



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
May 11, 2026
Regular Meeting**

*The next joint CCTA/KCTA Regular meeting will be held on
Monday, June 8, 2026 at 11:30 a.m.*

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its meeting on Monday, May 11, 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 May 11, 2026*		
	b. Minutes for April 13, 2026*		
3.	Public Comment		
4.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Renew Avail ITS Software Contract*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Financial Metrics Report*		
	3. Performance Monitoring Committee Meeting Notes of April 21, 2026		
5.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
	1. Route Changes and Detour Updates		
	2. Planning and Development Committee Notes of April 22, 2026*		
6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. External Relations Committee Notes of April 27, 2026*		
7.	Board Operations Committee		
	a. Action Items		
	b. Informational Items		
	1. Board Operations Committee Meeting Notes of April 30, 2026*		



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8.	Report from Executive Director*		
	a. Update Metro Link/Metro Connect*		
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

5.) PERFORMANCE MONITORING COMMITTEE

KCTA/CCTA Financial Statement Presentation. Aaron Stevens, Principal ???? of Maner Costerisan, presented the Fiscal Year 2025 Financial Reports for KCTA and CCTA. (A PowerPoint is included with the minutes and materials on the presentation are available on the website www.kmetro.com)

A motion was made to receive the KCTA Financial Report for the fiscal year ending September 30, 2025

Motion: Rosine Second: Ayers

Motion carried by voice vote.

A motion was made to receive the CCTA Financial Report for the fiscal year ending September 30, 2025

Motion: McCormick Second: Farmer

Motion carried by voice vote.

The Boards asked various questions about the report and thanked Mr. Stevens for providing the good status of Metro’s current financial position.

Committee Chair Rama presented a resolution for consideration from NEORide for becoming a member to this Council of Government. He said NEORide is a multi-state alliance for transit agencies to negotiate competitive prices and contracts with national and global transit vendors. The cost for a annual membership is \$4,000

Rama stated Metro would not only benefit from cooperative procurement, but all the processing related to purchases such as writing specifications and invitations to bid. He said the Performance Monitoring Committee is recommending CCTA and KCTA adopt the resolution.

A motion was made by KCTA and CCTA to adopt Resolution No. 26-003 A RESOLUTION AUTHORIZING CENTRAL COUNTY TRANSPORTATION AUTHORITY EXECUTE THE MEMBERSHIP AGREEMENT AND BYLAWS TO BECOME A MEMBER OF NEORIDE AN OHIO COUNCIL OF GOVERNMENTS and authorize the Executive Director to execute all related documents.

*KCTA Motion: Sigman Second: Farmer
CCTA Motion: McCormick Second: Mackie*

KCTA

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

CCTA

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

Motion carried by a roll call vote.

6.) PLANNING AND DEVELOPMENT COMMITTEE

Committee Chair Ayers said the Committee, after reviewing all the historical information of previous millage elections and Metro budgets and expenditures, were recommending the KCTA Board approve a millage of 0.36 for a duration of seven (7) years.

A motion was made to adopt Resolution 26-001 TRANSPORTATION MILLAGE REQUEST FOR 2026 to place a KCTA millage question on the August 4, 2026 ballot.

KCTA Motion: Sloan

Second: Sigman

Ayes: Aardema, Ayers, Ecklund, Farmer, Rama, Sigman, Sloan, Rosine

Nays: None

Absent: Brown

Motion carried by a roll call vote.

Dir. of Operations Keshia Woodson-Sow introduced the new Director of Operations Scott Robinson. She said he will be overseeing the Dispatch operation and driver employee operations.

Dir. of Operations Keshia Woodson-Sow gave a PowerPoint presentation on Metro's technology projects coming within the next four to five years (A copy of the PowerPoint is included with the minutes of the meeting).

Woodson-Sow indicated Metro would be working with Angel Trax and updating the camera systems on the fixed-route buses.

The Board discussed how integrated the systems are with each other and necessary to move into the future for transportation.

7.) EXTERNAL RELATIONS COMMITTEE

Committee Chair Mackie stated the Committee discussed the Inerve Report, the additional social media outreach metrics, and the upcoming millage language to be used on the postcard mailers for the millage and the May 8th Legislative Breakfast. She reminded everyone about their jurisdictional visits to the community prior to the August 4th election.

Exec. Dir. McBride shared he and Dir. of Support Services Vlietstra attended the Michigan Public Transit Association (MPTA) Legislative Breakfast to promote public transportation assistance with the State legislators.

8.) BOARD OPERATIONS COMMITTEE

Committee Chair Aardema stated the Board Operations Committee introduced Attorney Richard Cherry who gave a PowerPoint presentation regarding election compliance dos and don'ts. (A copy of the PowerPoint is included with the minutes of the meeting.) He said some key points to remember for promotion of the KCTA millage were the use of public resource funds for staff time, equipment, supplies, and publications to name a few.

The Board discussed the proper way to address the public when promoting the millage renewal. They asked if they could share their personal support of the millage if they weren't using any public resources.

Committee Chair Aardema stated the Committee had met and reviewed the current agenda.

Chair Aardema said the Committee discussed a letter from the Michigan Department of State (MDOS).

Aardema shared the Committee's expectations that Metro staff in all future millage election educational materials produced by the organization will comply with all applicable election laws. (Attached to the minutes is the letter addressing this matter from the Board Operations Committee).

Aardema noted the new Boardmembers had been assigned to the following Governance Committees: Performance Monitoring, Brendan Pizzala, Terry Urban and Planning and Development Tristen Mabin.

9.) EXECUTIVE DIRECTORS REPORT

Exec. Dir. McBride provided an update on the following topics: (A copy of the report is filed with the meeting minutes.)

- Rider Open House
- Metro Service Interruption re Inclement Weather
- Pilot Van Distribution
- Diesel Fuel

On-Demand Services Manager Richard Congdon reported Metro Link had a record number in March of 10,421 rides which is an all-time record along with shorter wait times. He also briefed the Board on recent ridership for Metro Connect.

10.) SUBCOMMITTEE REPORTS

Pension Board – No report

KATS Policy Committee – Aardema and Rama shared that KATS had discussed the upcoming road projects.

Local Advisory Committee (LAC) – No Report.

On-Demand Ambassador Report – No report.

11.) CHAIRPERSON REPORT – No report.

12.) PUBLIC COMMENT – None

13.) MEMBERS TIME – The Boardmembers welcomed the new Boardmembers and Director of Operations Scott Robinson.

A motion was made by the KCTA and CCTA to move into closed session to discuss attorney's memorandum regarding the Executive Director's Employment Agreement.

*KCTA Motion: Sloan
CCTA Motion: Farmer*

*Second: Sigman
Second: Rosine*

Motion carried by roll call vote.

KCTA

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

CCTA

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

At 1:05 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 1:45 p.m. the CCTA and KCTA Boards came out of closed session.

A motion was made by the CCTA to approve the Employment Agreement with Sean McBride from October 1, 2026 to September 30, 2031 and to authorize the CCTA Chairperson to sign on behalf of the Board.

Motion: Farmer Second: Johnson

Motion carried by roll call vote.

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

14.) ADJOURNMENT

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

*KCTA Motion: Ayers Second: Rama
CCTA Motion: Rosine Second: Mackie*

Motion carried by voice vote.

The meeting adjourned at 1:50 PM.

Curtis Aardema
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Curtis Aardema
KCTA Chairperson

Barbara Blissett
KCTA Clerk



Agenda Item # 4.a.1
Meeting Date 05/11/26

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Greg Vlietstra, Director of Support Services
DATE: April 29, 2026
SUBJECT: Renewal of ITS System with Avail Technologies

BACKGROUND

Since 2012, Avail has provided Metro with the intelligent transportation systems (ITS) found in our fixed route buses. ITS provides the CCTA with up-to-date passenger information technologies in voice, data, and overall access, as well as cost effective data collection and reporting that is timely, accurate, and efficient. Some of these features and services include GPS mapping, announcements, passenger counting technology, and the mobile application interface for our customers.

