and KCTA boards for KCTA millage ballot language.
- **April 13 CCTA and KCTA Board Meeting** – Approval of millage of KCTA millage ballot language.
- May 12, 2026 (Projected) – Ballot language due to Kalamazoo County Clerk.
- June 25, 2026 – Absentee ballots sent out.
- August 4, 2026 – Election Day.

DISCUSSION

The Boards must determine three items related to the millage election.

1. When to conduct the election? – August 4, 2026
2. Duration of millage? – To Be Determined
3. Amount of millage levy? – To Be Determined

4. Determine ballot language – To Be Determined

Millage Election - When

The CCTA and KCTA Boards voted at the December 8, 2025 meeting to conduct the CCTA millage election on August 4, 2026.

Duration of Millage

The Planning and Development Committee briefly discussed the KCTA millage duration during the CCTA millage planning last year. As you may recall, there is new state legislation, Public Act 236 of 2024, that removed the restriction of a millage duration length to only five years for public transit agencies like Metro that are organized under Michigan Public Act 196 of 1986. With this new legislation, the KCTA millage could be a longer duration of six or seven years, to put a little distance between the CCTA and KCTA millage elections.

Although the main benefit of a millage duration beyond five years is separation between the CCTA and KCTA millages to help minimize voter fatigue and confusion, there are other benefits including election administration cost savings, better long-range service planning, and customers can have longer-range dependability of transportation services. Going too far into the future beyond six or seven years, though, could be detrimental as financial projections become less certain the further out in time which could result in a millage amount that is insufficient to support operational costs.

At the January 28 Planning & Development Committee meeting, the committee agreed to a duration of either six or seven years. If the board agrees with the goals and rationale above, the question before the boards is a millage duration of either six or seven years.

Amount of Millage

Financial data was presented and reviewed at the January 28 Planning & Development Committee meeting. Millage amounts will be discussed at the February 9 CCTA/KCTA Board meeting.

Ballot Language

Below for reference is the KCTA ballot language that passed in 2021.

May the Kalamazoo County Transportation Authority (KCTA) continue to levy a tax for public transportation purposes of up to 0.3124 mills (31.24¢ per \$1,000 of taxable value)? This millage:

- a) Would be a renewal of previously authorized millage expiring with the 2021 levy;
- b) Would be levied for five years, 2022 through 2026;
- c) Is estimated to raise \$3,003,000 in its first year; and
- d) Applies to the taxable value of all taxable property within Kalamazoo County.

The KCTA provides on demand public transportation van services to all Kalamazoo County through the Metro Connect Program.

Additional Information

If the millage were not to pass in August, a KCTA millage election could be conducted in winter/spring of 2027. This would comply with Public Act 196 standards and maintain millage funding cash flow.

CCTA and KCTA Attorney Richard Cherry will make a presentation at either the April or May meeting regarding appropriate activities for Boardmembers and staff as it pertains to millage education and advocacy.

Memo: KCTA Millage Discussion

Date: 1/30/2026

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RECOMMENDATION

There is no recommendation at this time. The discussion at the meeting will guide administrative staff and also help Planning & Development Committee members develop recommendations for millage amount, millage duration, and ballot language at subsequent committee meetings. Please identify any questions you might have which will assist the committee and Boards at future meetings.



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Agenda Item: #5.1
Meeting Date: 02/09/26

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: January 22, 2026
SUBJECT: December Income & Expense Statement

BACKGROUND

The Income and Expense Statement is an internal document which is used to measure the CCTA's financial performance. The budget is used as a comparison for perspective.

We are currently within budget.

Some areas to highlight:

- Both the urban millage (CCTA) and county-wide millage (KCTA) are due in February and September. At this point we have collected \$105,263 (1%) of the FY26 millages.
- We have collected \$484,151 (15% of the budgeted amount) in fares for this year.
- The FTA operating assistance revenue is accrued at the end of the year (September). To date, we have requested \$15,524,494 in COVID-19 relief funds (2020-\$1,500,000; 2021-\$4,500,000, 2022-\$2,000,000, 2023-\$2,524,494, 2024-\$3,500,000, 2026-\$1,500,000).
- The average price for a gallon of diesel fuel in December 2024 was \$2.22 and in December 2025, it was \$2.38. This is less than a 7% increase.
- Total operating expenses for Metro year-to-date are 19% of the total budgeted amount.

Attachment:

1. December 2025 Income & Expense Statement


STATEMENT OF INCOME AND EXPENSE

FY2026 CCTA Board Recommended Budget	December 2025	Year to Date FY 2026	Year to Date %	Monthly Funding %
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25%

Operating Revenue
Fare Revenue

Regular Route Cash	749,625	57,991	179,193	24%	2%
Metro County Connect Fares	492,255	71,911	129,645	26%	2%
Metro Link Fares	50,848	15,635	23,798	47%	0%
WMU Fares	1,197,950	0	0	0%	0%
Tokens	401,250	26,409	81,845	20%	1%
Pass Sales	328,215	23,194	69,670	21%	1%
Texas Twp/KVCC Prepaid Fares	113,072	0	0	0%	0%
	<u>3,333,215</u>	<u>195,140</u>	<u>484,151</u>	<u>15%</u>	<u>5%</u>

Other Revenue

Advertising	75,000	8,750	13,125	18%	0%
Intermodal Operations	263,700	3,000	9,000	3%	0%
Miscellaneous Revenue	18,650	2,080	4,963	27%	0%
Commission Revenue - (GH, IT, FlixBus)	4,200	237	670	16%	0%
Interest Income	295,250	20,629	59,831	20%	1%
	<u>656,800</u>	<u>34,696</u>	<u>87,590</u>	<u>13%</u>	<u>1%</u>

Urban Millage (CCTA)

County-wide Millage (KCTA)	3,843,823	28,302	78,258	2%	1%
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MDOT - Operating

FTA - Operating	5,457,803	2,413,721	2,413,721	44%	67%
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Provision for Depreciation

TOTAL OPERATING REVENUE	30,536,192	3,597,185	5,840,107	19%	100%
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Operating Expenses by Division

Administration/Overhead	8,228,448	700,741	1,942,489	24%
Kalamazoo Transportation Center Operations	1,065,683	104,032	201,340	19%
Maintenance	3,575,084	313,987	708,864	20%
Operations	8,699,446	808,032	1,736,475	20%
Metro Connect	6,083,142	9,579	486,930	8%
Metro Share	59,553	5,180	10,549	18%
Metro Link	3,126,958	489,653	498,232	16%
TOTAL OPERATING EXPENSE	30,838,314	2,431,205	5,584,880	18%

NET (UNFUNDED) BALANCE for period

(302,122)	1,165,980	255,227
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MEETING NOTES

Performance Monitoring Committee

January 20, 2026 at 3 PM

Microsoft Teams Virtual Meeting

Members: Aditya Rama (Chair), Dusty Farmer

Absent: Tim Sloan

Staff: Sean McBride, Greg Vlietstra, Barbara Blissett

1. Equal Employment Opportunity Plan (EEO)

Notes:

- Support Services Dir. Vlietstra presented the Equal Employment Opportunity (EEO) Plan. He explained that the plan is an FTA Office of Civil Rights requirement every four years to maintain federal funding
- Support Services Dir. Vlietstra stated that updating the EEO Plan has been a challenge due to a limited time frame as certain data is not available until after January 1. The plan is due to the FTA by March 1
- Metro is a very diverse organization with 46% female employees and 59% minority.
- Support Services Dir. Vlietstra reviewed how information is disseminated and areas for improvement
- The committee will recommend approval at the February 9 board meeting

2. Metrics Report

Notes:

- Support Services Dir. Vlietstra highlighted the recent Metric Report. He said Metro Connect has seen a 21% increase from the same month last year and Metro Link is showing a 133% increase
- Committee members requested jurisdictional information for some of the Metro Connect data

The next meeting is February 17, 2026

The meeting adjourned at 3:43 pm.

