



Connecting People Throughout  
Kalamazoo County

**NOTICE AND AGENDA  
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)  
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)  
June 8, 2026  
Regular Meeting**

*The next joint CCTA/KCTA Regular meeting will be held on  
Monday, August 10, 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, June 8, 2026 at 11:30 a.m. for the purpose of:

	<b>Item</b>	<b>KCTA Action</b>	<b>CCTA Action</b>
1.	Roll Call		
2.	Consent Agenda	Voice Vote	Voice Vote
	a. Agenda for June 8, 2026*		
	b. Minutes for May 11, 2026*		
3.	Public Comment		
4.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
	1. State and Federal Funding Presentation		
	2. Planning and Development Committee Notes of May 20, 2026*		
5.	Performance Monitoring Committee		
	a. Action Items		
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Monthly Financial Report*		
	3. Fleet Vehicles Presentation*		
	4. Performance Monitoring Committee Notes of May 19, 2026*		
6.	External Relations Committee		
	a. Action Items		
	1. KCTA Millage Outreach Update*		
	2. External Relations Committee Notes of May 20, 2026*		
7.	Board Operations Committee		
	a. Action Items		
	b. Informational Items		
	1. Board Operations Committee Notes of May 28, 2026*		



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8.	Report from Chief Executive Officer*		
	a. On-Demand Services Update*		
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  
May 11, 2026**

Place: Metro Administration Building  
Time: 11:30 A.M.  
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Richard Congdon,  
Scott Robinson  
Others Present: Kelly Linton

**1.) KCTA ROLL CALL**

*KCTA Members Present: Curtis Aardema, Tafari Brown, Paul Ecklund, Dusty Farmer, Aditya Rama, Gary Sigman,*

*KCTA Members Absent: James Ayers, Greg Rosine, Tim Sloan*

*A motion was made to excuse Ayers, Rosine, Sloan*

*Motion: Farmer Second: Rama*

*Motion carried by voice vote.*

**1.) CCTA ROLL CALL**

*CCTA Members Present: Curtis Aardema, Nicole Beauchamp, Dusty Farmer, Christyn Johnson, Tristen Mabin, Lisa Mackie, Garrylee McCormick, Brendan Pizzala, Terry Urban*

*CCTA Members Absent: Chris Burns, Greg Rosine*

*A motion was made to excuse Burns, Rosine*

*Motion: Farmer Second: Johnson*

*Motion carried by voice vote.*

**2.) INTRODUCTION OF NEW CCTA BOARDMEMBERS**

Chair Aardema introduced the newly appointed CCTA Boardmember Terry Urban.

Boardmember Urban remarked on his earlier years helping to transition Metro Transit from the City of Kalamazoo to the CCTA. He said he was looking forward to contributing his experience to the current joint Authorities.

**3.) REQUEST FOR APPROVAL OF AGENDA/MINUTES**

*A motion was made by KCTA and CCTA for approval of the joint CCTA/KCTA meeting agenda for May 11, 2026. and minutes of April 13, 2026.*

*KCTA Motion: Sigman*

*Second: Farmer*

*CCTA Motion: Mackie*

*Second: Beauchamp*

*Motion carried by voice vote.*

**4.) PUBLIC COMMENTS** - None

## **5.) PERFORMANCE MONITORING COMMITTEE**

Committee Chair Rama presented a software contract renewal with Avail Technologies for Intelligent Transportation Systems (ITS) for the fixed-route buses. He said Avail had provided these reporting services since 2012 and with this renewal it will update the current system to provide newer technologies that are now available.

Support Services Dir. Vlietstra noted that contract renewal showed a modest increase of 2.2% for a total cost of \$804,021.

*A motion was made by KCTA and CCTA to approve a five-year contract renewal with Avail Technologies for ITS services at an annual cost of \$804,021 and to authorize the Executive Director to execute all related documents.*

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

### **KCTA**

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

### **CCTA**

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

*Motion carried by a roll call vote.*

Committee Chair Rama stated the Committee reviewed the February Metrics Report noting the decrease in ridership was slowly coming back after Covid.

## **6.) PLANNING AND DEVELOPMENT COMMITTEE**

Operations Dir. Woodson-Sow provided a PowerPoint of the upcoming route changes for Westnedge, Parchment, East Main, Paterson and Stadium Drive. She also briefed the Board on future detours to expect with the ongoing construction around the area.

## **7.) EXTERNAL RELATIONS COMMITTEE**

Committee Chair Mackie stated the Committee discussed the upcoming KCTA millage and mailers to be sent to the community. She asked Boardmembers to begin arranging for visits local jurisdictions for their presentations. Mackie remarked on the success of the Legislative Breakfast with the positive comments she was hearing from those who attended. She thanked staff for all their hard work to make it happen.

## **8.) BOARD OPERATIONS COMMITTEE**

Committee Chair Aardema stated the Committee had met and reviewed the current agenda and projects that were brought to the Board.

## **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
- Human Resources
- United Way Partnership
- Diesel Fuel

On-Demand Services Manager Richard Congdon reported Metro Link. He explained how the Metro Link app worked for planning trips, however, he noted that for those individuals who did not have a smart phone, that a phone call could reserve a ride as well.

Congdon shared the recent numbers for Metro Connect and implementation of new scheduling and telephone features. He said that now passengers will be able to schedule, check on their rides and see vehicle locations in real time.

## **10.) SUBCOMMITTEE REPORTS**

Pension Board – Did not meet.

KATS Policy Committee –Rama shared that KATS had discussed the five Transit Improvement Projects (TIP) and future signage.

Local Advisory Committee (LAC) – No Report.

On-Demand Ambassador Report – Memo included in meeting minutes.

**11.) CHAIRPERSON REPORT** – No report.

**12.) PUBLIC COMMENT** – None

**13.) MEMBERS TIME** – The Boardmembers welcomed Boardmember Urban.

Boardmember Paul Ecklund announced that he would be resigning from the KCTA Board effective immediately. He said he had enjoyed working with everyone but now would be enjoying retirement from his position at Disability Network. Ecklund commented that he would encourage the Kalamazoo County Board of Commissioners to consider Kelly Linton from Disability Network to fill his position.

Boardmembers congratulated Ecklund on his retirement and said he would be missed as a member of the KCTA.

## **14.) ADJOURNMENT**

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

*KCTA Motion: Brown*

*Second: Sigman*

*CCTA Motion: McCormick*

*Second: Urban*

*Motion carried by voice vote.*

The meeting adjourned at 12:23 PM.

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Curtis Aardema  
CCTA Chairperson

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Barbara Blissett  
CCTA Clerk

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Curtis Aardema  
KCTA Chairperson

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Barbara Blissett  
KCTA Clerk



## Planning and Development Committee Notes

Date: Wednesday, May 20, 2026

**Members Present:** James Ayers (Chair), Tristen Mabin, Chris Burns, Tafari Brown  
Keshia Woodson-Sow (Staff Liaison), Sean McBride (Chief Executive Officer), Annette Arkush

**Absent:** Nicole Beauchamp, Greg Rosine

**Guests:** Rob Branch

Items for Discussion

Budget Discussion- Capital and Federal Funding

- CEO McBride presented information on Grants, Federal Funding, State Funding, Local Bus Operating funds, and Millages play into the budget process.
- CEO McBride discussed how funding timelines for the Federal Transportation Administration, Michigan Department of Transportation, and Kalamazoo Area Transportation Study play into the grants and budget timeline process for Metro.
- Information was shared regarding the two competitive grants that were awarded to Metro.
- CEO McBride then spoke briefly about the wrap-up of budget and how the triennial review process audits the grants for the appropriate documentation.
- Committee decided that a shortened version of the presentation should be presented to the board.