DISCUSSION

Avail Technologies, headquartered in State College, PA, has been an industry leader in ITS technology for mid-sized transit agencies since 1999. Metro employees (particularly Operations, IT, and Planning) have invested countless hours the past fourteen years in training and troubleshooting the system.

This will be a sole-source purchase (not seeking other proposals or bids) as the technology platform is proprietary and was designed and acquired specifically for Metro Transit in 2012. The contract includes hardware and software support and warranty. Although there are competitors for similar types of technologies, it is not advisable to switch at this point after the 2012 design, acquisition, installation, and training. Transitioning to a new system would require a multi-year, multi-million-dollar investment.

The CCTA and KCTA boards most recently approved a five-year renewal in June of 2021. The proposed renewal has two benefits. First, it continues a previous Avail contract of their hosting of our ITS servers and cellular network (approved by the boards in April 2019). Secondly, it is a modest increase of 2.2% from the current year pricing.

Below is the annual price for a five-year contract.

8/1/26 – 7/31/27	\$151,441
8/1/27 – 7/31/28	\$155,984
8/1/28 – 7/31/29	\$160,664
8/1/29 – 7/31/30	\$165,484
8/1/30 – 7/31/31	<u>\$170,448</u>
TOTAL	\$804,021

Metro administrative staff have planned for these expenditures and future increases in our FTA grant applications and annual budget process.

RECOMMENDATION

The Performance Monitoring Committee and Staff recommendation is to allow the Executive Director to execute documents with Avail Technologies to maintain the ITS system in the bus fleet through July 31, 2031 at a total cost of \$804,021 – paid on an annual basis per the schedule above.

February 2026

Metrics Report



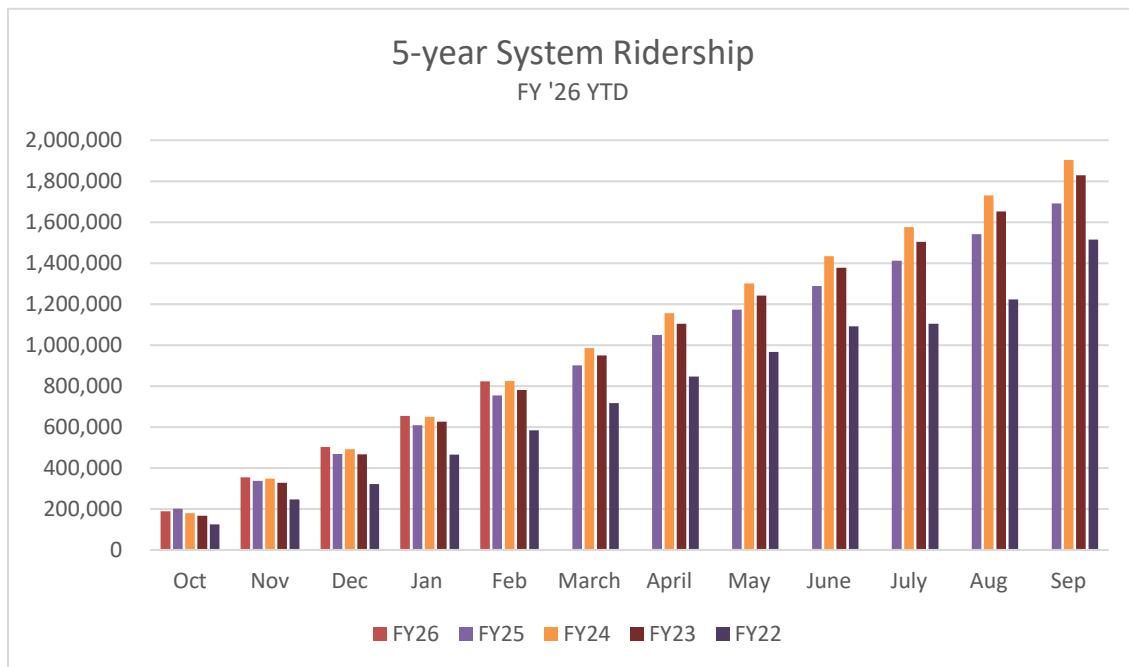
The following information is being provided to the Central County Transportation Authority and Kalamazoo County Transportation Authority boards as an informational item.

Ridership

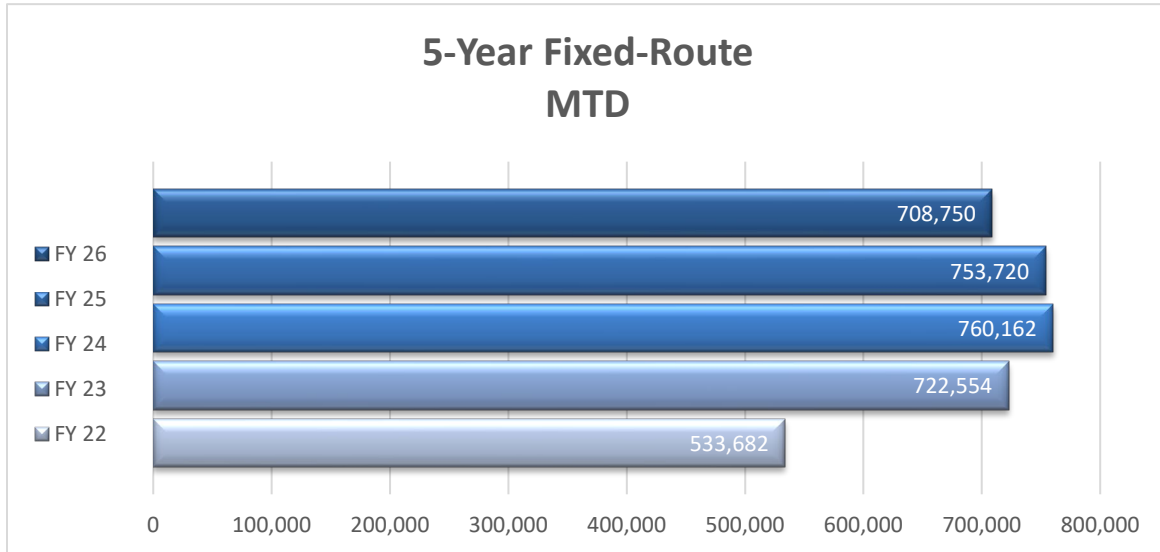
System Information Totals for Fiscal Year '25 and Fiscal Year '26

The overall system seen an increase in ridership of 4%. This increase in ridership comes from the Metro Connect and Metro Link Services.

	Fixed Route	Metro Connect	Metro Share	Metro Link	System Totals
2026	146,043	12,045	1,868	9,722	169,678
2025	143,957	10,602	2,107	6,223	162,889
Difference	2,086	1,443	-239	3,499	6,789
Percent Change	1.45%	13.61%	-11%	56%	4%



Fixed Route Data



Fixed route ridership continued to fluctuate in February 2026, 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 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