December 2025

Metrics Report



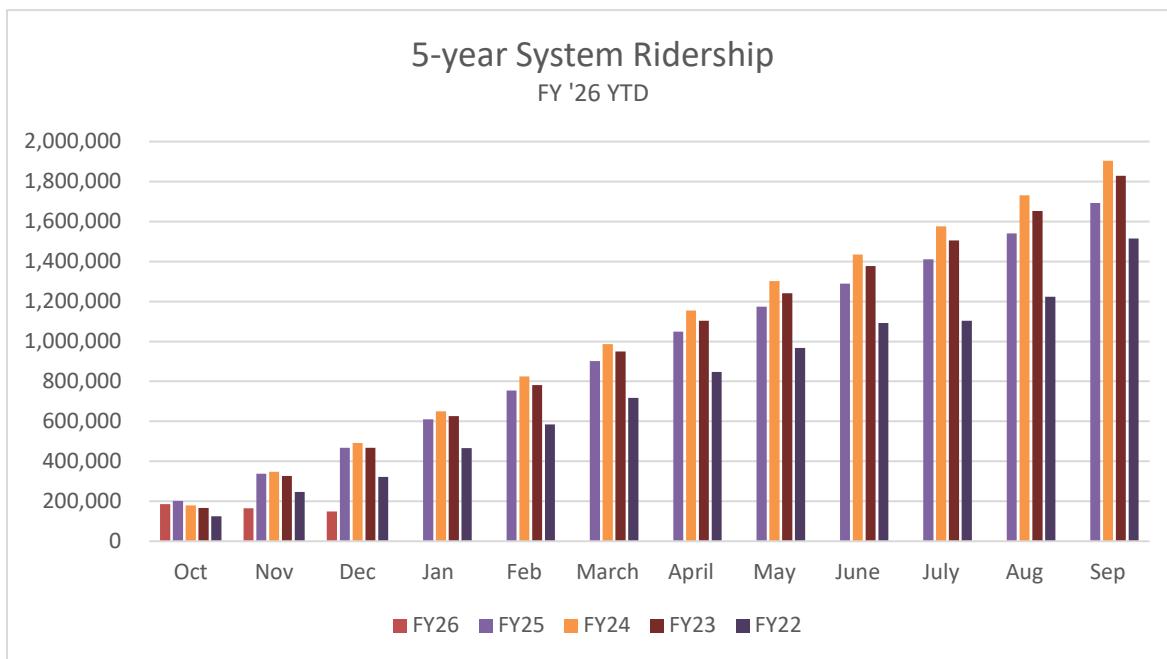
The following information is being provided to the Central County Transportation Authority and Kalamazoo County Transportation Authority boards as an informational item.

Ridership

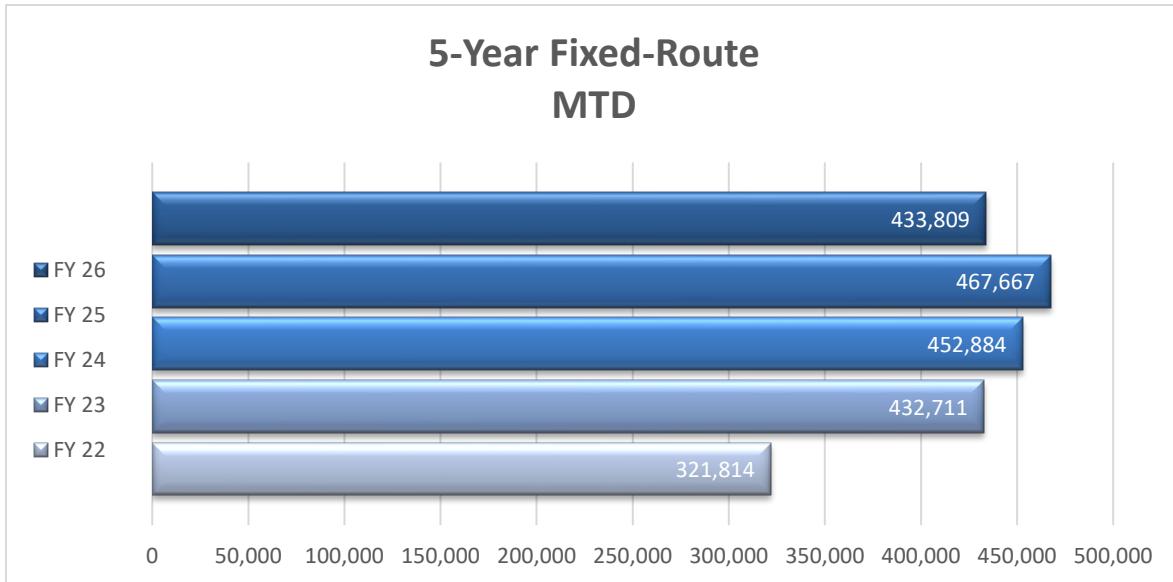
System Information Totals for Fiscal Year '25 and Fiscal Year '26

The overall system seen an increase in ridership of 3%. This decrease in ridership comes from the fixed route system and Metro Share service while growth continues with Metro Link and Metro Connect.

	Fixed Route	Metro Connect	Metro Share	Metro Link	System Totals
2025	127,046	11,037	1,688	9,863	149,634
2024	130,446	9,105	2,028	4,233	145,812
Difference	-3,400	1,932	-340	5,630	3,822
Percent Change	-2.61%	21.22%	-17%	133%	3%



Fixed Route Data



Fixed route ridership continued to fluctuate in December 2025, the system faced severe weather multiple times throughout the month which caused service delays, lower ridership etc.

Route 26-West Centre and 27- East Romence ran 36-38% lower service hours. These routes show continuous declines in ridership. Rider growth for the Metro Link south zone continues to see growth with the service reduction to routes 26 and 27.