Fleet Vehicles Overview

- Dir. Branch presented to the committee information regarding Metro fleet by size and type.
- Committee spent time discussing:
  - Fuel types (Diesel, Propane, hybrid electric)
  - Batteries on Hybrid buses
  - Vehicle Life Cycles
  - Vehicle Cost
    - Propane Medium Duty
    - Diesel

The meeting concluded at 3:07pm

Next Meeting is July 22, 2026

March 2026

# Metrics Report



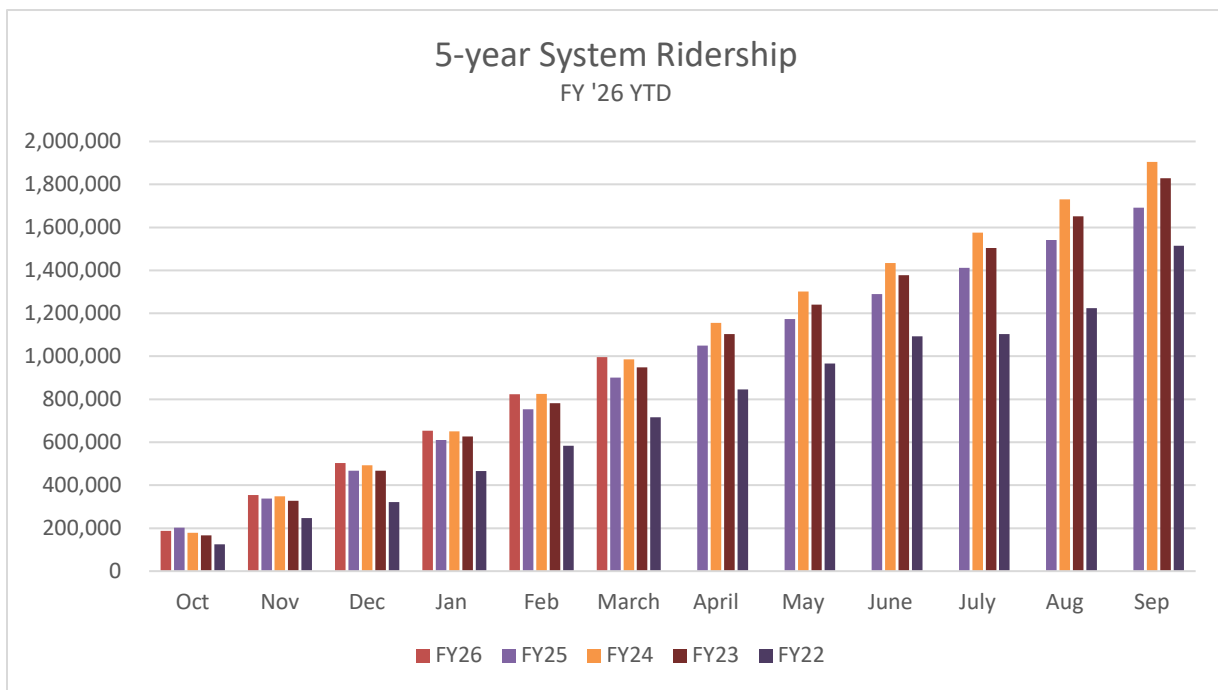
The following information is being provided to the Central County Transportation Authority and Kalamazoo County Transportation Authority boards as an informational item.

# Ridership

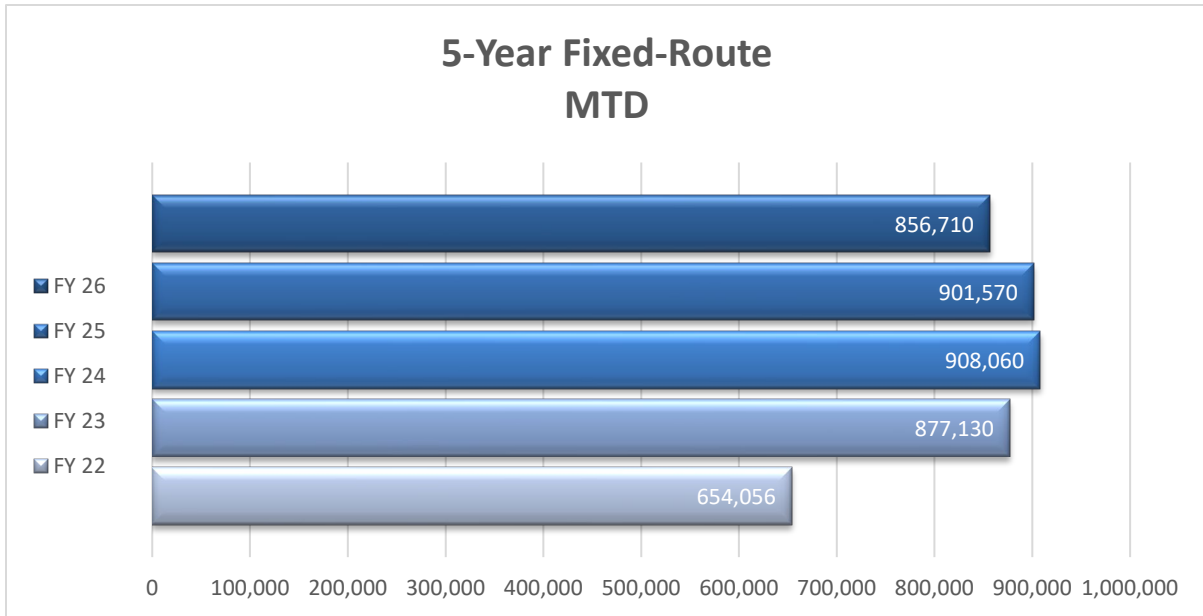
## System Information Totals for Fiscal Year '25 and Fiscal Year '26

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
<b>2026</b>	147,960	12,877	1,783	10,421	173,041
<b>2025</b>	147,850	11,947	2,591	6,963	169,351
<b>Difference</b>	110	930	-808	3,458	3,690
<b>Percent Change</b>	0.07%	7.78%	-31.18%	49.66%	2.18%



# Fixed Route Data



Fixed route ridership continued to fluctuate in March 2026, the start of construction season caused problems with buses and last-minute detours due to water main breaks.

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

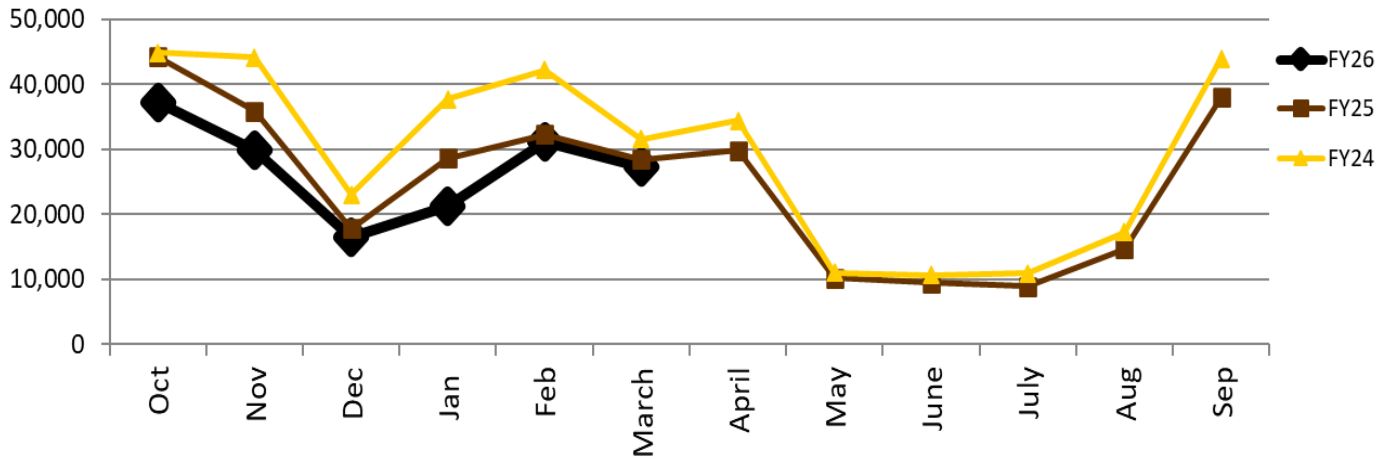
Fixed Route	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Westnedge	112,695	118,688	-5.05%	3,140.927	2,725.17	15.26%	35.88	43.55	-17.62%
Portage	45,437	54,263	-16.27%	1,781.963	2,248.08	-20.73%	25.50	24.14	5.64%
West Michigan	26,396	30,251	-12.74%	1,784.834	1,784.92	0.00%	14.79	16.95	-12.74%
Oakland	27,393	29,811	-8.11%	1,784.834	1,784.91	0.00%	15.35	16.70	-8.11%
East Main	16,915	28,760	-41.19%	899.000	898.99	0.00%	18.82	31.99	-41.19%
Parchment	34,646	38,310	-9.56%	1,733.834	1,730.92	0.17%	19.98	22.13	-9.72%
Alamo	51,230	45,674	12.16%	2,072.999	1,762.58	17.61%	24.71	25.91	-4.63%
Milwood	38,355	37,498	2.29%	1,784.834	1,784.92	0.00%	21.49	21.01	2.29%
Gull Road	77,410	79,232	-2.30%	2,798.834	2,507.42	11.62%	27.66	31.60	-12.47%
Comstock	26,160	26,032	0.49%	1,784.834	1,784.92	0.00%	14.66	14.58	0.50%
Stadium Drive	53,599	53,254	0.65%	2,807.834	2,528.92	11.03%	19.09	21.06	-9.35%
Duke	6,527	5,214	25.18%	516.000	510.00	1.18%	12.65	10.22	23.73%
South Burdick	59,420	48,445	22.65%	2,553.789	1,784.92	43.08%	23.27	27.14	-14.27%
West Main	70,567	72,809	-3.08%	2,832.834	2,158.58	31.24%	24.91	33.73	-26.15%
Paterson	26,201	18,396	42.43%	925.166	936.92	-1.25%	28.32	19.63	44.24%
Lovell	69,034	67,762	1.88%	2,962.667	2,949.33	0.45%	23.30	22.98	1.42%
Ring	17,385	28,138	-38.22%	895.000	932.50	-4.02%	19.42	30.17	-35.63%
Solon/Kendall/Lafayette	23,614	37,424	-36.90%	896.000	952.00	-5.88%	26.35	39.31	-32.96%
Parkview	46,297	47,555	-2.65%	1,582.000	1,846.06	-14.30%	29.26	25.76	13.60%
West Centre	10,401	13,589	-23.46%	1,049.200	1,626.50	-35.49%	9.91	8.35	18.65%
East Romence	9,056	13,192	-31.35%	1,046.663	1,643.67	-36.32%	8.65	8.03	7.80%
WMU Shuttle	7,972	7,273	9.61%	-	181.36	-100.00%	#DIV/0!	40.10	
<b>Total Fixed Route</b>	<b>856,710</b>	<b>901,570</b>	<b>-4.98%</b>	<b>37,634.043</b>	<b>37,063.57</b>	<b>1.54%</b>	<b>22.76</b>	<b>24.32</b>	<b>-6.42%</b>

