



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
September 14, 2026
Regular Meeting**

*The next joint CCTA/KCTA Regular meeting will be held on
Monday, September 28, 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, September 14, 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 September 14, 2026*		
	b. Minutes for August 10, 2026*		
3.	Public Comment		
4.	Pension Board		
	a. Action Items		
	1. Presentation by Mike Kosciuk from GRS Regarding Pension Valuation and OPEB Valuation		
	i. Receipt of CCTA Pension Valuation Report of 12/31/25 and City of Kalamazoo OPEB Valuation Report of 01/01/26*	Voice Vote	Voice Vote
	2. Consideration to Adopt CCTA/KCTA Investment Pension Policy No. 4.05*	Roll Call	Roll Call
	b. Informational Items		
5.	Planning and Development		
	a. Action Items		
	1. Motion to Open Public Hearing/Close Public Hearing Regarding CCTA FY 2027 and FY 2028 Budgets	Voice Vote	Voice Vote
	2. Consideration to Adopt KCTA Resolution 26-002 Levying the Transit Millage for the 2027 Calendar Year*	Roll Call	
	3. Consideration to Adopt CCTA Resolution 26-005 Levying the Transit Millage for the 2027 Calendar Year*		Roll Call
	4. Consideration to Adopt CCTA FY 2027 and FY 2028 Budgets*	Roll Call	Roll Call
	b. Informational Items		
	1. Planning and Development Committee Notes of August 26, 2026*		



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6.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Approve renewal of Workers Compensation Insurance with Accident Fund Insurance*	Roll Call	Roll Call
	2. Consideration to Approve Renewal of Liability Insurance with Michigan Municipal Management Authority (MMRMA)*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Monthly Financial Report*		
	3. Performance Monitoring Committee Notes of August 25, 2026*		
7.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. External Relations Committee Notes of August 26, 2026*		
8.	Board Operations Committee		
	a. Action Items		
	1. Consideration to approve an Updated Operating Agreement between the CCTA and the KCTA*	Roll Call	Roll Call
	b. Informational Items		
	1. Board Operations Committee Meeting Notes of August 26, 2026		
9.	Report from Chief Executive Officer*		
	a. On-Demand Services Update*		
10.	Other Reports		
	a. KATS		
	b. Local Advisory Committee (LAC)		
	c. On-Demand Services Ambassador Report		
11.	Chairperson's Report		
12.	Public Comment		
13.	Members' Time		
14.	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
August 10, 2026**

Place: Metro Administration Building
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Cheryl Pesti, Richard Congdon, Scott Robinson, Jason Emig, Savion Fredenberg, Abby Wright, Jason Martin, Barbara Blissett
Others Present: Lt. Andrew Werkema

1.) KCTA ROLL CALL

KCTA Members Present: Curtis Aardema, Aditya Rama, Gary Sigman, Tim Sloan, Greg Rosine

KCTA Members Absent: Dusty Farmer

A motion was made to excuse Farmer

Motion: Sigman

Second: Rosine

Motion carried by voice vote

1.) CCTA ROLL CALL

CCTA Members Present: Curtis Aardema, Chris Burns, Christyn Johnson, Lisa Mackie, Garrylee McCormick, Brendan Pizzala, Greg Rosine

CCTA Members Absent: Nicole Beauchamp, Dusty Farmer, Tristen Mabin, Terry Urban

A motion was made to excuse Beauchamp, Farmer, Mabin, Urban

Motion: Burns

Second: Rosine

Motion carried by voice vote.

2.) REQUEST FOR APPROVAL OF AGENDA/MINUTES

A motion was made by KCTA and CCTA for approval of the joint CCTA/KCTA meeting agenda for August 10, 2026 and minutes of June 8, 2026.

KCTA Motion: Sloan

Second: Sigman

CCTA Motion: Burns

Second: Johnson

Motion carried by voice vote.

3.) PUBLIC COMMENTS – None

4.) ON-DEMAND SERVICES UPDATE

On-Demand Services Manager Richard Congdon introduced Jason Martin, Mobility Specialist Fellow who is funded from a state grant through Community Economic Development Association of Michigan (CEDAM). Martin spoke about his duties and working with Metro's on-demand services.

Congdon presented a new scheduling update for Metro Connect. He said Metro Connect uses CTS from Tripmaster for the scheduling master, passenger data base, reporting and tracking of vehicles. He presented background information regarding the service and new program. He said

they recently added online features. Ainsley Schwartz and Eric Erdman, Tripmaster, provided a demonstration of the new scheduling software.