Route Ridership

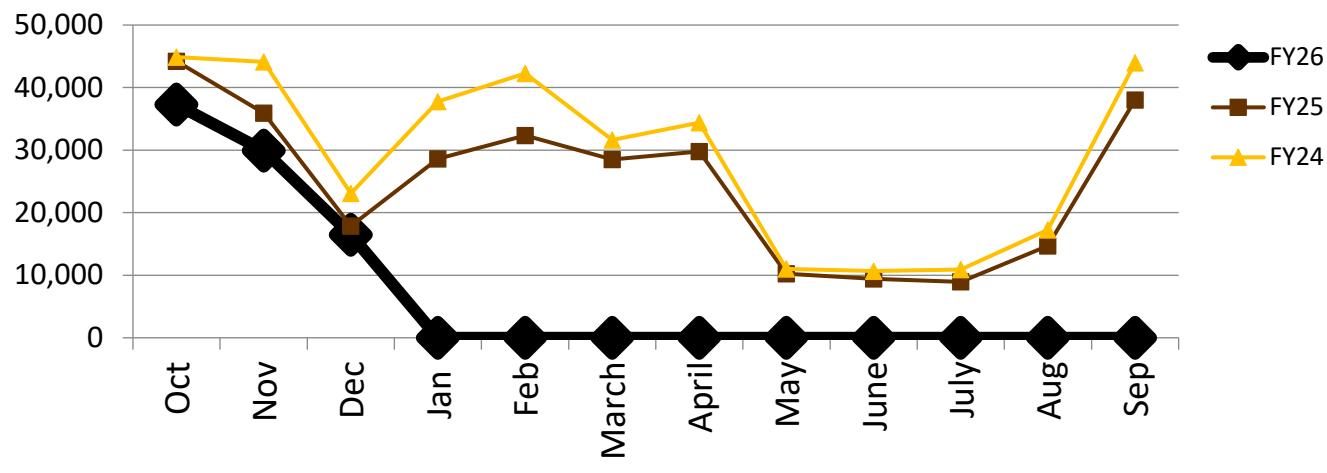
Fixed Route	Year to Date- October to December 2025								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		
	FY26	FY25		FY26	FY25		FY26	FY25	
Westnedge	57,836	61,981	-6.69%	2,443.067	2,038.07	19.87%	23.67	30.41	-22.16%
Portage	22,059	27,119	-18.66%	1,328.533	1,744.53	-23.85%	16.60	15.55	6.81%
West Michigan	14,143	15,516	-8.85%	1,330.667	1,330.67	0.00%	10.63	11.66	-8.85%
Oakland	14,214	14,532	-2.19%	1,330.667	1,330.66	0.00%	10.68	10.92	-2.19%
East Main	7,642	15,214	-49.77%	670.167	670.16	0.00%	11.40	22.70	-49.77%
Parchment	17,697	19,119	-7.44%	1,291.667	1,291.67	0.00%	13.70	14.80	-7.44%
Alamo	25,944	22,947	13.06%	1,520.916	1,275.42	19.25%	17.06	17.99	-5.19%
Milwood	19,420	18,677	3.98%	1,330.667	1,330.67	0.00%	14.59	14.04	3.98%
Gull Road	39,071	40,967	-4.63%	2,157.667	1,874.67	15.10%	18.11	21.85	-17.14%
Comstock	12,365	13,114	-5.71%	1,330.667	1,330.67	0.00%	9.29	9.86	-5.71%
Stadium Drive	27,037	28,487	-5.09%	2,089.667	1,822.67	14.65%	12.94	15.63	-17.22%
Duke	3,072	2,440	25.90%	384.000	384.00	0.00%	8.00	6.35	25.90%
South Burdick	28,967	25,537	13.43%	1,835.622	1,330.67	37.95%	15.78	19.19	-17.77%
West Main	36,324	37,823	-3.96%	2,136.667	1,650.67	29.44%	17.00	22.91	-25.81%
Paterson	13,959	8,926	56.39%	697.333	697.33	0.00%	20.02	12.80	56.39%
Lovell	33,368	35,257	-5.36%	2,206.667	2,206.67	0.00%	15.12	15.98	-5.36%
Ring	8,600	14,373	-40.17%	669.000	709.50	-5.71%	12.86	20.26	-36.54%
Solon/Kendall/Lafayette	12,779	19,323	-33.87%	672.000	728.00	-7.69%	19.02	26.54	-28.36%
Parkview	21,919	25,095	-12.66%	1,178.000	1,246.56	-5.50%	18.61	20.13	-7.57%
West Centre	5,066	7,028	-27.92%	780.800	1,271.20	-38.58%	6.49	5.53	17.36%
East Romence	4,355	6,919	-37.06%	775.333	1,284.67	-39.65%	5.62	5.39	4.29%
WMU Shuttle	7,972	7,273	9.61%	-	181.36	-100.00%	#DIV/0!	40.10	0.00%
Total Fixed Route	433,809	467,667	-7.24%	28,159.771	27,730.45	1.55%	15.41	16.86	-8.65%

- Route fluctuations continue month after month due to severe weather causing route delays.