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

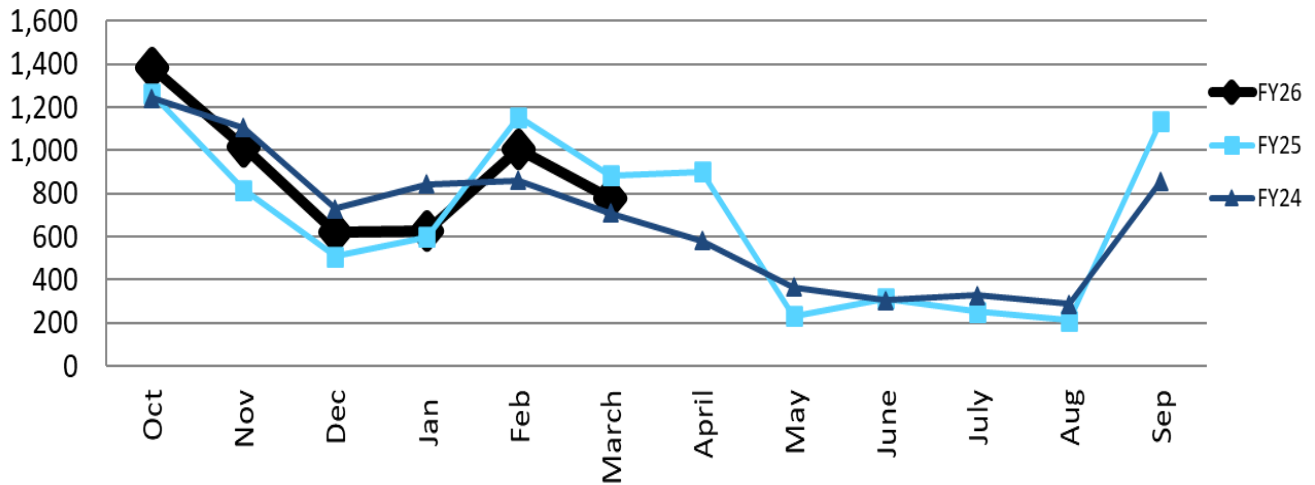
## Specialized Pass Programs

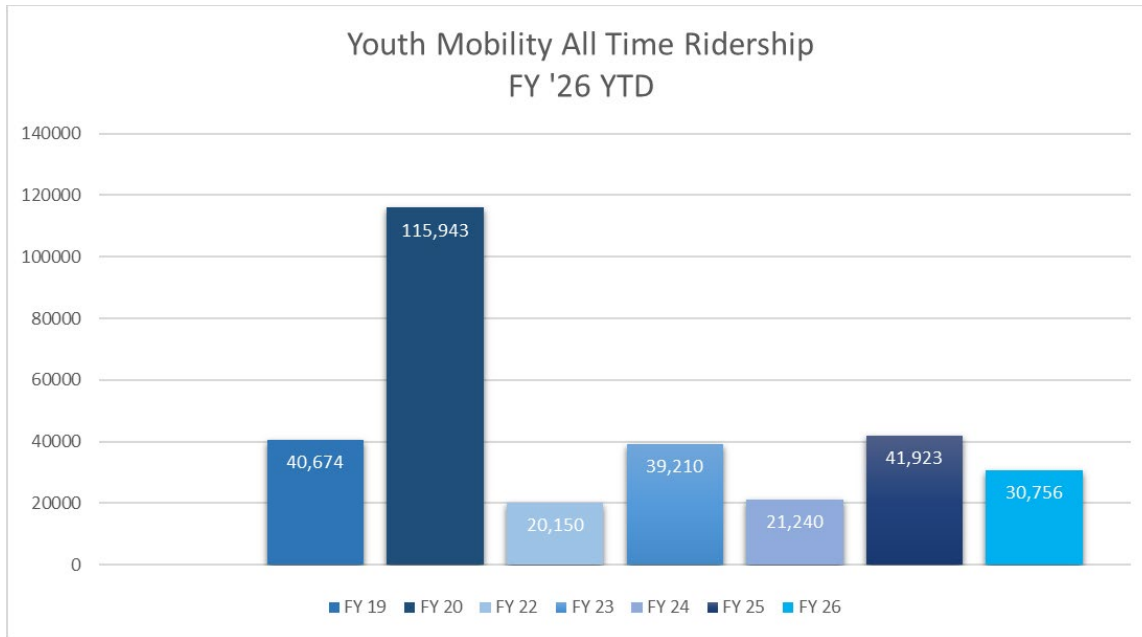
Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY25	FY24		FY25	FY24	
WMU	27,254	28,500	-4.37%	108,072	187,451	-42.35%
KVCC	778	883	-11.89%	3,799	5,228	-27.33%
Youth Mobility	6,157	4,603	33.76%	18,887	25,236	-25.16%

### WMU Ridership

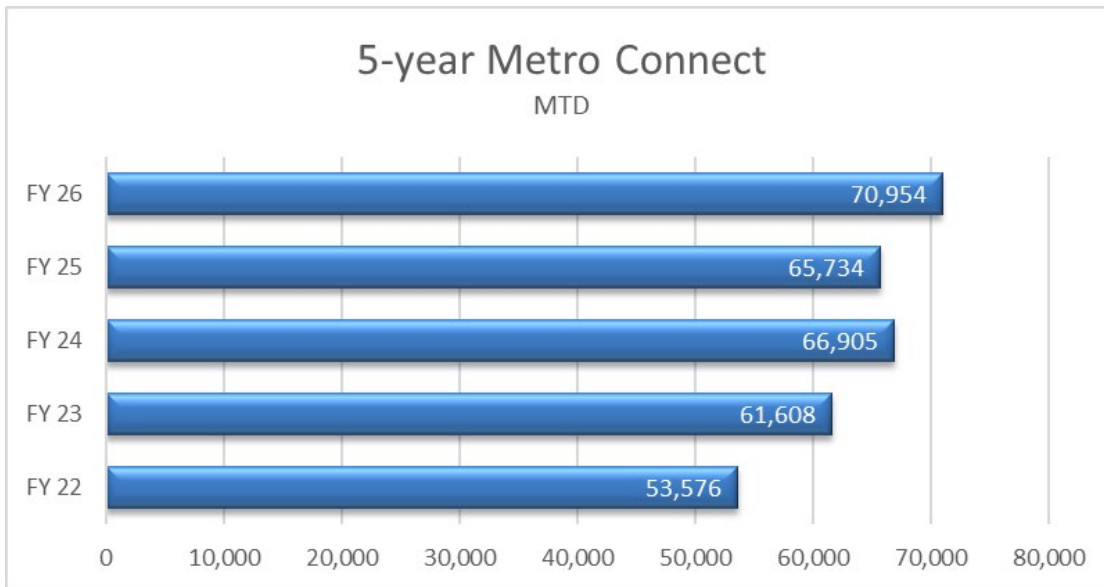


### KVCC





## Metro Connect Data



Metro Connect	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Demand-Response	70,954	65,734	7.94%	24,778.000	22,434.00	10.45%	2.86	2.93	-2.27%
ADA Trips	21,226	19,232	10.37%	7,162.000	7,488.00	-4.35%	2.96	2.57	15.39%