She indicated passengers would be able to schedule and manage rides through a portal downloaded to their laptops or phones. Schwartz said passengers, through their account they had created, could view their previous rides, schedule or cancel a ride and if a ride had been denied due to a conflict in availability

Boardmembers asked questions about the program and indicated this was a good feature for the on-demand services

On-Demand Services Manager Richard Congdon reported on Metro Link Metro Connect. Congdon said the service continues to grow and service for Metro Link will continue to be assessed.

5.) PERFORMANCE MONITORING COMMITTEE

Committee Chair Rama introduced Safety and Security Manager Jason Emig and Lieutenant Andrew Werkema who gave a presentation on the current safety and security.

Lt. Werkema provided an overview of the efforts by the Kalamazoo Department of Public Safety

Boardmembers thanked Lt. Werkema and Emig for their continuing efforts to provide a safe and welcoming area for the use of public transportation.

The Board reviewed and discussed the Metrics Report and ongoing route changes.

6.) PLANNING AND DEVELOPMENT COMMITTEE

CEO McBride stated the Planning and Development Committee had met to discuss the upcoming budget.

CEO McBride presented a PowerPoint on the FY 2027 and 2028 budgets. CEO McBride noted there would be budget Small Group Meetings for Boardmembers prior to the September 14th public hearing.

A motion was made by the CCTA and KCTA to adopt Resolution 26-004 scheduling a public hearing on Monday, September 14, 2026 to consider the CCTA FY 2027 and FY 2028 Budgets.

KCTA Motion: Rama

Second: Rosine

CCTA Motion: McCormick

Second: Johnson

Motion carried by roll call vote.

KCTA

Ayes: Aardema, Rama, Sigman, Sloan, Rosine

Nays: None

Absent: Farmer,

CCTA

Ayes: Aardema, Burns, Johnson, Mackie, McCormick, Pizzala, Rosine

Nays: None

Absent: Beauchamp, Farmer, Mabie, Urban

7.) EXTERNAL RELATIONS COMMITTEE

Committee Chair Mackie and CEO provided the August 4th KCTA election results. It was noted that the millage passed with 65% voter approval. This resulted in a seven-year millage of 0.36 mills.

Mackie thanked Boardmembers and staff for their efforts in getting the information out to the County residents to help insure a positive outcome at the polls.

CEO McBride gave a brief review of the August 4th election results.

8.) BOARD OPERATIONS COMMITTEE

CEO McBride presented the draft CCTA/KCTA Agreement for a first reading. He gave a brief history of the coordinated efforts between the CCTA and the KCTA. CEO McBride stated the agreement had been reviewed by the Board Operations Committee and the CCTA Attorney. He said this agreement would be from October 1, 2026 through September 30, 2030. He noted the agreement changes included

- In Section 1, the Acknowledged Facts have been updated to reflect current the current status of the system. Items updated include the current millage rates and durations, current CCTA boundaries and the inclusion of Metro Link service.
- Sections 9 to 16 have been added by CCTA Attorney Richard Cherry.

A motion was made by the CCTA and KCTA to offer for first reading the updated CCTA/KCTA Operating Agreement.

KCTA Motion: Rosine

Second: Sloan

CCTA Motion: McCormick

Second: Burns

Motion carried by voice vote.

CEO McBride presented the Transit Service Agreement between Texas Township, Kalamazoo Valley Community College and the CCTA. He provided background concerning the updated agreement to include Metro Link and stated the rate for Texas Township and KVCC would be based on the 1.05 mills that will be levied for the upcoming year. CEO McBride stated that Texas Township and KVCC have approved the updated agreement and value the cooperative working relationship between each entity.

A motion was made by the CCTA and KCTA to approve the Transit Service Agreement between Texas Township, Kalamazoo Valley College and the CCTA and authorize the CEO to execute all necessary documents.

KCTA Motion: Rama

Second: Sigman

CCTA Motion: Mackie

Second: Johnson

Motion carried by roll call vote.

KCTA

Ayes: Aardema, Rama, Sigman, Sloan, Rosine

Nays: None

Absent: Farmer,

CCTA

Ayes: Aardema, Burns, Johnson, Mackie, McCormick, Pizzala, Rosine

Nays: None

Absent: Beauchamp, Farmer, Mabie, Urban

Chair Aardema noted that in the Board packet was the information for the yearly CEO evaluation process. He said the Committees will provide feedback to the Board Operations Committee for a subsequent report and recommendation to the full Board.