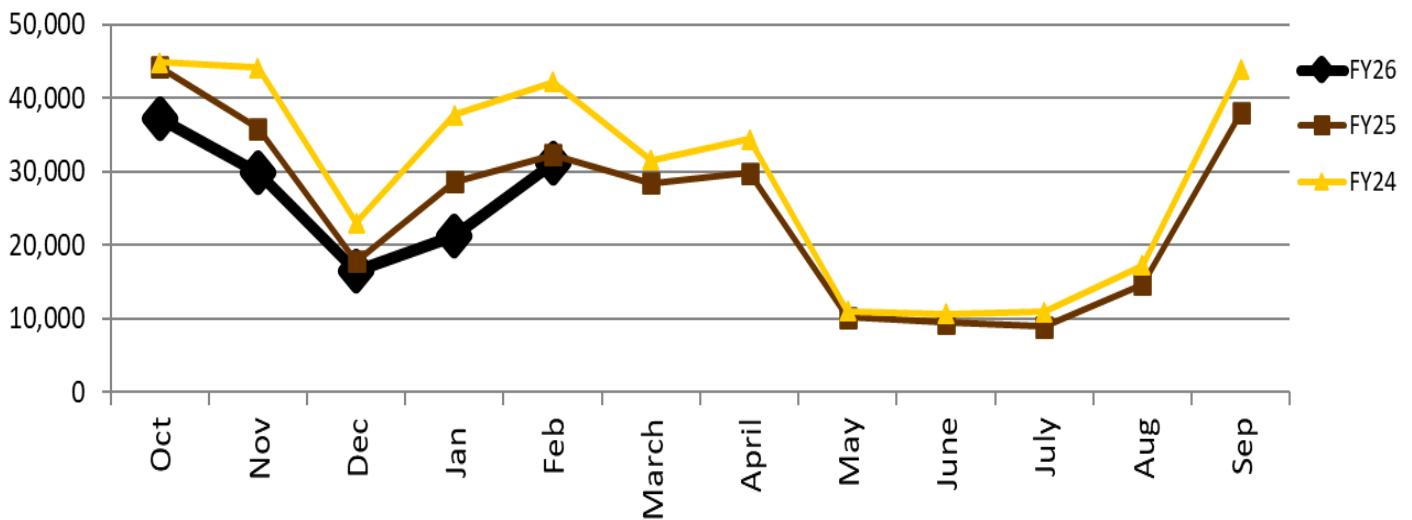
Fixed Route	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Westnedge	92,956	99,018	-6.12%	3,840.497	3,362.27	14.22%	24.20	29.45	-17.81%
Portage	36,905	44,922	-17.85%	2,187.753	2,876.63	-23.95%	16.87	15.62	8.02%
West Michigan	22,189	25,158	-11.80%	2,191.247	2,191.17	0.00%	10.13	11.48	-11.80%
Oakland	22,693	24,387	-6.95%	2,191.247	2,191.16	0.00%	10.36	11.13	-6.95%
East Main	12,438	23,930	-48.02%	1,103.504	1,103.49	0.00%	11.27	21.69	-48.02%
Parchment	28,637	31,558	-9.26%	2,125.247	2,128.17	-0.14%	13.47	14.83	-9.13%
Alamo	42,726	37,809	13.00%	2,448.833	2,101.92	16.50%	17.45	17.99	-3.00%
Milwood	31,585	31,400	0.59%	2,191.247	2,191.17	0.00%	14.41	14.33	0.59%
Gull Road	64,554	65,437	-1.35%	3,429.747	3,092.17	10.92%	18.82	21.16	-11.06%
Comstock	21,205	21,371	-0.78%	2,191.247	2,191.17	0.00%	9.68	9.75	-0.78%
Stadium Drive	43,967	44,660	-1.55%	3,442.247	3,187.17	8.00%	12.77	14.01	-8.85%
Duke	5,211	4,461	16.81%	630.000	636.00	-0.94%	8.27	7.01	17.92%
South Burdick	48,532	40,546	19.70%	3,188.202	2,191.17	45.50%	15.22	18.50	-17.74%
West Main	58,595	60,376	-2.95%	3,449.247	2,721.17	26.76%	16.99	22.19	-23.44%
Paterson	22,899	15,028	52.38%	1,128.586	1,147.17	-1.62%	20.29	13.10	54.88%
Lovell	56,705	56,334	0.66%	3,628.000	3,641.33	-0.37%	15.63	15.47	1.03%
Ring	14,390	24,003	-40.05%	1,170.000	1,254.00	-6.70%	12.30	19.14	-35.74%
Solon/Kendall/Lafayette	20,046	32,781	-38.85%	1,176.000	1,274.00	-7.69%	17.05	25.73	-33.75%
Parkview	38,587	40,728	-5.26%	2,138.667	2,207.23	-3.11%	18.04	18.45	-2.22%
West Centre	8,563	11,452	-25.23%	1,281.000	2,093.10	-38.80%	6.68	5.47	22.18%
East Romence	7,395	11,088	-33.31%	1,280.993	2,115.33	-39.44%	5.77	5.24	10.13%
WMU Shuttle	7,972	7,273	9.61%	-	181.36	-100.00%	#DIV/0!	40.10	0.00%
Total Fixed Route	708,750	753,720	-5.97%	46,413.51	46,078.32	0.73%	15.27	16.36	-6.65%