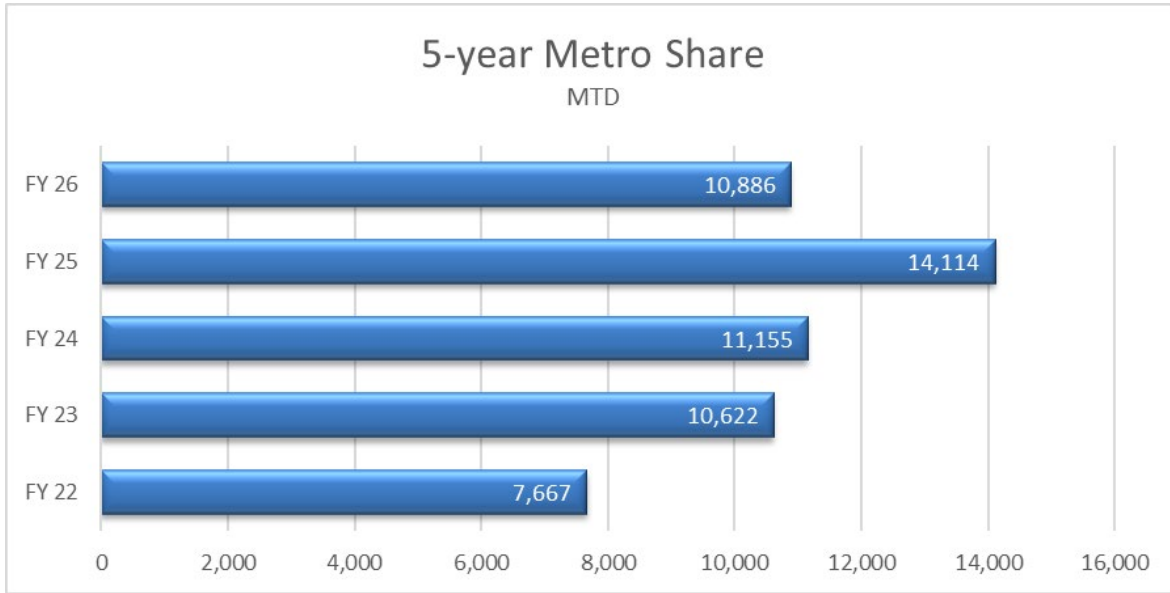
In March 2026, Metro Connect provided 930 more rides than in March 2025. The Connect service continues to enhance transportation in the community while showing continuous growth in new ADA and Senior certifications. Connect statistics are below:

- 65 New Certifications
  - 4 ADA
  - 41 Demand Response
  - 20 Seniors
- 12,625 trips provided
- 2,899 cancellations
- 0 denials
- Average call back time of 10 minutes

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

<b>2025-2026</b>							
	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total</b>
<b>Township</b>							
<b>Alamo</b>	105	82	70	66	78	89	<b>490</b>
<b>Augusta</b>	58	43	44	47	69	60	<b>321</b>
<b>Brady</b>	30	22	22	19	22	14	<b>129</b>
<b>Charleston</b>	28	20	20	18	23	24	<b>133</b>
<b>Climax</b>	96	94	94	71	86	101	<b>542</b>
<b>Climax -Village</b>	11	4	6	10	12	3	<b>46</b>
<b>Comstock</b>	609	487	480	466	521	484	<b>3,047</b>
<b>Cooper</b>	650	559	615	580	670	759	<b>3,833</b>
<b>Galesburg</b>	230	207	196	146	205	238	<b>1,222</b>
<b>Kalamazoo Township</b>	1,005	866	859	833	947	1,008	<b>5,518</b>
<b>Kalamazoo City</b>	4,421	3,585	3,693	3,618	4,140	4,446	<b>23,903</b>
<b>Out Of County</b>	117	84	83	100	111	83	<b>578</b>
<b>Oshtemo</b>	1,325	1,132	1,045	1,023	1,192	1,232	<b>6,949</b>
<b>Parchment</b>	500	406	416	354	438	450	<b>2,564</b>
<b>Pavillion Township</b>	71	58	61	55	69	61	<b>375</b>
<b>Portage</b>	2,325	1,858	1,706	1,623	1,786	1,971	<b>11,269</b>
<b>Prairie Ronde</b>	45	32	33	30	40	41	<b>221</b>
<b>Richland</b>	243	213	236	211	243	259	<b>1,405</b>
<b>Richland- Village</b>	0	0	0	0	0	0	<b>0</b>
<b>Ross</b>	26	29	37	18	25	25	<b>160</b>
<b>Schoolcraft</b>	542	437	382	347	440	488	<b>2,636</b>
<b>School- Village</b>	62	33	41	35	33	46	<b>250</b>
<b>Texas</b>	349	300	291	294	345	391	<b>1,970</b>
<b>Vicksburg</b>	361	262	280	223	311	340	<b>1,777</b>
<b>Wakeshma</b>	12	8	8	4	8	12	<b>52</b>
	<b>13,221</b>	<b>10,821</b>	<b>10,718</b>	<b>10,191</b>	<b>11,814</b>	<b>12,625</b>	<b>69,390</b>

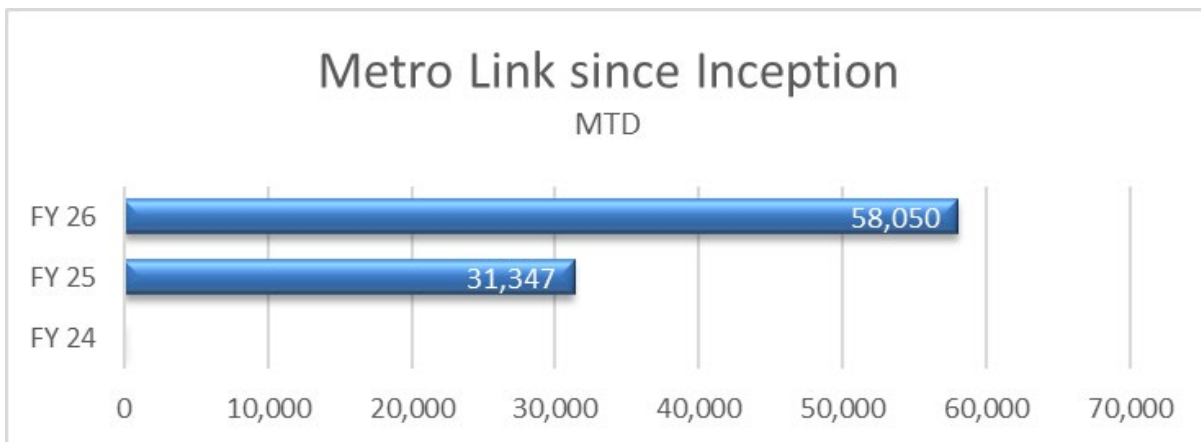
# Metro Share Data



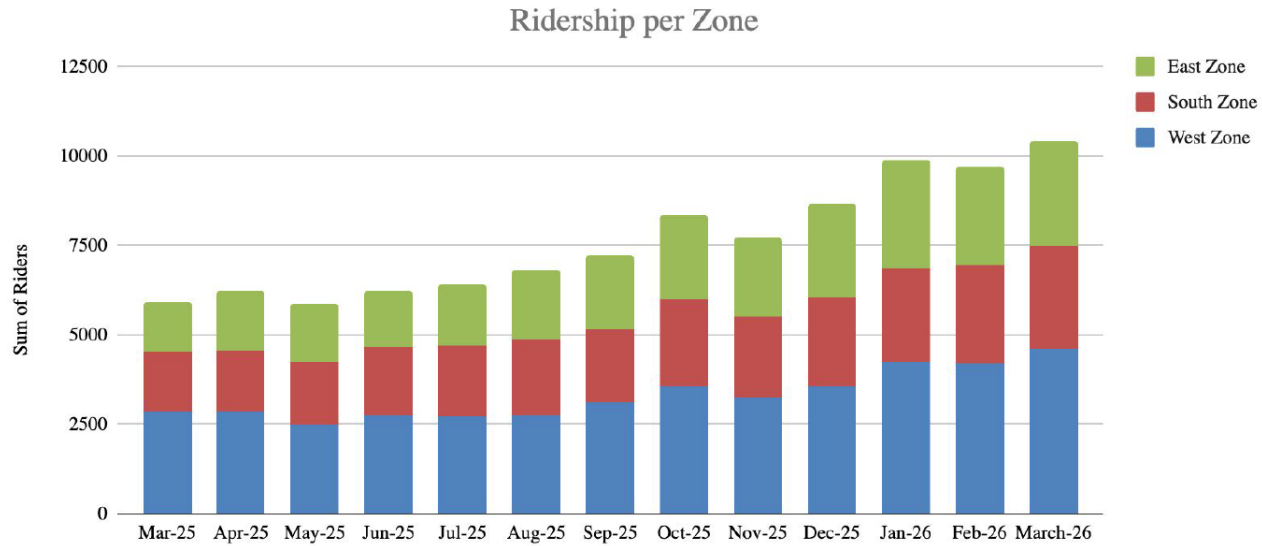
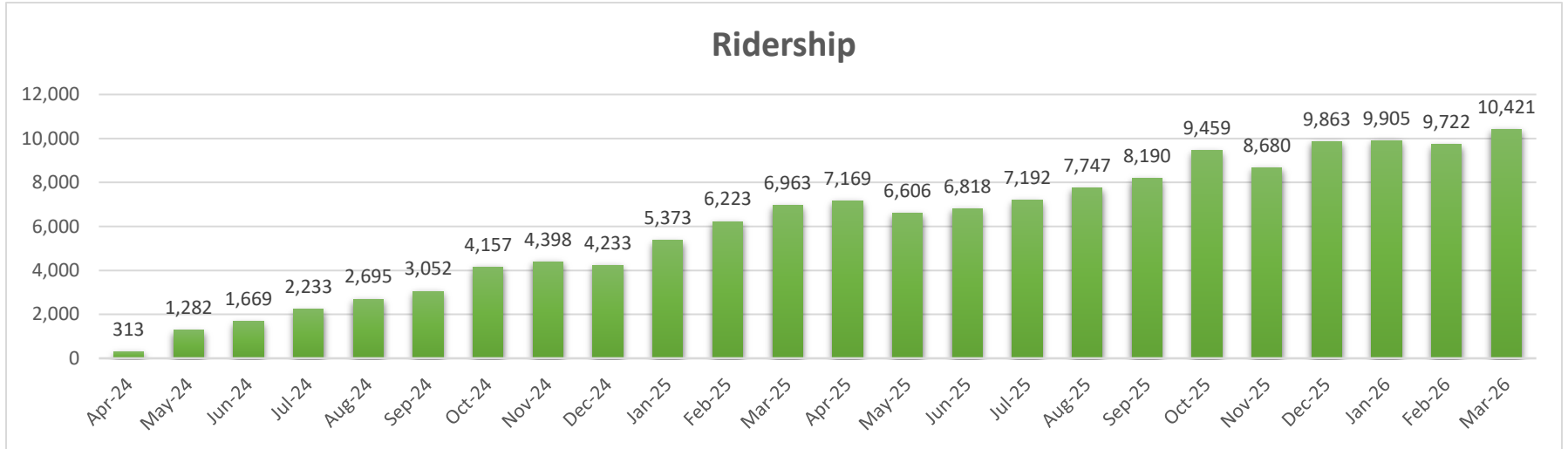
	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Metro Share	10,886	12,086	-9.93%	906.590	1,032.56	-12.20%	12.01	11.70	2.59%