9.) CHIEF EXECUTIVE OFFICER'S REPORT

CEO McBride announced that KCTA Boardmember James Ayers had resigned. He also shared that Metro coach operator Charta Battle had passed away.

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

- United Way Partnership
- Human Resources
- Community Events
- Pilot Van Disposition
- Metro Share – Youth Pilot

10.) SUBCOMMITTEE REPORTS

Pension Board – Pension Board member Chris Burns introduced for first reading Pension Board Policy No. 4.05 that is fashioned after the City of Kalamazoo's Pension Policy. He said the City of Kalamazoo is technically the statutory fiduciary for the plan assets, however, the Board is responsible for providing the funds for its qualified retiree employees. In review it was determined the CCTA/KCTA needed a policy governing those pension funds. Burns said the policy would be presented for final adoption at the next Board Meeting.

A motion was made by the CCTA and KCTA to offer for first reading CCTA/KCTA Pension Policy No. 4.05.

KCTA Motion: Rama

Second: Sigman

CCTA Motion: Mackie

Second: Johnson

Motion carried by voice vote.

KATS Policy Committee –No Report

Local Advisory Committee (LAC) – No Report.

On-Demand Ambassador Report – Boardmember Sloan stated the past month had been a good month for the on-demand services.

11.) CHAIRPERSON REPORT – Chair Aardema thanked the Citizens for Community Transportation, Boardmembers and staff for all their hard work to promote the successful KCTA millage approved.

12.) PUBLIC COMMENT – None

13.) MEMBERS TIME – Boardmembers welcomed the new staff members and commented on the success of the KCTA millage passing.

14.) ADJOURNMENT

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

*KCTA Motion: Sigman
CCTA Motion: Burns*

*Second: Rosine
Second: Johnson*

Motion carried by voice vote.

The meeting adjourned at 1:20 PM.

Curtis Aardema
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Curtis Aardema
KCTA Chairperson

Barbara Blissett
KCTA Clerk



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Kalamazoo County

Agenda Item # 4.a.1.i Meeting Date 09/14/26
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Chief Executive Officer
Prepared by: Greg Vlietstra, Chief Administrative Officer
DATE: August 28, 2026
SUBJECT: Pension and OPEB Annual Actuarial Valuations

DISCUSSION

Annual actuarial valuation reports of the CCTA Pension Plan and City of Kalamazoo OPEB Plan are provided to the CCTA and KCTA Boards each year. As a reminder, the CCTA is a subcomponent unit of the City of Kalamazoo Postretirement Welfare Benefits Plan (often referred to as an OPEB plan). OPEB refers to retiree health care for Metro retirees who have enough years of service and age to be vested in the system. The OPEB benefit has been closed to Metro employees hired after 2011. This means the system is closed to new hires, which reduces the long-term financial liability to the organization.

Mike Kosciuk from GRS, the actuarial consulting firm for both the City of Kalamazoo and Metro, did an initial review of the annual actuarial valuation reports at the June 11th CCTA Pension Board meeting.

The four reports listed below are available at www.kmetro.com/resources/documents.

- CCTA Pension Plan GASB Statements 67 and 68 Report, 12/31/2025
- City of Kalamazoo OPEB Statements 74 and 75 Report, 12/31/2025
- CCTA Pension Actuarial Valuation Report, 12/31/2025
- City of Kalamazoo OPEB Actuarial Valuation Report, 1/1/2026

RECOMMENDATION

It is recommended by the CCTA Pension Board that the CCTA and KCTA Boards receive the four reports listed above.



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Agenda Item: 4.a.2 Meeting Date: 9/14/26

TO: CCTA and KCTA Boards
FROM: Sean McBride, Chief Executive Officer
Prepared by: Greg Vlietstra, Chief Administrative Officer
DATE: August 14, 2026
SUBJECT: Investment Policy for CCTA Pension Plan

BACKGROUND

The CCTA Pension Board undertook a review of the CCTA Pension Board governance and pension board member responsibilities in 2025. The documents reviewed were the CCTA Pension Board Bylaws, the CCTA Pension Board Ethics Policy, and the CCTA Pension Board Training & Education Policy. As part of the review last year, the CCTA Pension Board suggested an investment policy to clarify that the CCTA and KCTA Board of Directors and the CCTA Pension Board will utilize the City of Kalamazoo Investment Policy as the investment policy of the CCTA.