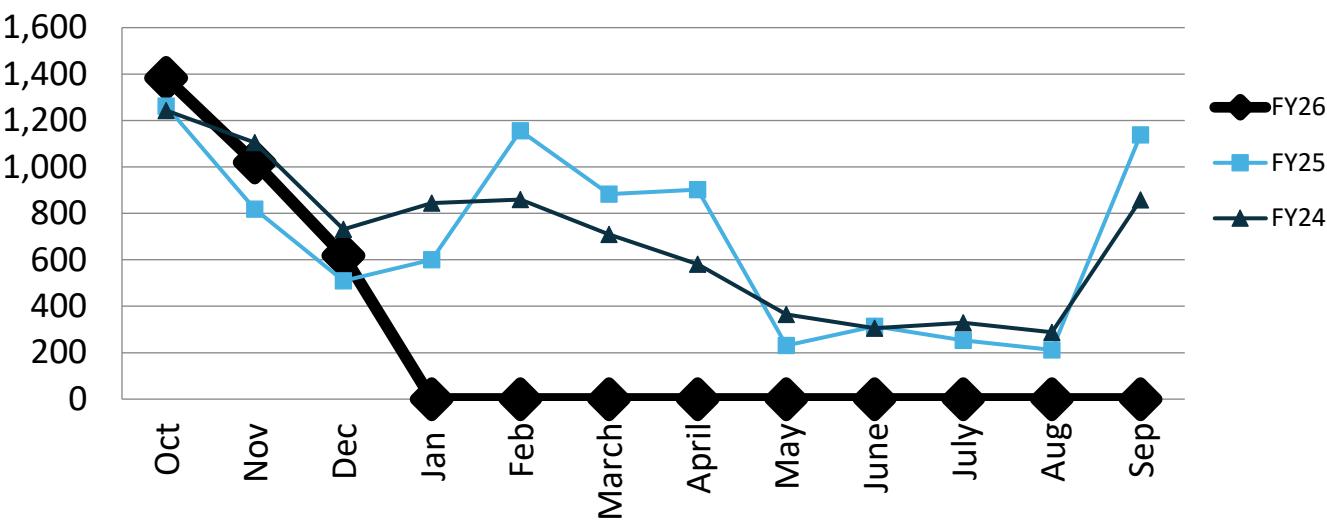
Specialized Pass Programs

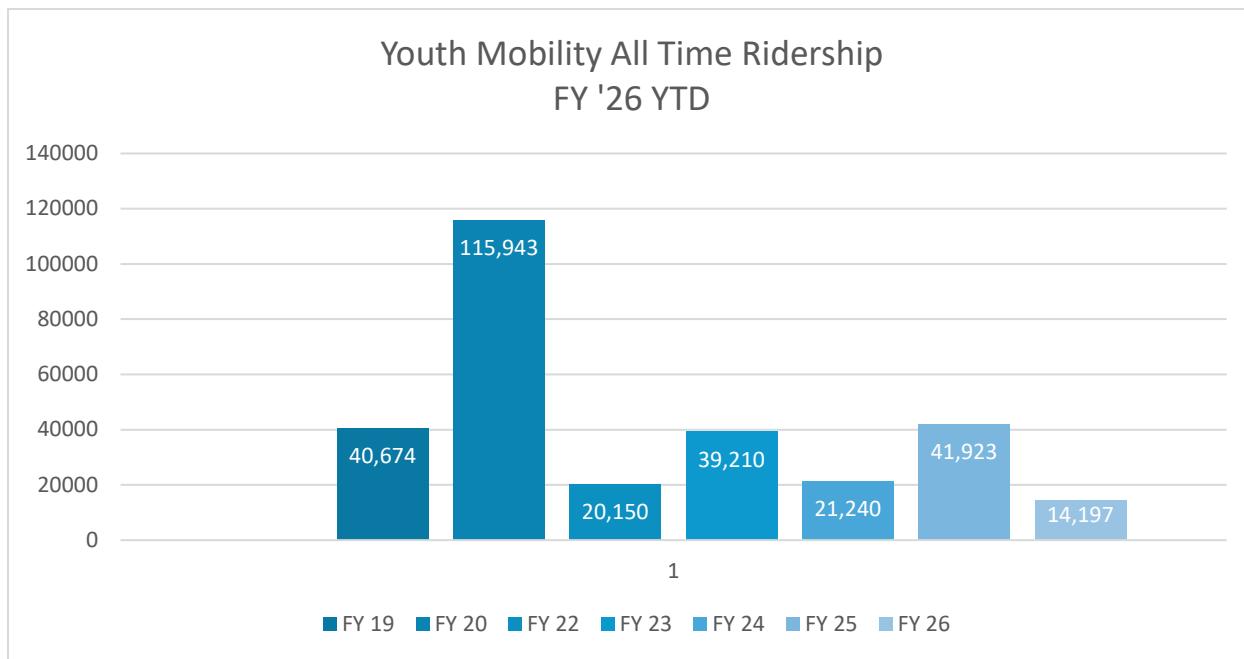
Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY25	FY24		FY25	FY24	
WMU	16,500	17,859	-7.61%	80,818	97,996	-17.53%
KVCC	619	509	21.61%	3,021	2,589	16.69%
Youth Mobility	4,087	3,534	15.65%	12,730	11,749	8.35%

WMU Ridership

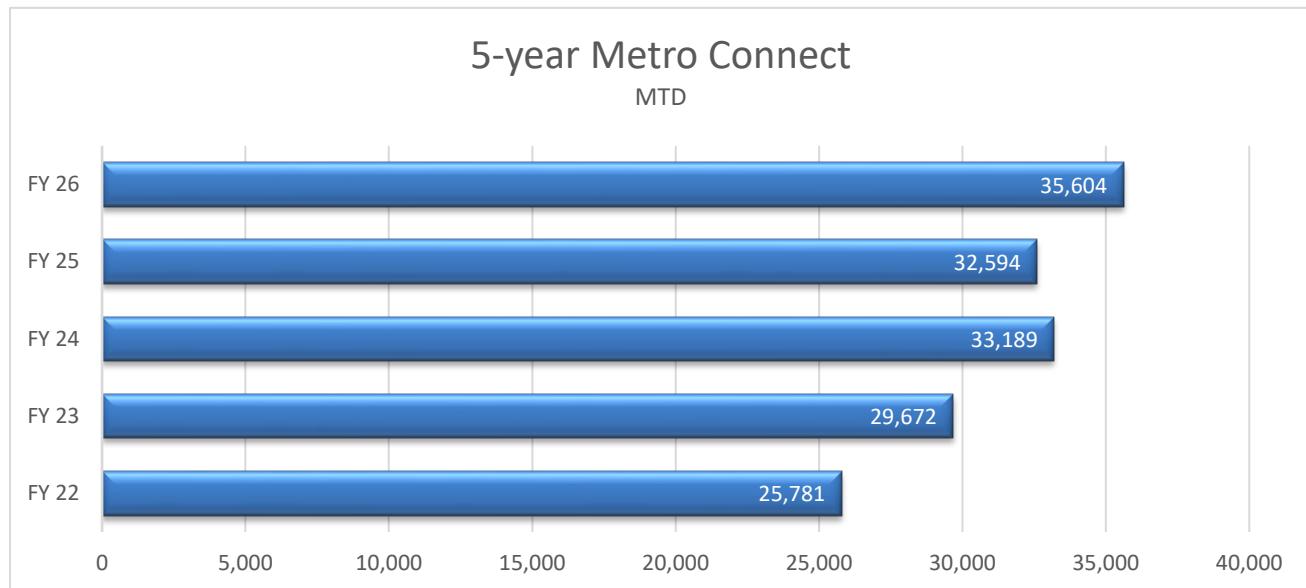


KVCC





Metro Connect Data



Metro Connect	Year to Date- October to December 2025								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Demand-Response	35,604	32,594	9.23%	18,490.000	18,490.00	0.00%	1.93	1.99	-3.44%
ADA Trips	10,659	8,204	29.92%	5,380.000	5,380.00		1.98	1.49	32.53%

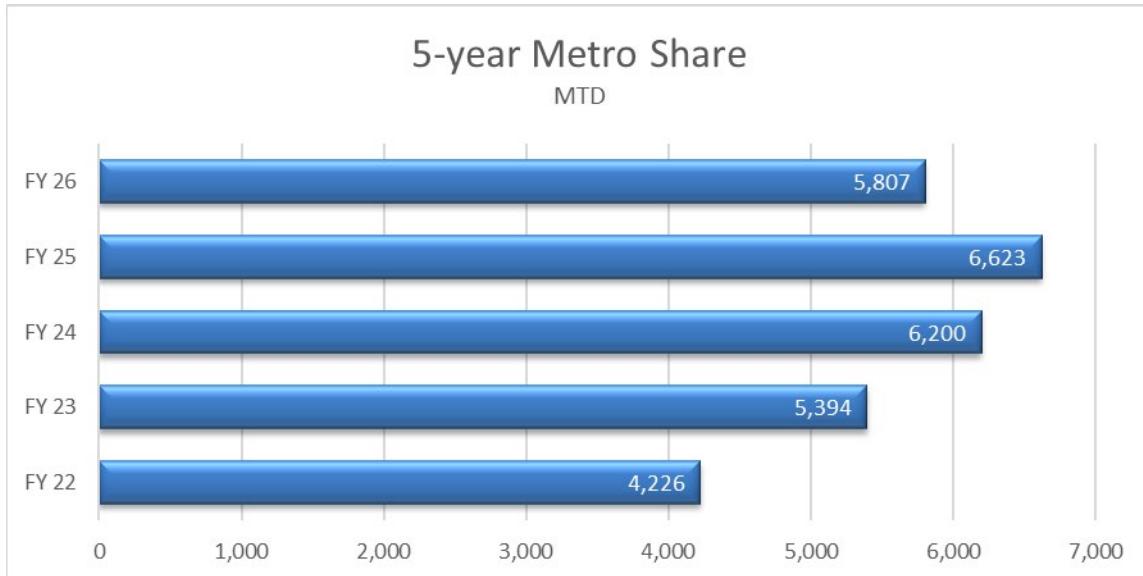
In December 2025, Metro Connect provided 1,932 more rides than in December 2024. The Connect service continues to enhance transportation in the community while showing continuous growth in new ADA and Senior certifications. Connect statistics are below:

- 61 New Certifications
 - 2 ADA
 - 32 Demand Response
 - 27 Seniors
- 10,718 trips provided
- 3,379 cancellations
- 0 denials
- Average call back time of 12 minutes

Metro Connect Provides service to 25 jurisdictions, as shown below:

2025				
	Oct	Nov	Dec	Total
Township				
Alamo	105	82	70	257
Augusta	58	43	44	145
Brady	30	22	22	74
Charleston	28	20	20	68
Climax	96	94	94	284
Climax -Villiage	11	4	6	21
Comstock	609	487	480	1,576
Cooper	650	559	615	1,824
Galesburg	230	207	196	633
Kalamazoo Township	1,005	866	859	2,730
Kalamazoo City	4,421	3,585	3,693	11,699
Out Of County	117	84	83	284
Oshtemo	1,325	1,132	1,045	3,502
Parchment	500	406	416	1,322
Pavillion Township	71	58	61	190
Portage	2,325	1,858	1,706	5,889
Prairie Ronde	45	32	33	110
Richland	243	213	236	692
Richland- Village	0	0	0	0
Ross	26	29	37	92
Schoolcraft	542	437	382	1,361
School- Village	62	33	41	136
Texas	349	300	291	940
Vicksburg	361	262	280	903
Wakeshma	12	8	8	28
	13,221	10,821	10,718	34,760

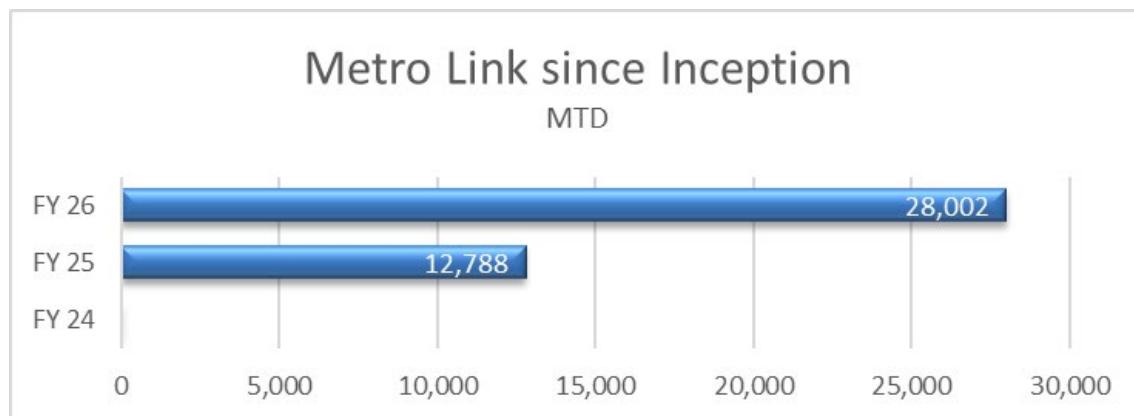
Metro Share Data



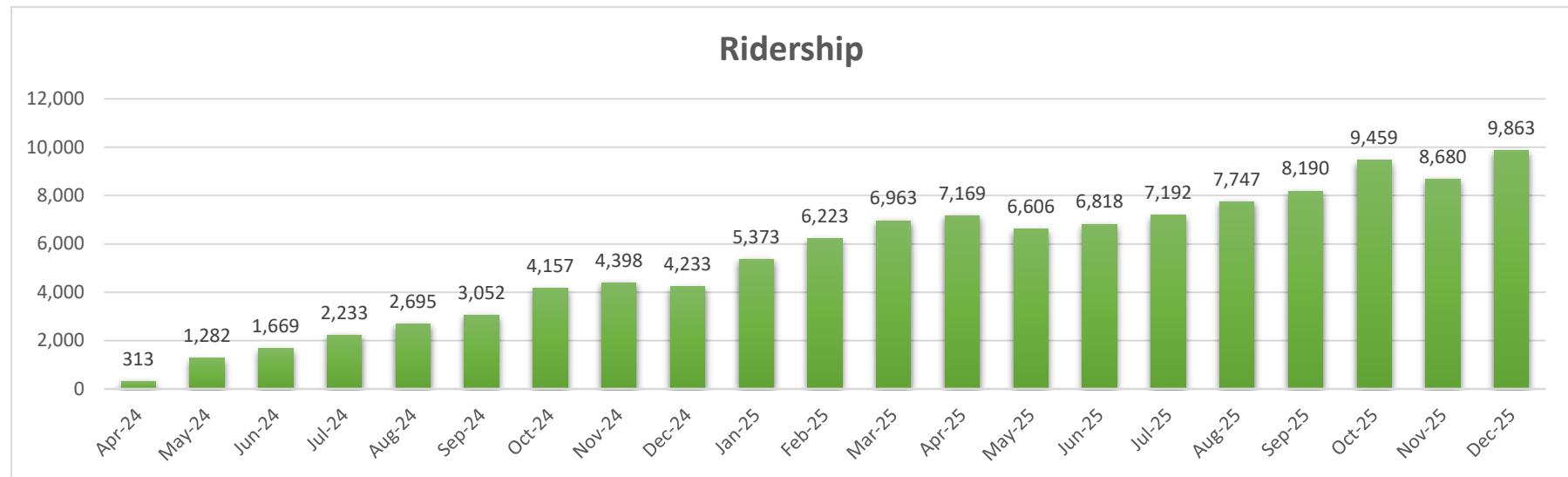
	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		
	FY26	FY25		FY26	FY25		FY26	FY25	
Metro Share	5,807	4,595	26.38%	692.530	692.53	0%	8.39	5.96	40.81%