# 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

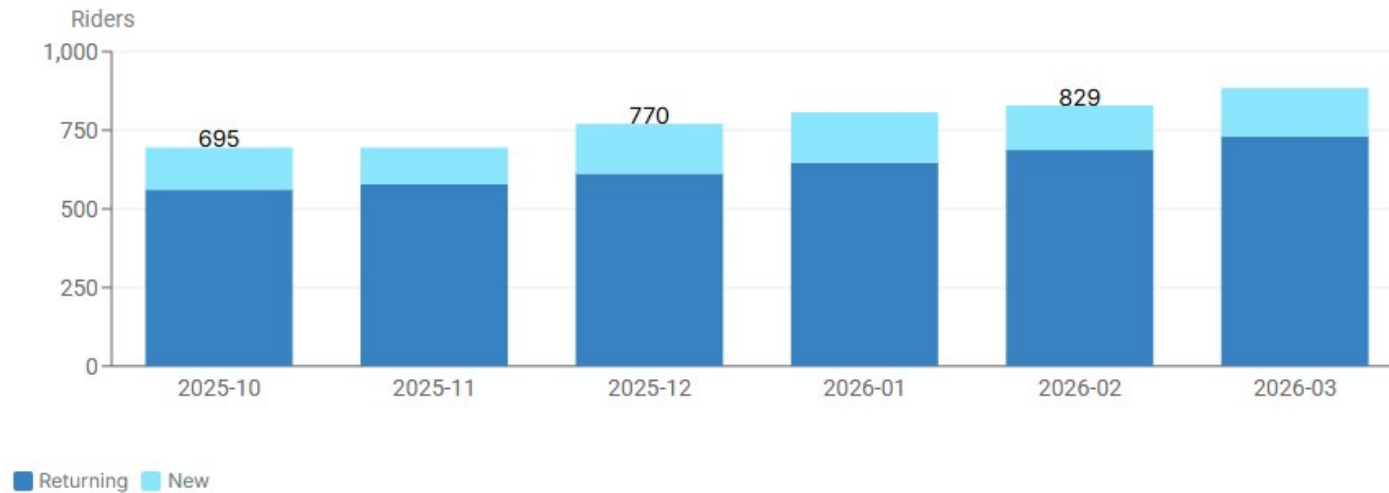


Metro Link Proposals- All data below needs to be updated to show March 2026 information

- 15,742 Proposals
  - 11,550 Proposals contained a fixed route option
  - 3,097 proposals were Metro Link only
  - 803 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

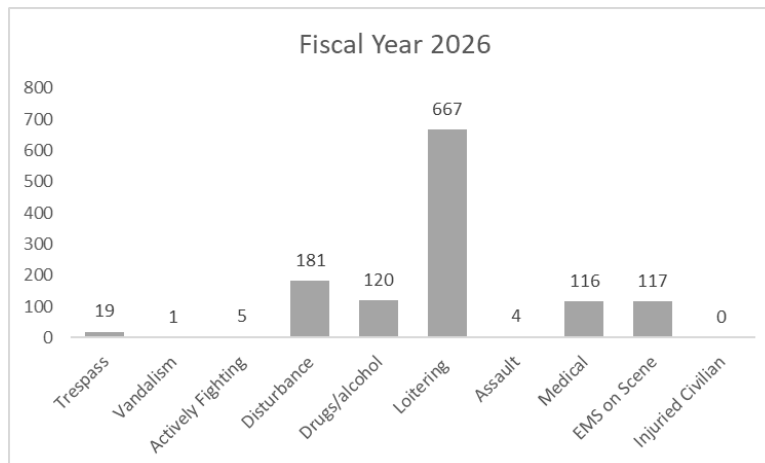
Kalamazoo Department of Public Safety presence at the KTC was consistent throughout the month of November. Their presence typically lasts for a few minutes at a time.

150 security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. 11 people were found sleeping at the KTC as the weather started to change people returned to the concrete pillars at the KTC.

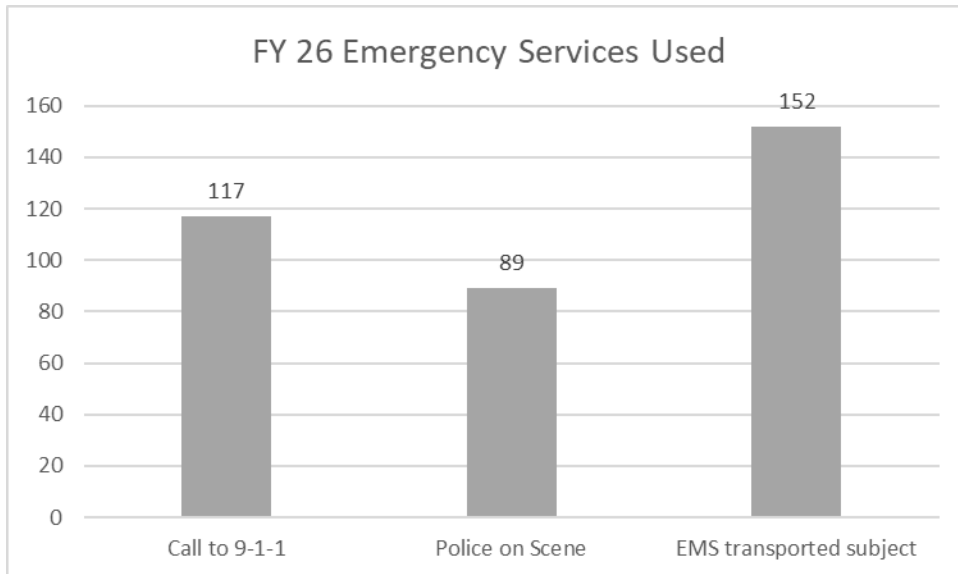
The activity summary for the month of March totals 249 security incidents. The incidents are broken down into categories below:

Incident Types	Definitions
7 Trespass	Asked to leave refused to do so/ trespassed and returned to site
150 Loitering	Significantly overstayed their time on property, sleeping, blocking paths
0 Vandalism	Damage to property
2 Active Fights	Physical altercation between parties occurred
31 Disturbances	Behavior is interrupting other people around them
1 Harassment	Using threatening or degrading language
4 Assaults	Someone physically attacked by another
0 Theft	Property stolen on KTC property
24 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.





Agenda Item: # 5.b.2  
Meeting Date: 06/08/26

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Chief Executive Officer  
Prepared By: Cheryl Pesti, Budget and Accounting Manager  
**DATE:** May 18, 2026  
**SUBJECT:** April 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 \$4,066,104 (37%) of the FY26 millages.
- We have collected \$1,801,790 (54% 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 \$16,550,872 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-\$2,526,378).
- The average price for a gallon of diesel fuel in April 2025 was \$2.12 and in April 2026, it was \$3.68. This is a 74% increase.
- Total operating expenses for Metro year-to-date are 51% of the total budgeted amount.