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

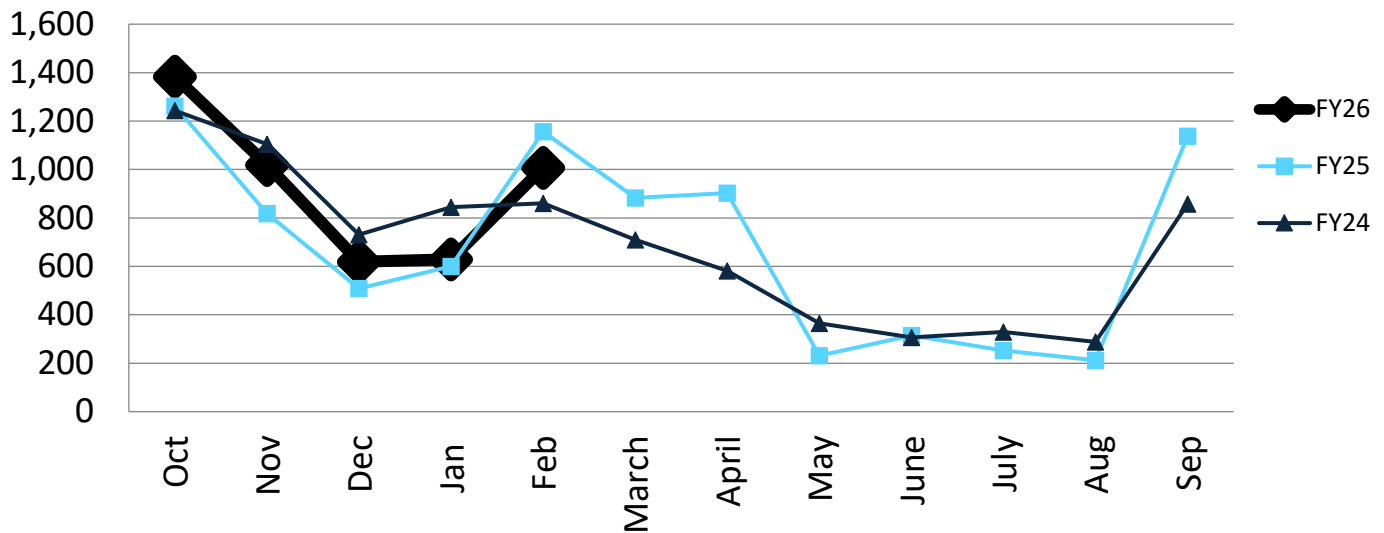
Specialized Pass Programs

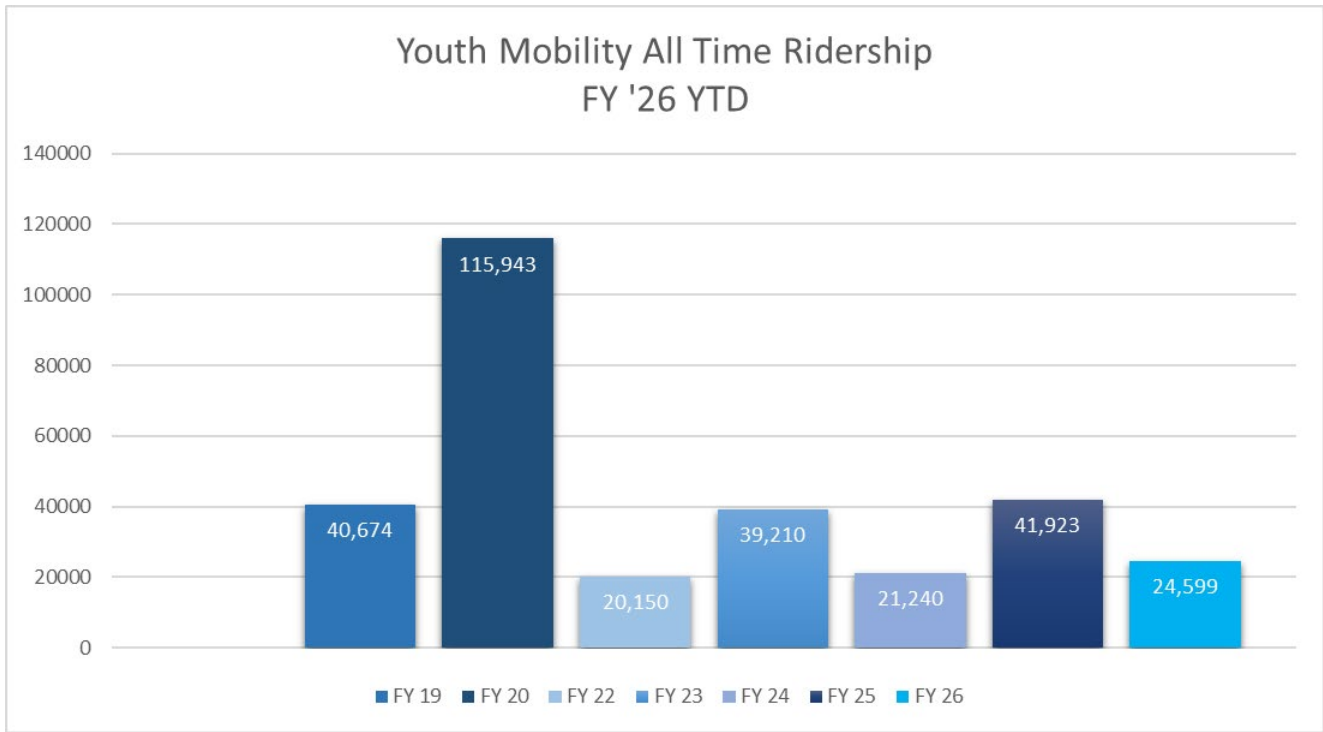
Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY25	FY24		FY25	FY24	
WMU	31,169	32,324	-3.57%	111,987	158,951	-29.55%
KVCC	1,007	1,156	-12.89%	4,028	4,345	-7.30%
Youth Mobility	5,242	4,377	19.76%	17,972	20,633	-12.90%

WMU Ridership

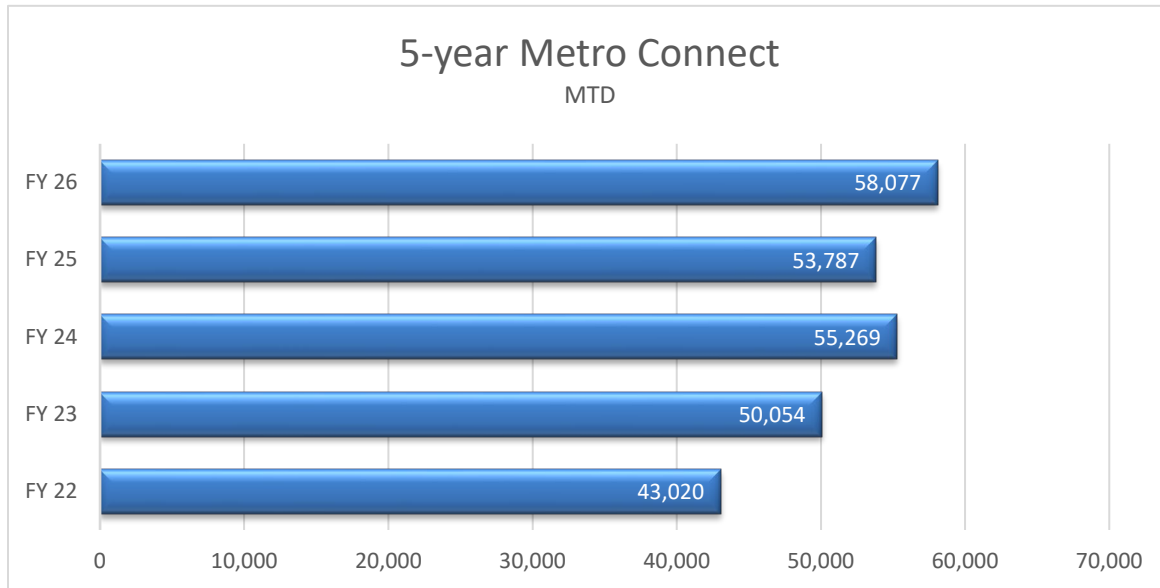


KVCC





Metro Connect Data



Metro Connect	Year to Date								
	# of Rides			Revenue Service Hours		Rides per hour		Increase / decrease	
	FY26	FY25	Increase / decrease	FY26	FY25	Increase / decrease	FY26		FY25
Demand-Response	58,077	53,787	7.98%	29,729.00	27,265.00	9.04%	1.95	1.97	-0.97%
ADA Trips	17,372	15,234	14.03%	8,575.00	9,044.00		2.03	1.68	20.27%

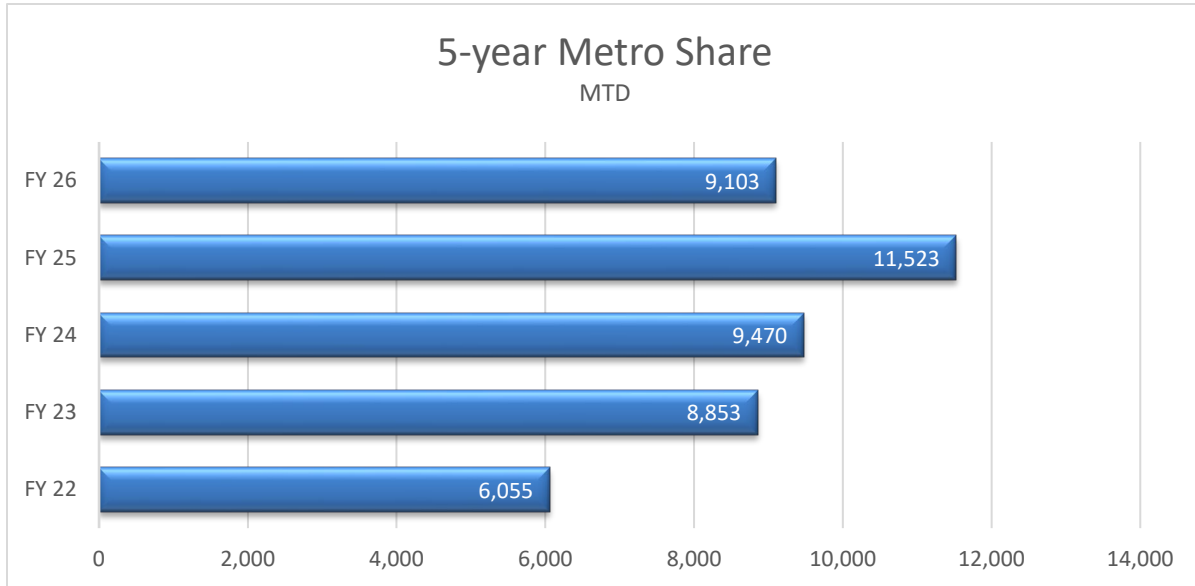
In February 2026, Metro Connect provided 1,443 more rides than in February 2025. The Connect service continues to enhance transportation in the community while showing continuous growth in new ADA and Senior certifications. Connect statistics are below:

- 66 New Certifications
 - 6 ADA
 - 26 Demand Response
 - 34 Seniors
- 11,814 trips provided
- 2,728 cancellations
- 0 denials
- Average call back time of 11 minutes