DISCUSSION

The assets of the Central County Transportation Authority (CCTA) employee retirement pension system are managed by the City of Kalamazoo Retirement Investment Committee. This arrangement is governed by the Comprehensive Transition Agreement between the City of Kalamazoo and Central County Transportation Authority (2015), the CCTA Pension Plan (Adopted in 2016, Restated in 2020), and the Support Services Agreement between the City of Kalamazoo and the CCTA (Adopted in 2016, Renewed in 2025). The purpose of this policy is to clarify that the CCTA and KCTA Board of Directors and the CCTA Pension Board will utilize the City of Kalamazoo Investment Policy as the investment policy of the CCTA. A current version of the City of Kalamazoo Investment Policy is attached for reference.

As further context and background information, the City of Kalamazoo Retirement Investment Committee (RIC) City of Kalamazoo Retirement Investment Committee manages the assets of the Employee Retirement System and has full authority to invest and reinvest those assets according to the policies, strategies, and guidelines approved by the Kalamazoo City Commission. The committee meets in February, May, August, and November. Current members are: Dean Bergy, Dan DeMent, Joshua Sledge, Sandi Doctor, and Nick Griffith.

The CCTA Pension Board discussed the new investment policy at its meeting on March 12, 2026. The CCTA Pension Board recommended approval to the CCTA and KCTA Board of Directors at its meeting on June 11, 2026. The first reading of the policy was at the August 10, 2026 CCTA and KCTA Board meeting.

RECOMMENDATION

The Pension Board and staff recommend that the CCTA and KCTA Boards adopt the Investment Policy for the CCTA and KCTA Board of Directors.

ATTACHMENTS

1. Investment Policy No. 4.05 for CCTA and KCTA Board of Directors



**CENTRAL COUNTY TRANSPORTATION AUTHORITY AND
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY BOARD POLICY**

SUBJECT: Investment Policy for Employee Retirement System

ADOPTED: TBD
NUMBER: 4.05

PURPOSE

The assets of the Central County Transportation Authority (CCTA) employee retirement pension system are managed by the City of Kalamazoo Retirement Investment Committee. This arrangement is governed by the Comprehensive Transition Agreement between the City of Kalamazoo and Central County Transportation Authority (2015), the CCTA Pension Plan (Adopted in 2016, Restated in 2020), and the Support Services Agreement between the City of Kalamazoo and the CCTA (Adopted in 2016, Renewed in 2025). The purpose of this policy is to clarify that the CCTA and KCTA Board of Directors and the CCTA Pension Board will utilize the City of Kalamazoo Investment Policy as the investment policy of the CCTA. A current version of the City of Kalamazoo Investment Policy is attached.

POLICY STATEMENT

The CCTA Pension Board will utilize the City of Kalamazoo Investment Policy as the investment policy of the CCTA Pension Board.

PROCEDURE

The CCTA Pension Board will be responsible for reviewing the City of Kalamazoo Investment Policy and recommending any changes to the CCTA and KCTA Board of Directors. This policy will remain in effect unless changed by the CCTA and KCTA Board of Directors. This policy will be reviewed as needed but no longer than every five years.

APPROVAL

CCTA/KCTA Board Chair

CCTA/KCTA Clerk

CITY OF KALAMAZOO

EMPLOYEES' RETIREMENT SYSTEM INVESTMENT POLICY

(AMENDED DECEMBER 2000)

OBJECTIVE

The System's objective is to accumulate a pool of assets sufficient to meet the obligation of the City of Kalamazoo Employees' Retirement System at the lowest total cost to the City of Kalamazoo in a manner consistent with the fiduciary responsibilities of the Fund and solely in the interest of the participants and beneficiaries, all pursuant to Act 485 of Michigan Public Act of 1996 and all other applicable laws and regulations.

STRATEGY

The System's assets will be invested to achieve the maximum long-term, risk adjusted (three to four market cycles) cumulative return possible under the laws and regulations under which these assets can be invested.