Attachment:

1. April 2026 Income & Expense Statement



	FY2026 CCTA Board Recommended Budget	April 2026	Year to Date FY 2026	Year to Date % 58%	Monthly Funding %
<b>STATEMENT OF INCOME AND EXPENSE</b>					
<b>Operating Revenue</b>					
<b>Fare Revenue</b>					
Regular Route Cash	749,625	58,916	407,929	54%	3%
Metro County Connect Fares	492,255	41,273	306,795	62%	2%
Metro Link Fares	50,848	10,929	65,250	128%	0%
WMU Fares	1,197,950	0	598,975	50%	0%
Tokens	401,250	30,744	207,858	52%	1%
Pass Sales	328,215	16,310	163,372	50%	1%
Texas Twp/KVCC Prepaid Fares	113,072	25,806	51,611	46%	1%
	<u>3,333,215</u>	<u>183,978</u>	<u>1,801,790</u>	54%	8%
<b>Other Revenue</b>					
Advertising	75,000	8,333	34,375	46%	0%
Intermodal Operations	263,700	47,406	107,735	41%	2%
Miscellaneous Revenue	18,650	4,995	17,168	92%	0%
Commission Revenue - (Indian Trails)	4,200	343	1,720	41%	0%
Interest Income	295,250	20,092	117,018	40%	1%
	<u>656,800</u>	<u>81,169</u>	<u>278,015</u>	42%	4%
<b>Urban Millage (CCTA)</b>	7,017,960	(24,365)	2,055,614	29%	-1%
<b>County-wide Millage (KCTA)</b>	3,843,823	(686)	2,010,490	52%	0%
<b>MDOT - Operating</b>	7,799,529	640,971	4,471,157	57%	29%
<b>FTA - Operating</b>	5,457,803	1,070,471	3,491,280	64%	49%
<b>Provision for Depreciation</b>	3,255,200	253,881	1,904,301	59%	12%
<b>TOTAL OPERATING REVENUE</b>	<u>31,364,330</u>	<u>2,205,419</u>	<u>16,012,648</u>	51%	100%
<b>Operating Expenses by Division</b>					
Administration/Overhead	8,228,448	268,321	4,004,486	49%	
Kalamazoo Transportation Center Operations	1,065,683	86,870	507,949	48%	
Maintenance	3,575,084	284,751	1,879,902	53%	
Operations	8,699,446	631,739	4,416,009	51%	
Metro Connect	6,083,142	489,401	2,900,633	48%	
Metro Share	59,553	5,077	24,761	42%	
Metro Link	3,126,958	273,688	1,516,544	48%	
<b>TOTAL OPERATING EXPENSE</b>	<u>30,838,314</u>	<u>2,039,849</u>	<u>15,250,283</u>	49%	
<b>NET (UNFUNDED) BALANCE for period</b>	<u>526,016</u>	<u>165,570</u>	<u>762,365</u>		

# Metro Fleet Overview

## Rob Branch

### May 2026

# Fleet

- Hybrid Electric Buses

- 6 buses currently in service
- 35 Foot
- Seats 32 passengers
- 660 volts of power in battery packs
- Service Life: 12 years / 500,000 miles
- Replacement 14 years /560,000 miles
  - Current Fleet: 2011-2015      440,000 – 520,000 miles

- Approximate Cost : \$1,200,000



# Fleet

- Diesel-Fuel Buses

- 5 -30-foot buses
- 34- 40-foot buses
- Seats 42 and 25 passenger
- Service Life: 30ft.10 Years/ 350,000 miles 40ft. 12 years / 500,000 miles

- Current Fleet: 2017- 2025 10,000 – 350,000 miles
- Replacement 30ft 12 Years / 400,000 miles 40ft 14 years / 560,000 miles

- Approximate



# Fleet

- Medium duty vehicles

- 13 vehicles in service
- Seats 10 + 4 wheelchairs with lifts
- Service Life: 10 years / 350,000 miles  
7 years / 200,000 miles

- Current Fleet: 2020-2024      55,000 - 197,000 miles
- Replacement 7 years / 227,000 miles

- Approximate Cost: \$225,000



# Fleet

- Light Duty
  - 35 vehicles in service
  - Seats 8-10 passengers with lifts
  - Service Life: 4 years / 100,000 miles
    - Current Fleet: 2019-2025 27,000- 205,000 miles
    - Replacement 9 years / 200,000 miles
- Approximate Cost: \$79,000



# Fleet

- Share vehicles
  - 9 vans in service
  - Seats 8-10 passengers with lifts
  - Service Life: 4 years / 100,000 miles
    - Current Fleet: 2020 13,000 – 53,000 miles
- Approximate Cost: \$79,000



# Replacement Plan

Fixed Route Buses – 40-foot Diesel

Quantity	Ordered	Delivered
4	2021	2022
2	2022	2023
4	2023	2024
3	2024	2025









## MEETING NOTES

### Performance Monitoring Committee

May 19, 2026 at 3 PM

Microsoft Teams Virtual Meeting

Members: Aditya Rama (Chair), Dusty Farmer, Brendan Pizzala, Tim Sloan, Terry Urban  
Absent: None  
Staff: Sean McBride, Greg Vlietstra, Rob Branch, Scott Friedrich, Barbara Blissett

1. Committee Roles and Functions

**Notes:**

- Chair Rama noted there was a copy in the packet of the Performance Monitoring Committee Policy for the benefit of the new Committee members and overall discussion. Committee members will let Chair Rama know if they have any questions or suggestions.

2. Metrics Report Review

**Notes:**

- The Committee discussed the March 2026 Metrics Report

3. Fleet Vehicles Overview

**Notes:**

- Manager of Fleet and Facilities Rob Branch gave a Fleet Vehicles Overview presentation

4. Transit Asset Management (TAM)

**Notes:**

Senior Maintenance Supervisor Scott Friedrich gave a Transit Asset Management (TAM) Overview presentation

The next meeting is July 21, 2026

The meeting adjourned at 3:41 pm.



Connecting People Throughout  
Kalamazoo County

Agenda Item: # 6.a.1  
Meeting Date: 06/08/26

**TO:** CCTA and KCTA Boards  
**FROM:** External Relations Committee  
**PREPARED BY:** Sean McBride, Chief Executive Officer  
**DATE:** June 3, 2026  
**SUBJECT:** KCTA Millage Education Update

The KCTA millage election is August 4th. Absentee ballots will be available the last week of June. The External Relations Committee and staff have been working on a variety of education efforts.

- **Fact Sheet.** A copy is attached. Copies will be printed and will also be available for distribution electronically.
- **Millage Website Landing Page.** Located at <https://ride.kmetro.com/2026-millage-facts>
- **Mailer.** A Just the Facts mailer will be mailed to Kalamazoo County households in late June.
- **Metro Connect Rider Education.**
- **Social Media Postings.**
- **Outreach Presentations.** Will be occurring until election and include the following:

Date	Presentation	Presenters
4/20/26	Portage Youth Advisory Committee	McBride
5/5/26	Kalamazoo County Board of Commissioners	Aardema/McBride
5/8/26	CCTA/KCTA Legislative Breakfast	Aardema/McBride
5/29/26	Kalamazoo Republican Party Meeting	Aardema/Vlietstra
6/08/26	Kalamazoo Township Board Meeting	Mackie/McBride
6/9/26	Ross Township	Rama
6/09/26	City of Portage	Burns/Urban/Aardema/McBride
6/15/26	City of Kalamazoo	Aardema/McBride/Rosine/McCormick
6/16/26	Prairie Ronde Township	Rama
6/23/26	Oshtemo Township	Farmer/McBride
6/23/26	Texas Township	Rosine
6/25/26	Public Transit Human Services	Congdon/McBride
6/26/26	Kalamazoo County Township Association Meeting	McBride
7/6/26	Wakeshma Township	Mackie
7/13/26	Village of Richland	Vlietstra
7/20/26	Comstock Township	Beauchamp/McBride
	City of Parchment	Woodson-Sow
	Kalamazoo Democratic Party	Aardema/McBride/Sigman
	Cooper Township	Vlietstra
	Pavilion Township	Congdon/Rosine
	City of Galesburg	Woodson-Sow/Sigman

- **Special Events**

<b>Date</b>	<b>Event</b>	<b>Representatives</b>
4/24/26	Portage Senior Center – Bits of Business	Congdon/Dobbins
4/29/26	Rider Open House at KTC	Woodson-Sow/Condon/Dobbins/McBride
5/2/26	Bronson Community Open House	Blissett
6/9/26	Veteran’s First Conference	Dobbins
6/13/26	Transit Riders United Round the Mitten Transit Tour – Kalamazoo Visit	Woodson-Sow
7/11/26	Touch-A-Truck @ Galilee Church	
7/24/26	Disability Network of Southwest Michigan – ADA Celebration	Congdon/Sloan/McBride
7/23/26	Portage Senior Center Presentation	Dobbins/Congdon/McBride

Attachment

1. Fact Sheet



# 2026 MILLAGE FACT SHEET

Voters will consider a millage affecting Metro Connect and Metro Share on August 4.