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

2025-2026						
	Oct	Nov	Dec	Jan	Feb	Total
Township						
Alamo	105	82	70	66	78	401
Augusta	58	43	44	47	69	261
Brady	30	22	22	19	22	115
Charleston	28	20	20	18	23	109
Climax	96	94	94	71	86	441
Climax -Village	11	4	6	10	12	43
Comstock	609	487	480	466	521	2,563
Cooper	650	559	615	580	670	3,074
Galesburg	230	207	196	146	205	984
Kalamazoo Township	1,005	866	859	833	947	4,510
Kalamazoo City	4,421	3,585	3,693	3,618	4,140	19,457
Out Of County	117	84	83	100	111	495
Oshtemo	1,325	1,132	1,045	1,023	1,192	5,717
Parchment	500	406	416	354	438	2,114
Pavillion Township	71	58	61	55	69	314
Portage	2,325	1,858	1,706	1,623	1,786	9,298
Prairie Ronde	45	32	33	30	40	180
Richland	243	213	236	211	243	1,146
Richland- Village	0	0	0	0	0	0
Ross	26	29	37	18	25	135
Schoolcraft	542	437	382	347	440	2,148
School- Village	62	33	41	35	33	204
Texas	349	300	291	294	345	1,579
Vicksburg	361	262	280	223	311	1,437
Wakeshma	12	8	8	4	8	40
	13,221	10,821	10,718	10,191	11,814	56,765

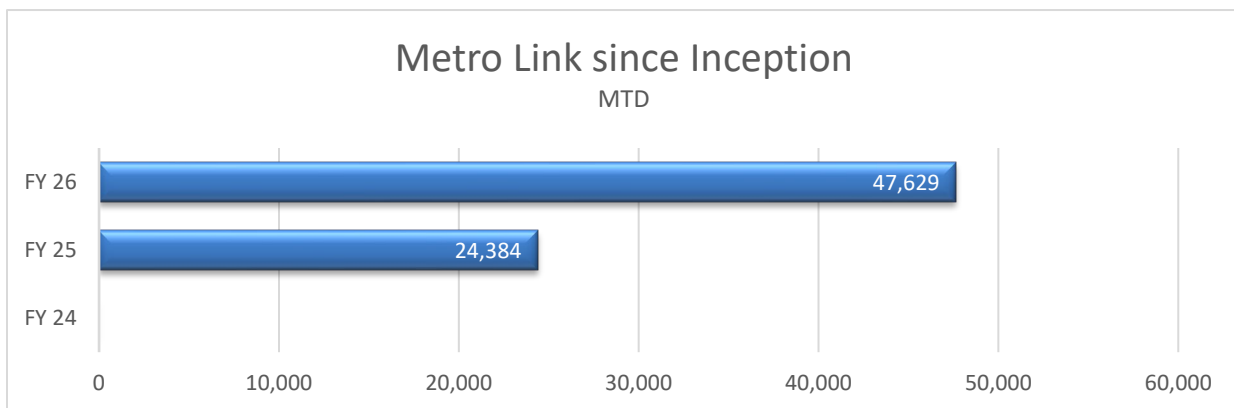
Metro Share Data



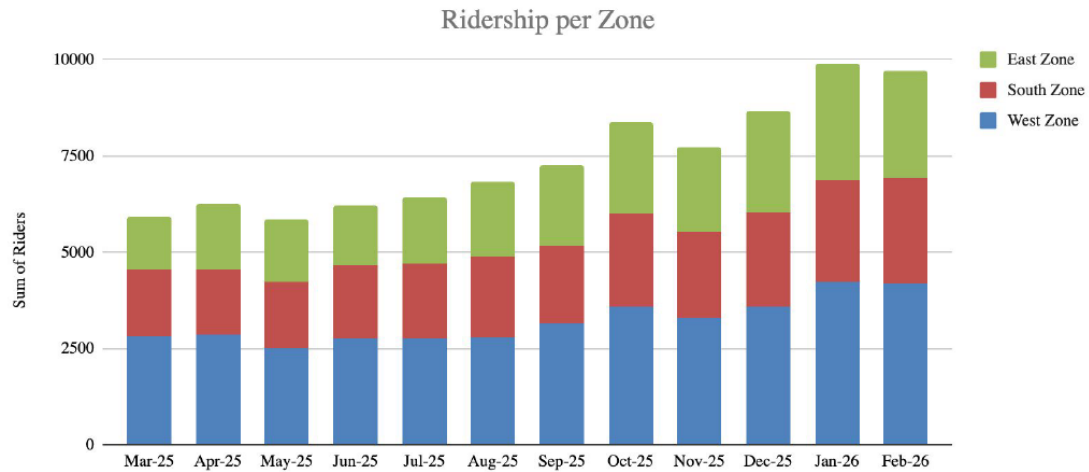
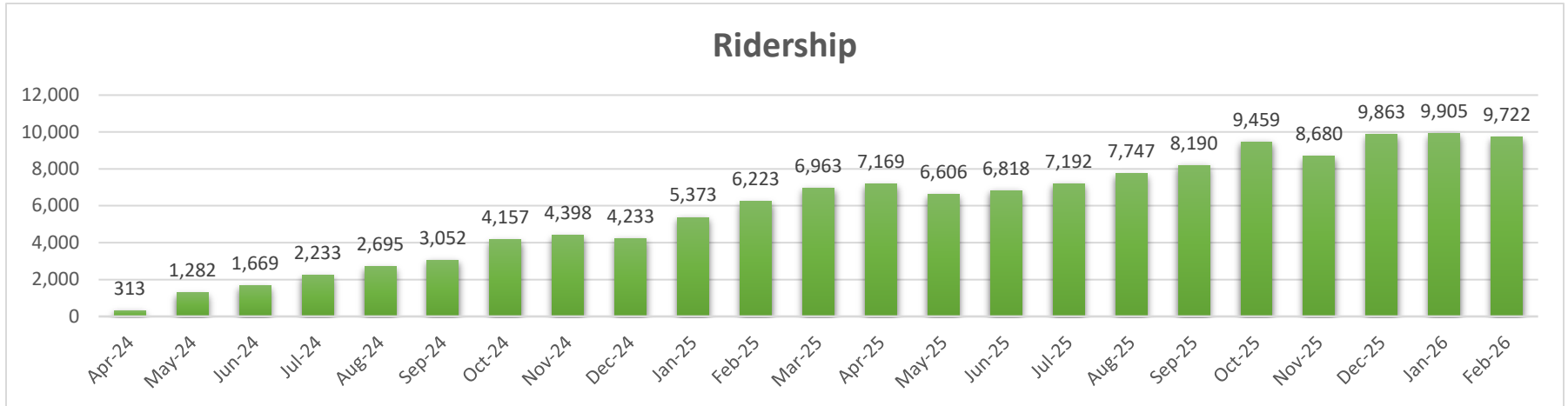
	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Metro Share	9,103	9,495	-4.13%	1,076.71	1,231.08	-13%	8.45	7.71	9.62%

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

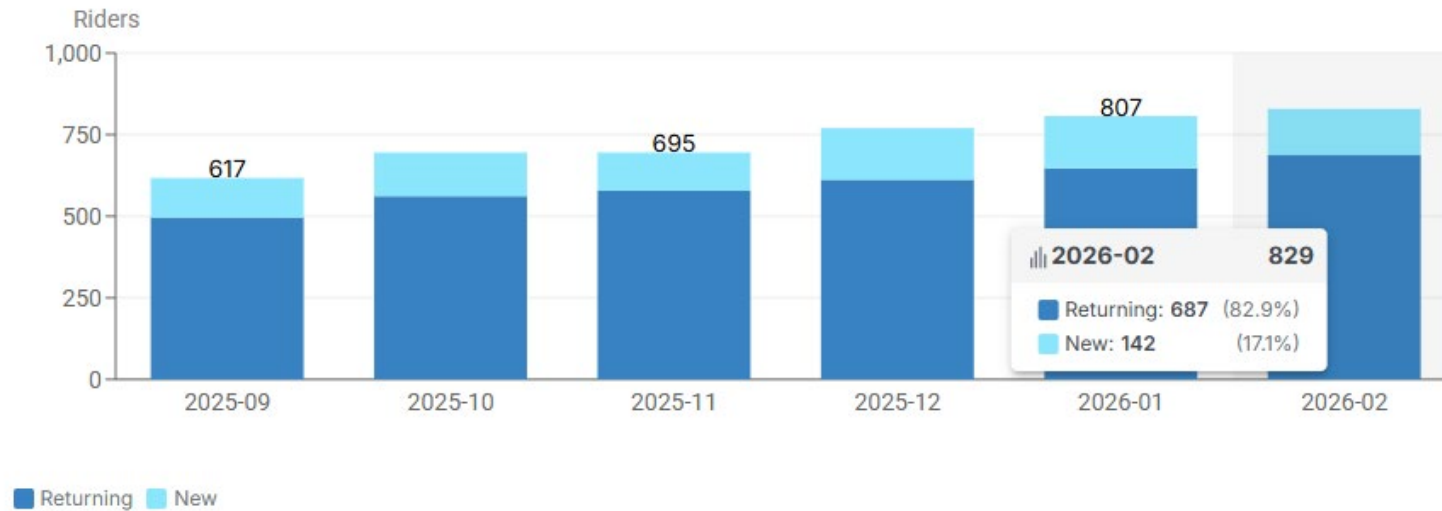


Metro Link Proposals- All data below needs to be updated to show February 2026 information