Metro Link Data

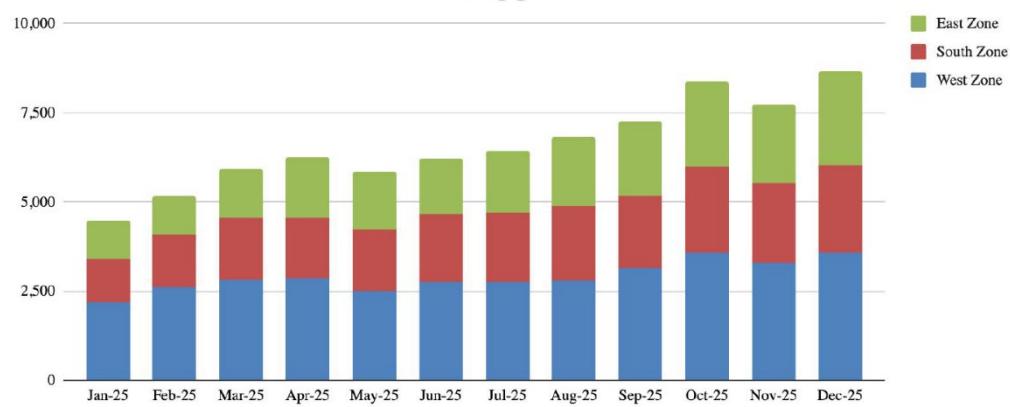
Metro Link ridership has continued to grow month after month since its inception. See the chart below for more information.



Link Ridership



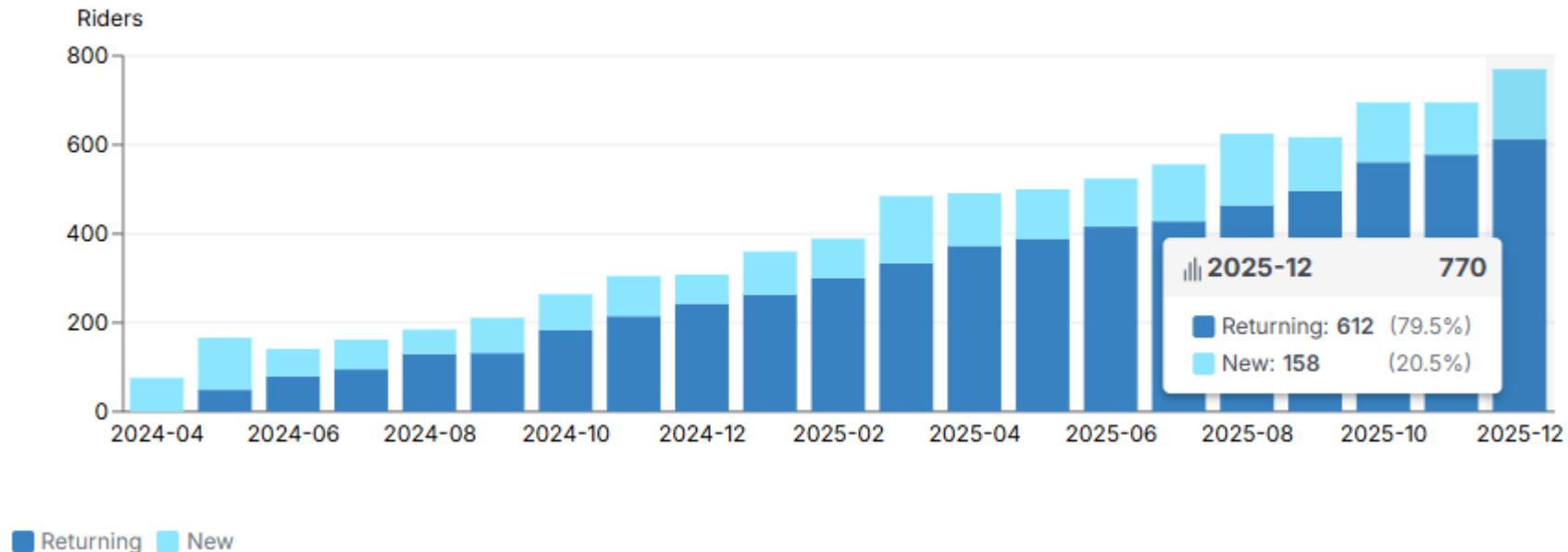
Ridership per Zone



Rider Growth

Active Riders

Riders who took a ride in the period selected (broken down by those who took their first ride ever and returning riders).



■ Returning ■ New

Metro Link Proposals- All data below needs to be updated to show Nov 2025 information

- 14,431 Proposals
 - 11,338 Proposals contained a fixed route option
 - 2,610 proposals were Metro Link only
 - 283 riders did not receive proposals

Security

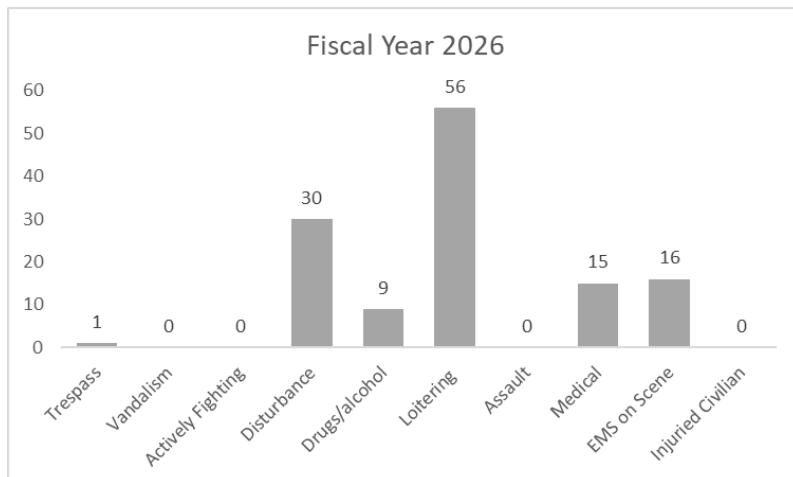
Kalamazoo Department of Public Safety presence at the KTC was consistent throughout the month of November. Their presence typically lasts for a few minutes at a time.

163 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. No one was found sleeping at the KTC due to the extremely weather and heavy snow fall people found other locations.

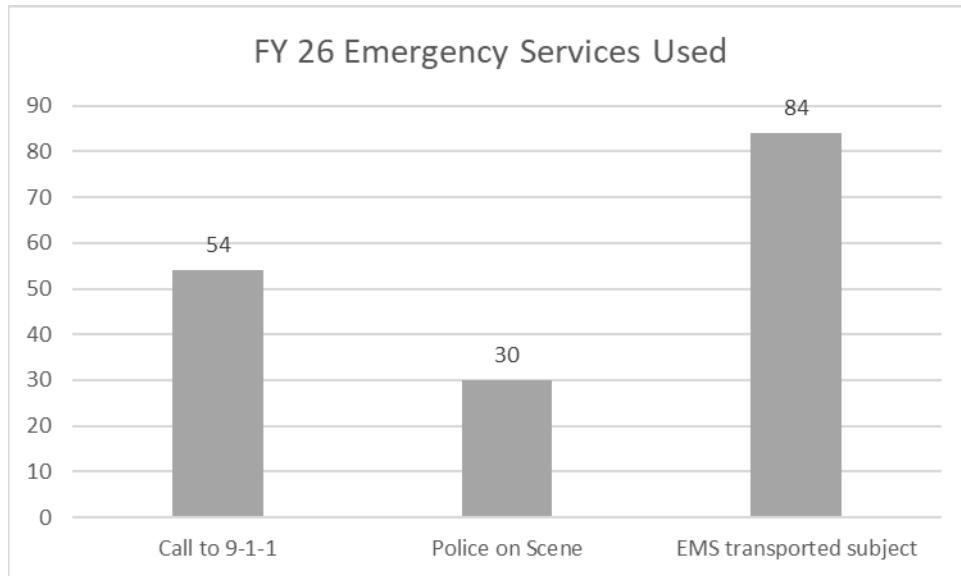
The activity summary for the month of December totals 256 security incidents. The incidents are broken down into categories below:

Incident Types	Definitions
2 Trespass	Asked to leave refused to do so/ trespassed and returned to site
163 Loitering	Significantly overstayed their time on property, sleeping, blocking paths
1 Vandalism	Damage to property
0 Active Fights	Physical altercation between parties occurred
36 Disturbances	Behavior is interrupting other people around them
1 Harassment	Using threatening or degrading language
0 Assaults	Someone physically attacked by another
0 Theft	Property stolen on KTC property
22 Medical	Medical emergency situations

FY 2026 cumulative data show the total for each category listed below:



Emergency services used per month vary and the data is based on three categories: Calls to 9-1-1 made by security or KTC staff, Police on Scene, and People transported by EMS away from the KTC. The data below shows FY 2026 Emergency services used as provided by security data.





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External Relations Committee Notes

January 22, 2026

10:00 AM

Members Present: Lisa Mackie, Chair, Paul Ecklund, Christyn Johnson, Garrylee McCormick, Sean McBride, Emily Urban, Annette Arkush (Committee Support)

Members Absent: Gary Sigman

1. Social Media

Emily Urban highlighted parts of the In-verb 4th quarter – year-end report.

- Boosted posts delivered CTR (click thru rate) above 10% and the most effective were the recruitment and special report posts.
- Social Post Impressions – Facebook and X not as active this quarter, but audience size is continuing to grow. Instagram went live in the Fall of 2025
- Photos are popular. Chair Mackie inquired about posting videos. InVerve is currently collecting footage to prepare reels for posting.
- Top performing posts included recruitment, which generated the strongest engagement. Posts featuring Metro Staff do well. Many shares of the SPARK article about Driver JR Wyatt and created positive interaction.
- Email performance is improving. Open rates and click activity driven by links to Metro services and events mentioned. Millage facts were the most popular.

2. 2026 Metro Outreach Plan Overview

Emily Urban presented the 2026 plan which contained the goals, tasks to achieve them and known current events for this year. Chair Mackie inquired about creating a visual presentation of how Metro provides community assistance (i.e., weather crisis, traffic emergencies etc.) Exec. Dir. McBride indicated that part of the deliverables includes creating a slide deck that can be used during presentations.

3. Jurisdictional Outreach Planning

Currently planning to target event involvement in social posts and repeat the activities for the KCTA millage and holding the Legislative Breakfast on May 8th. Chair Mackie shared that KRESA will also be requesting a millage this year and there will be a Disability Network event at the end of July. Exec. Dir. McBride shared that the Board vacancies are still with the Kalamazoo County Commissioners.

Next Meeting: February 18, 2026 @ 3:00PM



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AGENDA and MEETING NOTES

Board Operations Committee

January 29, 2026 at 2:00 PM
Microsoft Teams Virtual Meeting

Members: Curtis Aardema, James Ayers, Chris Burns, Dusty Farmer, Lisa Mackie (Arrived at 2:32 pm), Aditya Rama

Absent: None

Staff: Sean McBride, Barbara Blissett

1. Review CCTA/KCTA January 12, 2026 Meeting Agenda

Notes:

- The Committee reviewed the February 9th meeting agenda

2. Review Committee Activities

Notes:

- Committee Chair Ayers reported the Planning and Development Committee met and discussed the current upcoming KCTA millage question. He said Metro staff was working on providing additional financial data to review before making a recommendation to the Board
- Exec. Dir. McBride noted that the Planning and Development Committee would also be considering extending the duration of the millage to either six or seven years and shared that the State now allowed millages to extend beyond the five-year limit
- Burns inquired about the citizen complaint of language on the CCTA community report
- Committee Chair Rama said the Performance Monitoring Committee met to discuss the Equal Employment Opportunity (EEO) Plan. He stated it was a requirement from the Federal Transit Administration (FTA) every four years.
- Exec. Dir. McBride reported for the ERC Committee that they had met, discussed the outreach metrics report provided by InVerve. He said the Committee discussed social media, and which form had the most impact in the community including an email outreach. Exec. Dir. McBride shared that Emily Urban had presented an updated annual Outreach Plan

3. Other Items

Notes:

- Exec. Dir. McBride responded to a question that the Legislative Breakfast would be held on Friday, May 8th
- Exec. Dir. presented a Key Performance Indicator (KPI) PowerPoint for Metro operations including future route planning. He said Metro is incorporating the KPIs into its administrative yearly staff performance goals
- Chair Aardema inquired about future route adjustments to include the airport



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- Chair Aardema noted the committee formed to review the Executive Director's contract were continuing to meet and would probably have a recommendation to bring to the Operations Committee in the near future
- Exec. Dir McBride shared that Metro had advertised a position for an Operations Director and received 36 applicants
- Next meeting dates are February 19, and March 26, 2026

The meeting adjourned at 3:42 pm



Agenda Item: #8
Meeting Date: 02/09/26

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Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: February 3, 2026
SUBJECT: Executive Director Update

Cold Weather Service Update

Metro, in partnership with the Kalamazoo City and County Emergency Operations Center (EOC), successfully implemented a winter relief transportation initiative between January 19 and January 27 to ensure community members had safe access to warming shelters during extreme cold weather. Providing a total of **1,133** rides over the two-week period.

Through this collaborative effort, Metro utilized all programs to meet the needs of residents:

- Fixed Route System: Offered rides to and from designated warming shelters.
- Metro Connect: Provided downtown shuttles and scheduled rides for individuals who called in.
- Metro Link: Enabled users to book rides directly to warming shelters.
- Metro Share: Delivered rides to a church in Portage serving as a shelter.

Metro's efforts were supported by local organizations and a statewide initiative with Consumers Energy, who distributed over 1,500 hand warmers and hats to residents and coach operators. Additional partners expanded shelter coverage across jurisdictions, reinforcing the community's commitment to health and safety.

Initiatives like this reflect Metro's dedication to ensuring that transportation is never a barrier to safety during severe weather conditions. We are proud to work alongside our partners to protect and serve our community. For more details on this effort, see the WWMT article at:

<https://wwmt.com/news/local/kalamazoo-winter-relief-hand-warmers-free-rides-consumers-energy-metro-transit-community-health-safety-west-michigan>

Snow Removal

With the larger than normal amount of snowfall and cold weather this winter season, particularly in January, the Metro maintenance team has increased focus and resources on snow removal at the KTC, shelters, and even some bus stops. The contractor who clears out shelters has been utilized five different times in January alone. It is a continuing challenge to de-ice when temperatures are below 20 degrees.