## What Is the Millage Request?

Voters will be asked to consider a millage of 0.36 mills for seven years beginning in 2027 to fund the Metro public transit system, specifically Metro Connect and Metro Share.

## Is This a New Millage?

This millage request would replace the previous voter-approved .3124 millage, which expires at the end of this year. The proposed 0.36 millage on this year's ballot is lower than the original 2009 millage of 0.40.

## Who Can Vote?

All registered voters throughout Kalamazoo County may vote in the August 4 election.

## What is the Exact Ballot Language?

The Kalamazoo County Transportation Authority (KCTA) provides on demand public transit services to all Kalamazoo County through the Metro Connect program. May the KCTA levy a tax for public transit purposes of up to 0.36 mills (36 cents per \$1,000 of taxable value) This millage:

- a. Would renew a previously authorized millage expiring with the 2026 levy. The previously authorized millage of 0.3124 mills would increase by 0.0476 mills, for a total of 0.36 mills.
- b. Would be levied for seven (7) years, from 2027 through 2033.
- c. Estimated to raise \$4.6 million in its first year.
- d. Applies to the taxable value of all taxable property within the geographic boundary of the Kalamazoo County Transportation Authority.



## How Much Will the Millage Cost a Homeowner?

The cost of 0.36 mills for a home with a market value of \$200,000 is \$36 a year. The millage is applied to the home's taxable value, which is 50 percent of the market value. A mill is a \$1 tax for every \$1,000 of taxable value.

## How Does the Community Benefit from Public Transportation?

Reliable transportation is linked to economic stability and quality of life in communities that have public transportation. Metro operates seven days a week, providing public transit options to connect people to jobs, school, medical services and other community amenities.

## YES Vote

A "YES" vote would approve the millage request above. The millage funding would go to Metro for the continuation of Metro Connect and Metro Share.

## NO Vote

A "NO" vote would not approve the millage request above. There would no longer be a millage funding collection that goes toward Metro Connect and Metro Share.

## What is the Kalamazoo County Transportation Authority (KCTA)?

The KCTA works in partnership with the Central County Transportation Authority (CCTA) to oversee the public transit services in Kalamazoo County known collectively as Metro. The KCTA's nine-member Board of Directors is appointed by the Kalamazoo County Board of Commissioners. The KCTA and CCTA conduct a public meeting on second Monday of each month at 530 N. Rose Street in Kalamazoo. The public is invited to attend those meetings and share opinions during the public comment period of the meeting agenda.

## How is Public Transportation Funded?

Kalamazoo County's public transportation system is funded by rider fares, along with local, state and federal financial sources. Local millage funds support roughly 39 percent of a total \$27.5 million budget. The millage leverages the flow of state and federal public transit grants to Kalamazoo County.

## What is Metro Connect?

Metro Connect is a curbside-to-curbside, shared-ride program serving Kalamazoo County & the VA Medical Center in Battle Creek. In 2025, Metro Connect provided 148,286 rides to registered riders.

## How Do I Access Metro Connect Services?

Anyone can register to use Metro Connect by completing a certification form or by calling (269) 337-8222. Fares are based on rider status, starting at \$12 per ride for general rides. Seniors and individuals with a disability can apply for reduced fare. Once registered, riders can call scheduling at (269) 350-2970 up to seven days in advance to book shared-ride service anywhere in the county.

Metro Connect, using ADA-compliant vehicles, picks up riders at their location and takes them to their destination.

## What is Metro Share?

Metro Share served 30,439 riders last year by providing access to nine no-cost vehicles for approved governmental/non-profit agencies serving seniors and individuals with a disability. Agencies provide drivers who must complete regular training with Metro staff. Vehicles may be reserved seven days a week.

## How Do I Access Metro Share Services?

Non-profit and governmental agencies who serve seniors and/or individuals with a disability can apply by contacting Metro's Program Manager at (269) 337-8222.

Approved agencies assign drivers who will attend training by Metro staff and pass screening/drug testing to become certified. Approved agencies are able to reserve vehicles seven days per week to transport their clients.



## Where Is More Information Available?

For more information, visit [ride.kmetro.com/2026-millage-facts](https://ride.kmetro.com/2026-millage-facts) or call (269) 337-8087.



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## External Relations Committee Notes

May 20, 2026 3:00 PM

Attending: Lisa Mackie (Chair), Garrylee McCormick, Christyn Johnson,  
Gary Sigman, Sean McBride, Annette Arkush (Committee Support)

1. KCTA Millage Outreach Review

CEO McBride shared information regarding the millage communications that are in progress ahead of the August 4 vote. The fact sheet and card will be sent out around June 18. Communication to all 900 households on the Metro connect mailing list will receive letters and millage information. Presentations to community groups and jurisdictions have begun.

Chair Mackie has scheduled a July 6 presentation to Wakeshma Township and CEO McBride shared that a presentation was recently done for the local Republican party.

2. Legislative Breakfast Debrief

The committee shared anecdotes regarding the breakfast and agreed that it was a successful event, and that the presentations were received positively.

CEO McBride reflected that moving breakfast from September to May was important due to the August millage and that in 2027 will be looking at late April and early May with a focus on community and non-profit partners.

3. Other Items

Calendar notes: June meeting change from June 17 to June 24 and July meeting from July 15 to July 22.

Next Meeting: June 24, 2026 @ 3:00PM



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## **AGENDA and MEETING NOTES**

### **Board Operations Committee**

May 28, 2026 at 2:00 PM

Microsoft Teams Virtual Meeting

Members: Curtis Aardema, James Ayers, Chris Burns, Dusty Farmer, Aditya Rama

Absent: Lisa Mackie

Staff: Sean McBride, Barbara Blissett

#### 1. Review CCTA/KCTA June 8, 2026 Meeting Agenda

##### **Notes:**

- The Committee reviewed the June 8<sup>th</sup> meeting agenda.

#### 2. Review Committee Activities

##### **Notes:**

- Performance Monitoring Committee Chair Rama reported they met with discussion about the June 8 Board agenda items and that there would be information provided in the packet about Metro's fleet vehicles
- Committee Chair Rama said the committee had reviewed the March Metrics Report. The Committee also reviewed the Performance Committee Policy and discussed the Committee's responsibilities. He said the Committee had no action items for the Board agenda
- Planning and Development Chair Ayers reported the Committee had met and discussed the State and Federal funding that Metro receives annually
- Committee Chair Rama commented that it would be good to provide this information to the Board, especially for the new members who wouldn't have been introduced to it yet
- CEO McBride reported External Relations Committee met and discussed the recent Legislative Breakfast
- CEO McBride said they also discussed the jurisdictional outreach assignments and he would provide information for Boardmembers in the packet where their assignments would be

#### 3. Other Items

##### **Notes:**

- CEO McBride noted that the CCTA/KCTA Operating Agreement was coming up for renewal on September 30<sup>th</sup>. He said it would be placed on the next Board Operations Committee agenda with markups. It will be discussed by the Board in August and approval in September



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- CEO McBride shared that at the June 8<sup>th</sup> Board meeting a Safety update would be provided
- Chair Aardema suggested that at a future meeting provide information about road projects taking place and those scheduled for the future as well as the Event Center and how it relates to transportation services
- Chair Aardema reminded everyone that in March of next year there would be a rotation of Board Officers as described with the implementation of the Governance process. He said he would be reaching out to everyone for their thoughts and role in the organization then the formation of a Nominating Committee
- Chair Aardema commented that with the resignation of Paul Ecklund from the KCTA there was the opening for a CCTA Boardmember to become a dual Boardmember
- CEO McBride shared that at some upcoming meetings there will be discussion regarding the Texas Township and KVCC service agreement update
- Next meeting dates are May 28<sup>th</sup>, June 25<sup>th</sup> and July 30<sup>th</sup> at 2:00 pm

The meeting adjourned at 2:58 pm



Agenda Item: #8  
Meeting Date: 06/08/26

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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Chief Executive Officer  
**DATE:** June 2, 2026  
**SUBJECT:** Chief Executive Officer Update

**Mobility Fellow**

Metro has hired a Mobility Specialist through a grant from the Community Economic Development Association of Michigan (CEDAM), Jason Martin. Metro was one of 12 transit systems awarded the competitive grant and CEDAM is paying his salary. Mr. Martin is a recent graduate of Wayne State University and is working at the Detroit Department of Transportation in the paratransit department until he begins at Metro on June 22<sup>nd</sup>. He will be working with On-Demand Services on the comingling project, software research, passenger surveys and representing Metro at related meetings. This is a full-time position that lasts through September 17, 2027.