- 15,357 Proposals
 - 11,522 Proposals contained a fixed route option
 - 2,764 proposals were Metro Link only
 - 813 riders did not receive proposals

Active Riders

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



Security

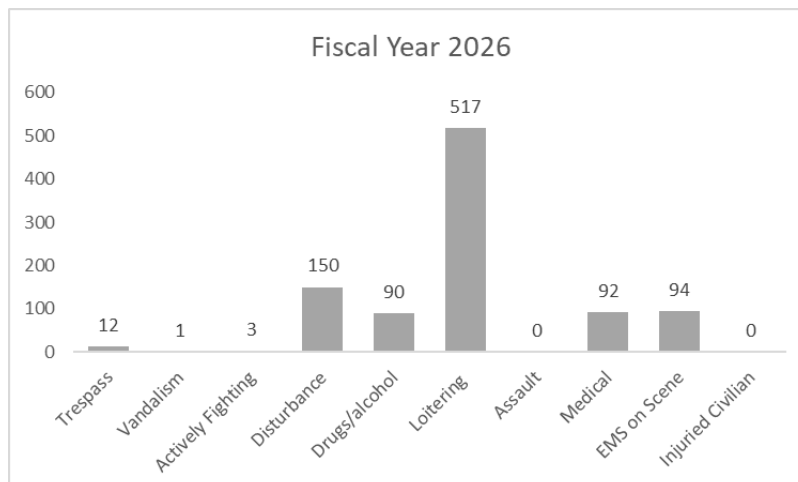
Kalamazoo Department of Public Safety presence at the KTC was consistent throughout the month of November. Their presence typically lasts for a few minutes at a time.

51 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. 2 person was found sleeping at the KTC due to the extreme weather and heavy snow fall people found other locations.

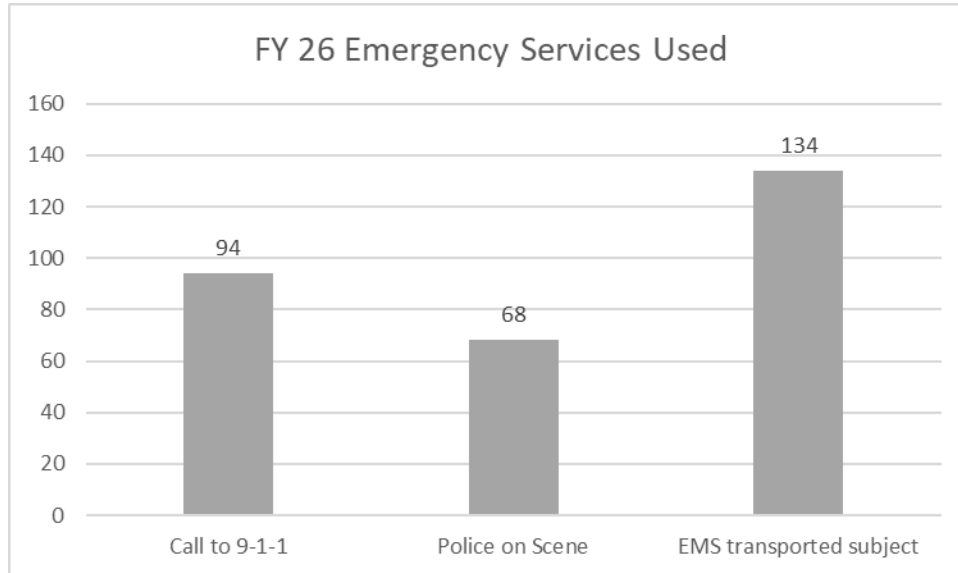
The activity summary for the month of February totals 126 security incidents. The incidents are broken down into categories below:

Incident Types	Definitions
2 Trespass	Asked to leave refused to do so/ trespassed and returned to site
51 Loitering	Significantly overstayed their time on property, sleeping, blocking paths
0 Vandalism	Damage to property
1 Active Fights	Physical altercation between parties occurred
31 Disturbances	Behavior is interrupting other people around them
0 Harassment	Using threatening or degrading language
0 Assaults	Someone physically attacked by another
0 Theft	Property stolen on KTC property
20 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.





Connecting People Throughout
Kalamazoo County

Agenda Item: # 4.b.2
Meeting Date: 05/11/26

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: April 16, 2026
SUBJECT: March 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 \$4,091,156 (38%) of the FY26 millages.
- We have collected \$1,617,812 (49% 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 March 2025 was \$2.30 and in March 2026, it was \$2.95. This is an 28% increase.
- Total operating expenses for Metro year-to-date are 43% of the total budgeted amount.

Attachment:

1. March 2026 Income & Expense Statement



	FY2026 CCTA Board Recommended Budget	March 2026	Year to Date FY 2026	Year to Date % 50%	Monthly Funding %
STATEMENT OF INCOME AND EXPENSE					
Operating Revenue					
Fare Revenue					
Regular Route Cash	749,625	61,178	349,013	47%	2%
Metro County Connect Fares	492,255	30,017	265,522	54%	1%
Metro Link Fares	50,848	10,292	54,321	107%	0%
WMU Fares	1,197,950	0	598,975	50%	0%
Tokens	401,250	37,982	177,114	44%	1%
Pass Sales	328,215	23,699	147,063	45%	1%
Texas Twp/KVCC Prepaid Fares	113,072	0	25,806	23%	0%
	<u>3,333,215</u>	<u>163,167</u>	<u>1,617,812</u>	49%	6%
Other Revenue					
Advertising	75,000	4,167	26,042	35%	0%
Intermodal Operations	263,700	3,000	58,829	22%	0%
Miscellaneous Revenue	18,650	4,327	12,173	65%	0%
Commission Revenue - (GH, IT, FlixBus)	4,200	315	1,377	33%	0%
Interest Income	295,250	2,036	96,926	33%	0%
	<u>656,800</u>	<u>13,845</u>	<u>195,346</u>	30%	0%
Urban Millage (CCTA)	7,017,960	1,012,850	2,079,979	30%	36%
County-wide Millage (KCTA)	3,843,823	715,009	2,011,176	52%	25%
MDOT - Operating	7,799,529	638,948	3,830,186	49%	23%
FTA - Operating	5,457,803	7,088	2,420,809	44%	0%
Provision for Depreciation	3,255,200	269,138	1,650,420	51%	10%
TOTAL OPERATING REVENUE	<u>31,364,330</u>	<u>2,820,044</u>	<u>13,805,729</u>	44%	100%
Operating Expenses by Division					
Administration/Overhead	8,228,448	588,210	3,736,165	45%	
Kalamazoo Transportation Center Operations	1,065,683	55,683	421,079	40%	
Maintenance	3,575,084	300,537	1,595,151	45%	
Operations	8,699,446	594,646	3,784,270	44%	
Metro Connect	6,083,142	487,647	2,411,231	40%	
Metro Share	59,553	3,059	19,683	33%	
Metro Link	3,126,958	239,156	1,242,855	40%	
TOTAL OPERATING EXPENSE	<u>30,838,314</u>	<u>2,268,938</u>	<u>13,210,434</u>	43%	
NET (UNFUNDED) BALANCE for period	<u>526,016</u>	<u>551,106</u>	<u>595,295</u>		



Connecting People Throughout
Kalamazoo County

MEETING NOTES

Performance Monitoring Committee

April 21, 2026 at 3 PM

Microsoft Teams Virtual Meeting

Members: Aditya Rama (Chair), Brendan Pizzala, Tim Sloan, Terry Urban
Absent: Dusty Farmer
Staff: Sean McBride, Greg Vlietstra, Cheryl Pesti, Barbara Blissett

Committee Chair Rama welcomed new Committee members Brendan Pizzala and Terry Urban.