Human Resources

Three new Coach Operators began at Metro on January 19th – Angela Moses, Erma Thomas, and Dirk Westbury.

Senior Operations Supervisor **Bob Hicks** retired from Metro. He started as a Coach Operator on May 28, 1996. Senior Mechanic **Dennis McClellan** retired from Metro. He started at Metro on July 23, 2012. We thank Bob and Dennis for their service at Metro, they will be missed.

Metro is also in the process of hiring new mechanics. We have been challenged with finding qualified mechanics to apply. Extra effort was exhibited by human resource staff to target local mechanic groups on social media/Facebook and to conduct more personalized recruitment. These efforts appear to be creating positive results.

Training

Metro is committed to ensuring our coach operators have the tools and knowledge to deliver safe, reliable, and customer-focused service. Each quarter, we hold a mandatory training period over three days to refresh essential skills and introduce new initiatives.

January Training Recap (Week of January 27) focused on:

- Safety Initiatives
- Drug & Alcohol Program
- Tips for On-Time Performance
- ADA Compliance

Metro will be providing Leadership Management Training to 18 front-line and mid-level supervisors. The training program will be held once per month over four sessions beginning in February. The training program will be provided by Dr's Jen Bott and Haines Decker from WMU Haworth School of Business. The training was designed to meet the specific needs and objectives identified by Metro.

Kalamazoo Transportation Center Parking

The short-term parking lot used by Kalamazoo Transportation Center (KTC) employees and customers will be the future site of the Kalamazoo County parking garage. Effective January 16, the short-term parking lot was shut down. Options for parking are detailed on Metro's website at <https://www.kmetro.com/kalamazoo-transportation-center-short-term-parking-changes-coming-jan-16>.

Attachments

1. Metro Link Update



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Kalamazoo County

Agenda Item: 8.a
Meeting Date: 02/09/26

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard G Congdon, On-Demand Services Manager
DATE: February 2, 2026
SUBJECT: December Metro Link Update

BACKGROUND

Metro Link is Metro's microtransit program that was launched on April 15, 2024. Metro Link operates in three zones in Kalamazoo County and supplements Metro bus service. Daily operations are contracted with VIA Transportation, Inc. Metro Link operates during the same service hours and days as the fixed-route buses.

DISCUSSION

December set the record for the most Metro Link rides ever with 9,863, despite the holidays and poor weather. There was also a record utilization number of 2.8, which is approaching the goal utilization of 3.0. There were a record number of ride requests with 16,680.

The December average wait time was 18 minutes, with an average trip distance of 3.1 miles in 9.6 minutes. There were 245 wheelchair trips taken. The average rating was 4.9 and there were 1,532 five star ratings given in December.

The expanded service to Pavilion Estates saw a total of 52 rides in December. The overlaps to the Zones had 320 trips. The West Zone had 4,135 rides, the South Zone 2,558 and the East Zone 2,693. Metro Link provided 105 trips that linked with the Metro bus as well. Metro is working on increasing the number of riders who transfer to the bus.

Metro Link Zones

Metro Link operates in three distinct Zones, the East Zone, South Zone and West Zone. The use of three zones was part of the overall recommendation from the Comprehensive Operational Analysis that was completed in February 2023. The zones were established because it made vehicle assignments, vehicle wait times, travel distances and room for potential growth easier. The Zones are all within Metro's service area and supplement the bus system.

The East Zone includes destinations for Borgess Hospital, Walmart, Meijer, the Kalamazoo Expo Center and Robert Morris Park. The Zone's major borders are East G Avenue, 35th Street, E. N Avenue and several streets on the west border. The East Zone has had 22,713 trips since January 1, 2025, or 26%, of all rides.

The South Zone encompasses E. N Avenue, S. 28th Street, E. T Avenue and S. 12th Street. Destinations in the South Zone include The Kalamazoo/Battle Creek Airport, the Meijer and Walmart on Shaver Road, the Portage Senior Center and the Crossroads Mall. There have been 24,599 (28%) rides in the South Zone.

The West Zone consistently sees the most rides for Metro Link, driven by Western Michigan University students travelling within the Zone for classes. Destinations in the West Zone include the WMU campus, the Business Technology Research Park, the West Main Meijer, Walmart, Costco and the Oshtemo Township Hall and Library. The West Zone has seen 39,863 (46%) trips since January of 2025.

Metro Link Update

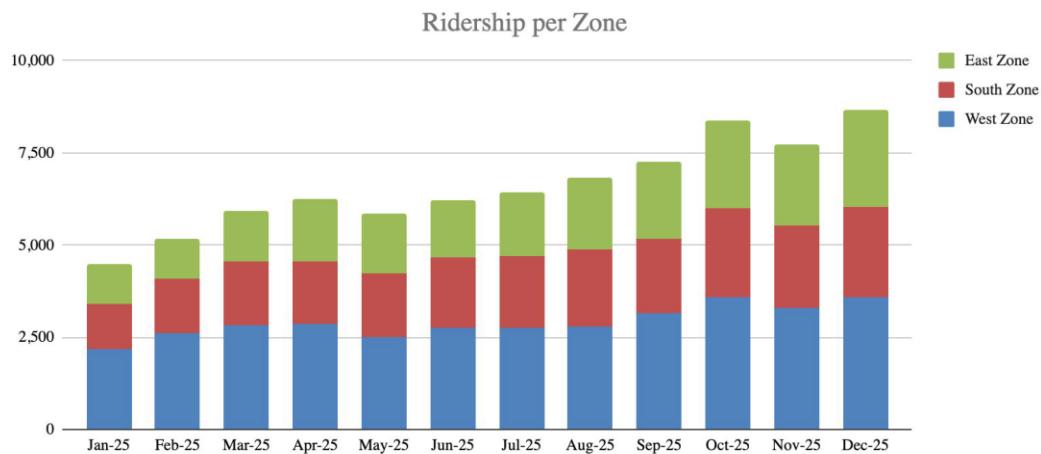
February 9, 2026

Page 2

The three Zones have been expanded as the budget allows for growth, ridership has increased and service parameters have been analyzed. There are two Zone overlaps that let passengers book rides in either Zone, giving riders flexibility in where they can travel on Metro Link. Service was also extended to Pavilion Estates so residents that do not qualify for a discounted fare on Metro Connect have another option.

Since January 1, 2025, the Zone trip numbers are:

- East Zone: 22,713 (26%)
- South Zone: 24,599 (28%)
- West Zone: 39,863 (46%)
- Zone Overlaps: 2,166
- Pavilion Expansion: 252



The Zones were chosen for maximum vehicle efficiency and to complement the Metro bus service for passengers that were not directly on a bus route but needed transportation to the route. Metro will continue to look at the Zones for future expansion.

RECOMMENDATION

This item is for informational purposes only.