**Grant Application**

Michigan Department of Transportation has a new competitive grant program restricted for public transit agencies. The Infrastructure Projects Authority Fund (IPAF) is for transformational transit projects and was created through Public Act of 2025. Metro is developing an application now and will request significant funding for the transition of Metro Link and Metro Connect into a comingled service, provided by one contractor. The programmatic goals of IPAF are:

- Regional and Statewide Impact
- Game Changer
- Operational Efficiency
- Community and Opportunity Impact

The grant will provide funding for three years and is due at the end of June. Letters of support are being sought from our jurisdictional and community partners.

**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 between a low of \$40,000 and a high of \$61,500 in late April. The most recent purchase was \$42,000.

**Safety and Security Initiatives**

Over the summer of 2026, Metro staff will partner with the TSA and KDPS to strengthen safety and security across our system. As part of this initiative, Metro will complete a Threat and Vulnerability Assessment, train staff as First Observers, and continue our ongoing De-Escalation training program.

These efforts reinforce Metro’s commitment to preparing for the when, not the if. By investing in advanced training from some of the industry’s leading experts, we ensure our staff are equipped with the knowledge, skills, and confidence needed to keep our system safe.

**Attachments**

1. Metro On-Demand Services Update



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Agenda Item: 8.a Meeting Date: 06/08/26
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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 29, 2026  
**SUBJECT:** April 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 12,577 rides taken in April, with 3,811 or 30% of those rides taken by ADA passengers. Metro Connect April statistics include:

- 166,260 Passenger Miles
- 128,872 Total Miles
- 95,266 Revenue Service Miles
- 6,901 Total Hours
- 16,141 Ride Requests
- 0 Denials
- 85 County-to-County Transfers
- 27 Veterans Administration Hospital Trips
- 97% On-Time Performance

### **CTS Software by TripMaster**

Metro Connect has used CTS Software by TripMaster since the ADA and Demand/Response services were combined in 2009. CTS is used for all passenger information, trip scheduling, reporting and vehicle tracking. The company is based in North Carolina and was founded in 1982. They currently have over 500 paratransit and non-emergency medical transportation clients throughout North America.

CTS is integral to Metro Connect daily operations. All trip schedules are done through CTS and trip manifests are generated and sent to the Mobile Data Terminals in each vehicle for the daily schedule. This also allows for real-time data to be sent when there are cancellations, changes or additions to schedules.

CTS has several features for Metro Connect including:

### **Automated Scheduling**

Schedulers enter the passenger's trip information, and CTS automatically seats them on the most efficient vehicle that will get them to their destination on time. Schedulers can also manually put passengers on vehicles when needed.

### **Reservation Management**

This gives schedulers one main screen for the dispatching hub to quickly make changes to rides and routes, view maps of the rides and routes, track all vehicles that are on the road and decrease the radio traffic with drivers.

### **Trip Portal**

This new feature allows passengers to manage their own ride requests from their computer or smartphone. Rider Delegates can also be designated that can manage rides for individuals who cannot do it themselves. The Trip Portal helps cut down on the number of telephone calls to the scheduling office.

### **Trip Reminder**

This provides the passenger with an automatic telephone call the day before their scheduled trip with the exact pickup time and reminder of the trip. The notifications are customizable for any information about the trip. This feature cuts down on the number of calls and uses internet-based calling so telephone lines remain free. Calls are also made 15 minutes prior to the vehicle's arrival.

### **Automated Vehicle Location**

The AVL displays all rides and routes with turn-by-turn GPS directions for drivers. It gives the satellite view of the vehicle location, drive times and mileage calculations. The history of vehicle routes and speeds can be checked. This feature also tracks on-time performance. Maps are updated quarterly to reflect new or closed roads, speed limit adjustments and other information about area changes.

### **ParaScope Mobile Data Terminals**

MDT tablets are in every Metro Connect vehicle and display the daily manifest, capture real-time vehicle data, provide instant scheduling updates and provide safer hands-free communication between Dispatch and the drivers.

### **Trip Reporting**

All reports and statistics are generated through the CTS software. Reports are customizable and generate data required for NTD, federal, State and local reporting.

### **Interactive Voice Agent**

Metro Connect is still testing this feature and it will go live in June. The IVA allows passengers to book, cancel and check on their rides with an AI agent that integrates with CTS. This will help in reducing the number of telephone calls.

CTS software is entirely internet-based and can be used anywhere from any device. Metro has access to all the features and information that the contractor does for efficient monitoring.

### **RECOMMENDATION**

This item is for informational purposes only.



Connecting People Throughout  
Kalamazoo County

Agenda Item: 8.a  
Meeting Date 06/08/26

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Chief Executive Officer  
Prepared by Richard G Congdon, On-Demand Services Manager  
**DATE:** May 29, 2026  
**SUBJECT:** April 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**

April had 9,868 trips taken on Metro Link. There was a major interruption of Verizon services on April 23, 2016, when a fiber optic cable was intentionally cut that greatly affected Metro Link service. Drivers were unable to connect and stay online in Kalamazoo County due to the interruption. Not all drivers were able to receive rides that were requested. Passengers were notified on the app but not all of those were able to be sent either. Metro is working on a contingency plan for any future outages.

The April average wait time was 17 minutes, with an average trip distance of 3.4 miles in 10 minutes. There were 172 wheelchair trips taken. The average rating was 4.9 and there were 1,562 five-star ratings given in the month.

The West Zone had 4,444 rides, the South Zone 2,396 and the East Zone 2,513. The overlaps to the Zones had 328 trips. Metro Link provided 103 trips that linked with the Metro bus as well. There were 816 active riders in April with 417 new passenger registrations.

### **Metro Link Mid-Year Review**

Metro Link is halfway through fiscal year 2026 and the service continues to grow after the launch in 2024. Metro Link has provided 67,918 rides through April, a 76% increase over the same period in 2025. Some of the other increases in service for 2026 include:

- Passenger Miles: 223,730, increase of 92%
- Revenue Miles: 312,813, increase of 70%
- Total Miles: 350,435, increase of 51%
- Revenue Hours: 20,755, increase of 43%
- Vehicle Hours: 24,707, increase of 23%
- Utilization: 2.7, increase of 42%
- Ride Requests: 116,788, increase of 85%

The average wait time for a vehicle to arrive after scheduling on Metro Link this year has been 16.8 minutes. Metro Link has completed 60% of all rides requested and arrived on time 98% of all trips.

# Metro Link Update

June 8, 2026

Page 2

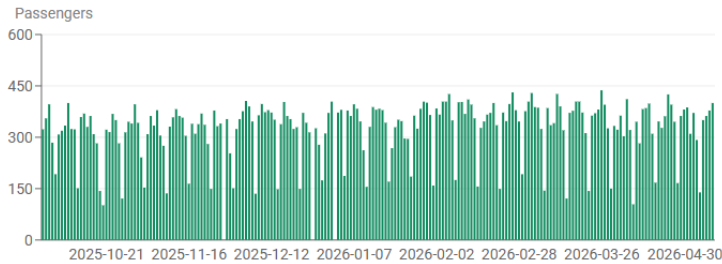
Metro uses Key Performance Indicators to measure service. The ridership goal for Metro Link in 2026 is a 20% increase over 2025, which has been met thus far in 2026. The service has operated so efficiently that the KPI was just increased. The KPI for ride utilization was increased from 2.75 to 3.0 because the original number was met quickly in 2026. Metro frequently monitors the KPI numbers to ensure that all services are on track to meet expectations.

The graph below shows the number rides for half of fiscal year 2025 versus fiscal year 2026:

## FY 2025

### Met Demand

Breakdown of passengers who received a Via Demand-Response proposal vs. those who didn't. Indicates how well supply matches rider demand. Pair with the Demand vs. Supply dashboard for optimization insights.

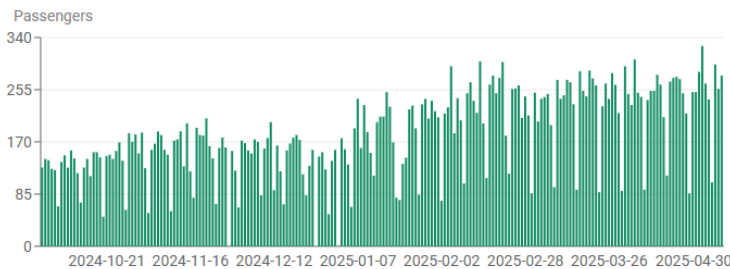


■ Via Demand-Response Proposal Provided

## FY 2026

### Met Demand

Breakdown of passengers who received a Via Demand-Response proposal vs. those who didn't. Indicates how well supply matches rider demand. Pair with the Demand vs. Supply dashboard for optimization insights.



■ Via Demand-Response Proposal Provided

Metro Link ridership continues to grow and the service will be assessed in 2026 for possible vehicle fleet expansion, sizes of service zones, later hours and specialized services. Metro is currently looking at a program that would expand service in the downtown area. Metro is also exploring putting bike racks on the Metro Link vehicles for additional transportation options.

## **RECOMMENDATION**

This item is for informational purposes only.