1. Avail ITS Software Renewal

Notes:

- Support Services Dir. Vlietstra explained the background of Avail Software used at Metro for the fixed-route buses. He said it provides up-to-date passenger information, data collection for reporting, GPS mapping, announcements, and a mobile application interface for customers
- Vlietstra stated Metro has worked with Avail extensively since 2012
- Vlietstra said the Board approved the current contract in 2021
- The Committee discussed the renewal and agreed to recommend approval to the full Board

2. Financial Metrics Review

Notes:

- Pesti reviewed the financial report given to the Board each month and possible changes to the format
- The Committee agreed to keep the current format for the monthly financial report

3. Metrics Report

Notes:

- The Committee reviewed and discussed the February Metrics Report

4. Tentative Planning for Future Meetings

Notes:

Fleet Vehicle Overview, Transit Asset Management (TAM), Safety and Security and Liability Insurance

The next meeting is May 19, 2026

The meeting adjourned at 3:41 pm.



Planning and Development Committee Notes

Date: Wednesday, April 22, 2026

Members Present: James Ayers (Chair), Greg Rosine, Tristen Mabin
Keshia Woodson-Sow (Staff Liaison), Sean McBride (Executive Director), Annette Arkush
Absent: Chris Burns, Nicole Beauchamp, Tafari Brown
Guests: NA

Items for Discussion

Budget Discussion

- Exec. Dir. McBride shared how transit funding works for the benefit of new boardmembers and historical budget presentations that have been requested as part of the budget. This included discussion on the small group meetings that will be available later this summer.
- The committee had discussion on vehicles and how the budget applies to vehicle purchases, future planning, and grant writing.
- The committee reviewed the budget timeline and the benefits of doing two one-year budgets.

Route Changes and Upcoming Detours

- Dir. Woodson-Sow presented upcoming route changes and detours to the committee with an emphasis on the large number of detours in the community and the ones which will heavily impact Metro's fixed route. Dir. Woodson-Sow presented July route changes to the committee to include changes to the routes below:
 - Route 1- Westnedge
 - Route 5- East Main
 - Route 6- Parchment
 - Route 15- Patterson
- Dir. Woodson-Sow then presented information regarding 90 construction projects and how they will affect Metro as a whole. The presentation included information on large scale projects for the Fixed Route system as listed below:
 - Kalamazoo Avenue
 - Event Center
 - South Burdick
 - Portage Road

The meeting concluded at 2:58pm



External Relations Committee Notes

April 27, 2026 3:00 PM

Members Present: Lisa Mackie, Chair, Christyn Johnson,
Gary Sigman, Sean McBride, Annette Arkush (Committee Support)

1. KCTA Millage Education -
 - a. Know the Facts Sheet – Exec. Dir. McBride indicated that the Fact Sheet would be on the landing page of KMetro. A description of what KCTA is, will be added. Mr. Sigman commented after review that it may be better to say, “*to help fund Metro*”.
 - b. Know the Facts Mailer - Exec. Dir. McBride stated the mailer had been reviewed by the city attorney and is being finalized. Expectation is that it will be mailed to all Kalamazoo County residents around June 20.
2. Legislative Breakfast Final Overview
 - a. Legislative Breakfast - Friday, May 8, 2026
 - Invitations sent by mail on April 10. Electronic reminders sent Friday, April 17th.
 - Invitations to speak at were accepted by Mary Gustas, Comstock, and Alejandro Rodrigues, long time fixed-route passenger. He will focus on his journey using Metro services to reach education and job opportunities that have led to his current position with Urban Alliance.
3. Jurisdictional Outreach Planning
 - a. Jurisdictional assignments – New Boardmembers will not be assigned to jurisdictions until they can become acclimated to the board. They will be encouraged to attend other presentations for an opportunity to observe.
 - b. Scheduled Jurisdictional Outreach Presentations – Chair Mackie reminded the members to start scheduling their presentations before the millage vote in August.
4. Misc.
 - a. June ERC Meeting – The committee agreed to reschedule the June 17 meeting to June 24 due to traveling conflicts for several members. An invitation will be sent.

Next Meeting: May 20, 2026 @ 3:00PM



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AGENDA and MEETING NOTES

Board Operations Committee

April 30, 2026 at 2:30 PM

Microsoft Teams Virtual Meeting

Members: Curtis Aardema, James Ayers, Dusty Farmer, Lisa Mackie

Absent: Chris Burns, Aditya Rama

Staff: Sean McBride, Barbara Blissett

1. Review CCTA/KCTA May 11, 2026 Meeting Agenda

Notes:

- The Committee reviewed the May 11th meeting agenda.

2. Review Committee Activities

Notes:

- Exec. Dir. McBride reported the Performance Monitoring Committee met with discussion about the May 11th Board agenda items
- McBride stated the Committee reviewed the renewal for the Avail ITS Software contract.
- Exec. Dir. McBride stated the Planning and Development Committee met and reviewed the updates to the Local Advisory Committee Bylaws. He commented that one significant change was to allow for remote meetings to take place
- Exec. Dir. McBride informed the Committee that at the Board meeting staff would provide information on upcoming route changes and detours
- External Relations Committee Chair Mackie reported the Committee met and discussed the millage mailing information and Fact Sheet. She noted the invitations for the Legislative Breakfast May 8th had been mailed and now awaiting responses
- Committee Chair Mackie stated she would be referring to the jurisdictional outreach assignments and the next Board meeting

3. Other Items

Notes:

- Next meeting dates are May 28th, June 25th and July 30th at 2:00 pm

The meeting adjourned at 2:50 pm



Agenda Item: #8 Meeting Date: 05/11/26

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: May 4, 2026
SUBJECT: Executive Director Update

Rider Open House

Metro hosted a Rider Open House on April 29, 2026, at the Kalamazoo Transportation Center. About 12 riders attended. Staff provided information about Metro services and answered questions from riders and community members. The open house is designed to strengthen public engagement and offer the community an opportunity to learn more about Metro’s operations and how the agency keeps the region moving. Rider Open Houses are scheduled for each spring and fall.

Staff will soon begin to provide occasional webinars on how to use Metro services. The first webinar is tentatively scheduled for June.

Human Resources

Metro will have a summer intern from Western Michigan University. Lola McAlpine will be a senior Computer Sciences major this fall.

United Way Partnership

Metro is partnering with United Way South Central Michigan to provide vouchers for free rides to medical appointments for local providers as part of a \$15,000 grant. This program will use Metro Connect, Metro Link and Metro buses to take individuals to their appointments. Medical providers will be issued payment options to give to their patients for transportation on all services. Local agencies will attend an orientation to learn about all of Metro’s services, how to use them, program requirements and they will receive vouchers to distribute to their patients. There were 77 letters sent to local providers on April 29th describing the program and how to participate. Orientations will start at the beginning of June.

Diesel Fuel

Diesel fuel purchases over the past year have consistently cost between \$25,000 and \$30,000. Every three weeks Metro purchases around 12,000 gallons for our on-site fuel tanks. Since March, diesel purchases have cost \$42,000, \$40,000, and \$50,000. The most recent purchase on April 30th increased to \$61,500.

Attachments

1. Metro Connect Update
2. Metro Link Update



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Kalamazoo County

Agenda Item: 8.a Meeting Date: 05/11/26
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard G Congdon, On-Demand Services Manager
DATE: May 5, 2026
SUBJECT: March 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

March broke the all-time trip record and the 10,000 mark for the first time with 10,421 rides taken. Metro Link broke this record while maintaining a 2.8 utilization. Vehicles traveled 54,114 miles in the three zones in 3,788 hours of operation, both also records.