The System will maintain the following disciplined asset mix:

1. A target of seventy percent (70%) of the portfolio's market value will be invested in stock with the balance invested in notes, bonds, equity real estate and short-term securities.
 - a. A target of no more than five percent (5%) of the portfolio's market value will be invested in equity real estate.
 - b. Variations from this target asset mix based on market value will be remedied in a prudent manner through the allocation of annual contributions, liquidations to meet System's needs, and or the transfer of assets between fund managers.
2. The City of Kalamazoo will seek to achieve and maintain a target-funded ratio (market value of assets as a percent of the present value of total accrued liabilities on a plan termination basis) of not less than 100%.
3. The Employees' Retirement System's Investment committee is responsible for recommending to the City Commission the investment policies/strategies and monitoring the systems serving as controls over the managers, trustees, advisors, actuaries and other fiduciaries.
4. The City Commission is responsible for approving the recommendations of the Employees' Retirement System's Investment Committee.

5. The Investment Committee of the Employees' Retirement System is responsible for the execution of the policies, strategies and the retaining of managers, advisors, trustees and other fiduciaries, as well as other necessary services pursuant to all City policies and procedures and will consult with City staff when appropriate.
6. Employees' Retirement System's Investment Committee will annually prepare a budget. The budget will be prepared in conjunction with the City's budget process and procedures and will be approved by the City Commission. Once approved, the Investment Committee, along with staff, will have responsibility for managing the expenses within the budget in accordance with all applicable City policies and procedures.
7. Minutes of all meetings will be recorded by the Secretary to the Investment Committee and distributed to all pertinent parties.
8. The Employees' Retirement System's Investment Committee will report in writing to the City Commission all findings from their due diligence visits.
9. The Employees' Retirement System's Investment Committee will issue quarterly reports to the City Commission reporting the performance of the Fund.

INVESTMENT OBJECTIVES, STRATEGIES, PERFORMANCE MEASUREMENT AND REVIEW

COMMON STOCK

Objectives:

Long-term (three to four market cycles)

To realize a long-term cumulative total rate of return (defined as income plus realized and unrealized gains and losses) equal to the average annual rate of return on U.S. Treasury Bills plus six hundred (600) basis points net of all fees and expenses.

Short-term (one to five years)

Active managers must realize a cumulative annual rate of return equal to the performance of the S&P 500 plus twenty-five (25) basis points net of all fees and expenses.

Passive managers must realize a cumulative annual rate of return equal to the Index for which they were hired, less no more than fifteen (15) basis points. Fees and expenses will be negotiated separately.

Active managers must realize a total rate of return equal to or better than each manager's commingled equity fund ("a showcase fund") where appropriate.

BONDS AND SHORT-TERM SECURITIES

Objectives:

Long-term (three to four Market Cycles)

Realize a long-term cumulative annual rate of return (defined as income plus realized and unrealized gains and losses) equal to the average annual rate of return on U.S. Treasury Bills plus two hundred seventy-five (275) basis points.

Short-term (one to five years)

Active managers must realize a cumulative annual total rate of return equal to the appropriate bond index plus ten (10) basis points net of all fees and expenses.

Passive managers must realize a cumulative annual rate of return equal to the Index for which they were hired to manage of not less than ten (10) basis points of the Index's performance. Fees and expenses will be negotiated separately.

REAL ESTATE

Objectives:

Long-term (three to four Market Cycles)

Realize a long-term cumulative rate of return (defined as income plus realized and unrealized gains and losses) equal to the average annual rate of return on U.S. Treasury Bills plus three hundred seventy-five (375) basis points net of all fees and expenses.

Short-term (one to five years)

Realize a cumulative annual total rate of return equal to or greater than that achieved by the median real estate fund as reported by the major performance measurement services.

Real Estate Managers

Real estate investment managers retained by the System may invest only in equity positions or mortgages convertible to equity positions. All invested properties must be initially approved and reappraised on a periodic basis. The appraisals will be made on a generally accepted appraisal basis. May not invest in foreign properties.

PERFORMANCE MEASUREMENT AND REVIEWS – ALL MANAGERS

The following criteria will be used to evaluate each manager's performance:

1. Achievement of the Fund's objectives.
2. Comparisons with other managers, indexes, etc.
3. Subjective observations regarding the manager's organization, professionalism, administrative skills, etc.
4. Members of the Employees' Retirement System's Investment Committee will meet with each manager not less than two (2) times each year. Normally, once at the managers' office and once in Kalamazoo.