The March average wait time was 17 minutes, with an average trip distance of 3.4 miles in 10 minutes. There were 220 wheelchair trips taken. The average rating was 4.9 and there were 1,470 five-star ratings given in the month.

The West Zone had 4,486 rides, the South Zone 2,773 and the East Zone 2,689. The overlaps to the Zones had 347 trips. Metro Link provided 126 trips that are linked with the Metro bus as well. There were 884 active riders in March with 436 new passenger registrations.

Metro Link Rider App

Passengers use the Metro Link app to book their ride, check on their ride and can plan all of their transportation on Metro's services. The app can be downloaded for Apple or Android smartphones at either store and begin riding right away.

Once the app has been downloaded, passengers enter their trip origin and destination, and the app gives them all the best options to take their trip. If they book a Metro Link ride that is within one of the three Zones, a van will show up within 20 minutes and pick them up and take them to their requested destination.

If the requested trip origin or destination is not in one of the Zones, the app will give you all the other options available to get you where you need to go. Most times, that option will be the Metro bus service. The app tells you what route to take, where to catch the bus along with the estimated time of arrival. It also gives specific walking directions and distances for the bus route.

Once your Metro Link ride is booked, the app will show you where the vehicle is, give eta's and let you know when the vehicle has arrived. You can also communicate with the driver should any specific instructions be necessary or to verify your location.

Metro Link Update

May 5, 2026

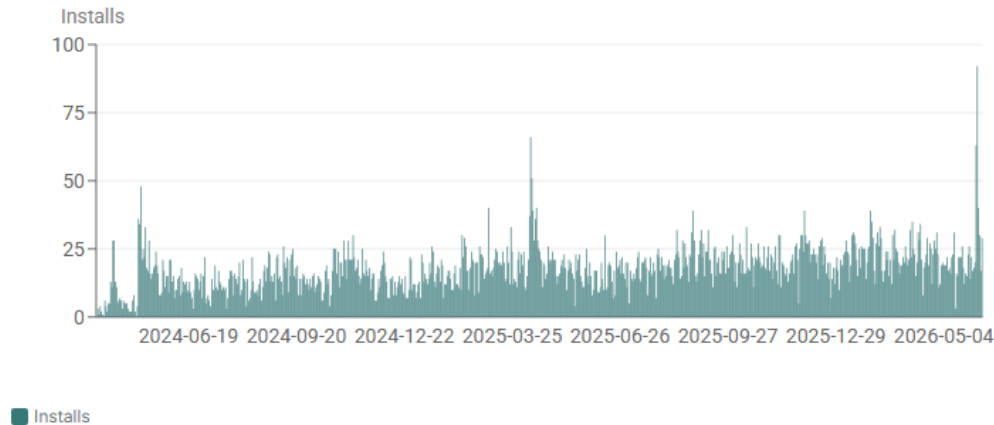
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The Metro Link app has been downloaded 13,601 times since April of 2024 when the service was launched. The number downloaded on the iOS systems and Android is almost equal with 51% versus 48% respectively. The most downloads have been done on Wednesday, with the rest mostly evenly distributed throughout the week.

The graph below shows the number of Metro Link app downloads since it began on April 15, 2024:

Installs Trend

Number of installations.



For passengers without a smartphone there is a telephone number that they can call to book their ride. The majority of passengers book through the Metro Link app. The number of trips scheduled on the app have averaged 15,814 per month versus 266 via the scheduling telephone number, or 59 to one.

RECOMMENDATION

This item is for informational purposes only.



Agenda Item: 8,a
Meeting Date 5/11/26

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard G Congdon, On-Demand Services Manager
DATE: May 5, 2026
SUBJECT: March Metro Connect Update

BACKGROUND

Metro Connect is Metro's paratransit service that travels anywhere in Kalamazoo County and the Veterans Administration Hospital in Battle Creek. Metro Connect operates the FTA-mandated Americans with Disabilities Act (ADA) service that is required because of the fixed-route bus service. The paratransit service began operations as Metro Connect in 2009 when the Demand/Response service was combined with the ADA service under one contract.

DISCUSSION

Metro Connect saw a total of 12,625 rides taken in March, with 3,845 or 31% of those rides taken by ADA passengers. March typically has the most trips since record-setting October after the holidays and winter months are over. Metro Connect March statistics include:

- 132,405 Passenger Miles
- 110,114 Total Miles
- 96,064 Revenue Service Miles
- 7,141 Total Hours
- 16,288 Ride Requests
- 0 Denials
- 83 County-to-County Transfers
- 55 Veterans Administration Hospital Trips
- 97% On-Time Performance

Metro Connect trips have remained consistent since the pandemic, averaging 11,565 rides per month. ADA trips average 3,538 and D/R trips 8,027.

Metro Connect Passenger Certifications

Metro Connect is available to any resident of Kalamazoo County with discounted fares for those who qualify. Seniors 62 years of age or older qualify for the \$4.00 Demand/Response fare when they complete a Certification for Reduced Fare application and provide proof of their age. This application can be completed by a physician or caseworker for individuals with a disability. When these applications are submitted to Metro Connect, the individual is also qualified for half fare on the Metro bus and Metro Link.

For individuals who have a disability that prevents them from taking the Metro bus some or all of the time, there is the Americans with Disability Act service. There is a longer application that the person completes that measures their ability to use Metro's fixed-route system. There are unconditional certifications, where the passenger can take Metro Connect at all times, and conditional certifications where the passenger can use the Metro bus for some trips and Metro Connect for others.

Metro Connect Update

May 5, 2026

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For example, if a person uses a mobility device and find it difficult to navigate snowy sidewalks, they are certified to use Metro Connect during the winter months from November through March. An individual with a visual impairment or those in a mobility device, may use Metro Connect in locations where there are no sidewalks and use the bus in other places where there are.

A doctor or caseworker completes a Professional Verification Form that assesses their abilities and submits this form along with the application. Metro Connect is allowed up to 21 days to process all ADA applications under federal law. Once reviewed, the applicant is sent a letter with their certification information along with a Rider's Guide and they can begin riding.

Metro Connect total certifications in 2025 were:

- D/R Disability Certifications - 461
- D/R Senior Certifications – 330
- ADA Certifications – 88
- Total 2025 Certifications - 879

Both applications can also certify the passenger to travel with a personal care attendant to assist them if needed or for door-to-door service where the driver will help the rider from the first door of their pickup location to the first door of their destination. Drivers are not allowed to enter any buildings for liability purposes.

Metro Connect is implementing new scheduling and telephone features. Passengers will be able to schedule, check on their rides and see vehicle locations in real time. There is also an Interactive Voice Assistant that will allow passengers to check on and cancel their rides without tying up the schedulers. These new options will be discussed at the June CCTA meeting.

RECOMMENDATION

This item is for informational purposes only.



Agenda Item: # 9.d
Meeting Date: 05/11/26

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: KCTA Boardmember Tim Sloan
SUBJECT: On-Demand Services Ambassador Report
DATE: May 5, 2026

As On-Demand Services Ambassador, it is my responsibility to talk to drivers and passengers to find out ways to improve the On-Demand Service system. Each month I will bring you a brief takeaway from drivers and or passengers from either Metro Connect or Metro Link. These are my personal observations or highlights from my conversations as a passenger.

Metro Connect

I am highlighting Metro Connect employee Dylan Deglopper as an excellent driver. Dylan comes to Metro with a lot of paratransit experience and has organizational and logistical skills from his previous employment before coming to Metro. Several passengers that I have talked to comment on his driving skills. They have also said that he is such a nice driver when driving passengers.

Metro Link

Metro Link continues to see complaints among drivers and myself that the GPS is just not right in the West Main corridor between Drake Road and the West Main Meijer. Part of the problem is that stretch of West Main has so many buildings. The satellite signal bounces around! The other part is due to a software glitch which was supposedly addressed and continues to be worked on but this has been a problem since the program started.