STRATEGY FOR ALL ASSETS

1. The Kalamazoo City Commission expects each of its managers, trustees and fiduciaries to be familiar with the laws and regulations governing the investment of its assets, particularly Act 485 of Public Act of 1996, and as it may be amended from time to time, and to invest the System's assets accordingly.

Should there be any conflict or variance between the Kalamazoo City Commission's policy and said laws and regulations, then said laws and regulations will prevail.

2. The Kalamazoo City Commission expects each of its investment managers to maintain or advise the City as to any changes from style, philosophy and strategy for which it was originally selected.
3. The Kalamazoo City Commission expects each of its investment managers to maintain a fully invested position. However, the City

Commission recognizes its managers may have any amount of cash or cash equivalent from time to time.

4. Common stock managers may not invest in letter stock or make foreign investments (excluding U.S. listed foreign corporations).

BONDS AND SHORT TERM SECURITIES MANAGERS

1. May invest up to one hundred percent (100%) of the managers' portfolio in U.S. Government and Agency issues (both debentures and mortgage passthroughs). However, the investments should be diversified among a number of issues and only up to fifty percent (50%) of the manager's portfolio may be invested in Government Agency debentures.
2. May invest up to seventy percent (70%) of the managers' portfolio, in non-U.S. Government or Agency guaranteed issues. May invest up to twenty-five percent (25%) of the portfolio in direct placements, including Rule 144A securities.
3. Bonds must be graded in the top four major grades as determined by two national rating agencies approved by the State Treasurer of Michigan.
4. Commercial Paper must be, at the time of purchase, within the two highest classifications established by not less than two national rating services as determined by the State Treasurer of Michigan and mature within two hundred seventy (270) days.

USE OF DERIVATIVES

Explanation:

Derivatives consist of those financial instruments that derive their value from an external source, e.g., an interest rate benchmark, commodity benchmark, underlying mortgage pools, etc. Derivatives can be used prudently to reduce portfolio risk and enhance return, and they can also increase portfolio risk if used inappropriately.

Derivatives of moderate Risk

1. Floating rate notes
2. Planned Amortization Class (PAC) on Collateralized Mortgage Obligations (CMO)
3. Repurchase agreements

Derivatives of Extraordinary Risk

1. Inverse and range of floating rate notes
2. Interest Only (IO) and Principal Only (PO) strips
3. Support tranche CMO's
4. Structured notes
5. Issues that have potentially high sensitivity to interest rate changes or are not understood by the Investment Committee.

Requirements for Usage of Derivatives:

A majority of the members of the Investment Committee must have familiarity and confidence in the overall abilities of any professional money manager before the manager is hired for the City of Kalamazoo Employees' Retirement System.

The key to successful use of derivatives rests with

1. Rigorous modeling of the security or derivative's potential price movement in changing market conditions. From this modeling, the effective duration of the instrument can be estimated and embodied in the overall portfolio's duration.
2. Continual monitoring of such securities and daily pricing using a reliable source.
3. Derivatives with unusually high potential price volatility should be limited to a modest percentage of the portfolio.
4. Derivatives whose value is derived from non-fixed income sources, e.g., currencies or commodities, will be limited to applications which hedge an exposure to the portfolio.
5. Managers investing the City's portfolios must submit a quarterly report profiling all derivative positions, the effective durations, and the impact on total portfolio duration. This report will allow the Investment Committee to see the extent of the portfolio's exposure to various types of derivatives and the potential impact on portfolio performance.



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Agenda Item # 5.a.1 Meeting Date 09/14/24
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: August 12, 2026
SUBJECT: CCTA Budget for Fiscal Year 2027 (October 1, 2026 - September 30, 2027) and Fiscal Year 2028 (October 1, 2027 - September 30, 2028)

BACKGROUND

A public hearing for the Fiscal Year 2027 and 2028 budgets is being held on September 14, 2026.

The CCTA budget is two one-year cycles. A two-year budget cycle better allows the CCTA and KCTA Boards and staff to coordinate budgeting, planning, and grant administration.

DISCUSSION

The proposed Fiscal Year 2027 and 2028 Budgets were first presented at the August 10 board meeting and are available for the public online at kmetro.com

The Planning & Development Committee comprehensive review took place at the meeting on July 22

Small group meetings took place on August 28 and September 2. These gatherings allowed Boardmembers to ask staff more detailed questions about the budgets.

RECOMMENDATION

- 1) The Planning and Development Committee recommends that the KCTA Board adopt a Resolution levying up to 0.36 mills for the 2027 KCTA Transit Millage.
- 2) The Planning and Development Committee recommends that the CCTA Board adopt a Resolution levying up to 1.1 mills for the 2027 CCTA Transit Millage.
- 3) The Planning and Development Committee recommends the approval of the FTA mandated Transit Asset Management (TAM) Plan on page 41 of the budget.
- 4) The Planning & Development Committee and Chief Executive Officer recommend adoption of the Fiscal Year 2027 and 2028 Budgets.

Attachments:

1. Proposed Fiscal Year 2027 and 2028 Budgets (separate item on agenda website)
2. Resolution No. 26-002 Levying the 2027 KCTA Transit Millage
3. Resolution No. 26-005 Levying the 2027 CCTA Transit Millage

KALAMAZOO COUNTY TRANSPORTATION AUTHORITY ("KCTA")

Resolution: 26-002

**Resolution Levying the Transit Millage for 2026 and Providing for Collection of the Transit Millage
in July 2027 for the Cities in Kalamazoo County and in
December 2027 for the Townships in Kalamazoo County**

The KCTA makes the following findings:

1. The Kalamazoo County Board of Commissioners created the KCTA under Public Act 196 of 1986, as amended ("Act 196");
2. KCTA was created to fund county-wide transit system in Kalamazoo County.
3. Act 196 authorizes KCTA to levy a tax to provide for public transportation services, if approved by the voters.
4. KCTA adopted a resolution, which submitted to Kalamazoo County voters the question of whether 0.3124 mills should be levied during 2027, 2028, 2029, 2030, 2031, 2032, and 2033 for the purpose of providing public transportation services in Kalamazoo County.
5. The voters approved the millage request at the August 4, 2026 election.
6. KCTA is now adopting this resolution to levy 0.36 mills on all taxable property located in Kalamazoo County for 2027. This millage should be collected by tax assessing officials for the cities located in Kalamazoo County as part of the July tax bill. Tax assessing officials for the townships located in Kalamazoo County should collect this millage as part of the December tax bill.

Based on these findings, the KCTA resolves:

1. Voters approved the millage request at the August 4, 2026 election. KCTA now levies 0.36 mills or up to the allowable amount after the Headlee Amendment is applied by the Kalamazoo County Equalization Director on all taxable property located in Kalamazoo County for 2027. Tax assessing officials for the Cities in Kalamazoo County shall collect this millage as part of the July tax bill. Tax assessing officials for the Townships in Kalamazoo County shall collect this millage as part of the December tax bill. All funds generated by this levy shall be appropriated to expenditures according to KCTA's budget.
2. A certified copy of this resolution shall be filed with the proper tax assessing officials no later than May 15, 2027.
3. The KCTA Board and its officers and agents are authorized and directed to take all other actions appropriate to carry out the intent of this resolution, including providing an L-4029

The aforementioned resolution was offered by _____ and supported by _____.

Ayes:

Nays:

Absent:

RESOLUTION DECLARED ADOPTED.

STATE OF MICHIGAN)
) SS
COUNTY OF KALAMAZOO)

I, Barbara Blissett, Kalamazoo County Transportation Authority Clerk, do hereby certify that the foregoing is a true copy of a Resolution adopted by the Kalamazoo County Transportation Authority at a regular meeting held on September 14, 2026.

Barbara Blissett, Clerk
Kalamazoo County Transportation Authority

CENTRAL COUNTY TRANSPORTATION AUTHORITY ("CCTA")

Resolution: 26-005

Resolution Levying the Transit Millage for 2027 and Providing for Collection of the Transit Millage in July 2027 for the Cities of Kalamazoo, Portage and Parchment and in December 2027 for the Townships of Kalamazoo, Comstock, and Oshtemo in Kalamazoo County

The CCTA makes the following findings:

1. The Kalamazoo County Board of Commissioners created the CCTA under Public Act 196 of 1986, as amended ("Act 196").
2. CCTA was created to operate a county-wide transit system in Kalamazoo County and to also determine if a millage is necessary in order to operate the public transportation system.
3. Act 196 authorizes CCTA to levy a tax to provide for public transportation services, if approved by the voters.
4. The CCTA operates the fixed-route bus system within the urbanized areas of Kalamazoo County. The boundaries of the CCTA are included in the CCTA Articles of Incorporation. The Articles of Incorporation were updated by the Kalamazoo County Board of Commissioners on August 29, 2019. The Boundaries of the CCTA include the cities of Kalamazoo, Parchment and Portage. All areas of Kalamazoo Township, in Comstock Township, and Precincts #03, #04, #05, #06, #07, #08 and #09 in Oshtemo Township.
5. CCTA adopted a resolution, which submitted to Kalamazoo County voters the question of whether up to 1.1 mills should be levied during 2026, 2027, 2028, 2029 and 2030 for the purpose of providing public transportation services in Kalamazoo County.
6. The voters approved the millage request at the November 4, 2025 election.
7. CCTA is now adopting this resolution for the CCTA 2027 Transit Millage to levy **1.1 mills** on all taxable property located in the Central County Transportation Authority boundaries. This millage should be collected by tax assessing officials for the Cities of Kalamazoo, Portage and Parchment located in Kalamazoo County as part of the July tax bill. Tax assessing officials for the Townships of Kalamazoo, Comstock and Oshtemo located in Kalamazoo County should collect this millage as part of the December tax bill.

Based on these findings, the CCTA resolves:

1. Voters approved the millage request at the November 4, 2025 election. CCTA shall levy **1.095 mills** up to the allowable amount after the Headlee Amendment is applied by the Kalamazoo County Equalization Director on all taxable property located in Kalamazoo County for 2027 Tax assessing officials for on all taxable property located within the Central County Transportation Authority Boundary for 2027. Tax assessing officials for the Cities of Kalamazoo, Portage and Parchment in Kalamazoo County shall collect this millage as part of the July tax bill. Tax assessing officials for the Townships of Kalamazoo, Comstock and Oshtemo in Kalamazoo County shall collect this millage as part of the December tax bill. Within Oshtemo Township, CCTA boundaries include Voting Precincts #03, #04, #05, #06, #07, #08 and #09. All funds generated by this levy shall be appropriated to expenditures according to CCTA's budget.
2. A certified copy of this resolution shall be filed with the proper tax assessing officials no later than May 15, 2027. The CCTA Board and its officers and agents are authorized and directed to take all other actions appropriate to carry out the intent of this resolution, including providing an L-4029.

The aforementioned resolution was offered by _____ and supported by _____.

Ayes:

Nays:

Absent:

RESOLUTION DECLARED ADOPTED

STATE OF MICHIGAN

)ss

COUNTY OF KALAMAZOO

I, Barbara A Blissett, Central County Transportation Authority Clerk, do hereby certify that the foregoing is a true copy of a Resolution adopted by the Central County Transportation Authority at a regular meeting held on September 14, 2026

Barbara A Blissett, Clerk
Central County Transportation Authority



Planning and Development Committee Notes

Date: Wednesday, August 26, 2026

Members Present: Greg Rosine, Chris Burns, Tafari Brown, Keshia Woodson-Sow (Staff Liaison), Sean McBride (Chief Executive Officer), Annette Arkush

Absent: Tristen Mabin

Guests: Cheryl Pesti, Richard Congdon

Action Items

- Budget/Accounting Manager Pesti presented the Recommendation to Adopt the Resolution for CCTA Millage 2027. Discussion was had regarding the millage amount. Committee decided to recommend the maximum amount allowed under the Headly amendment.
- Budget/Accounting Manager Pesti presented the Recommendation to Adopt the Resolution for the KCTA 2027 Millage. Committee agreed to recommend adoption. Budget/Accounting Manager Pesti presented the Transit Asset Management (TAM) Plan as part of the budget process. Discussion was had on the percentages as shown. CEO McBride spoke about the target percentages for 2027 and what they mean for the State of Good Repair. Information was requested regarding the industry standard. The Committee was informed that the FTA says a ULB under 10% is a healthy state of good repair.
- Budget/Accounting Manager Pesti presented the Budget Adoption Memo, the committee agreed to recommend adoption of the 2027 and 2028 budgets.

Items for Discussion

- On-Demand Services Manager Congdon presented an update to the committee surrounding the process and future thoughts for the On-Demand Service Comingling of Metro Connect and Metro Link. Congdon spoke about where staff is in the process, the consultant Left Turn Right Turn, the timeline and the RFSQ and RFP process for the comingling of services in 2027. Congdon discussed how staff is reaching out to other agencies to gather more information about their comingled services.

CEO Evaluation

- Committee members will walk through the packet of information including last year's goals, next year's goals, and any notes and provide their comments to Chris Burns. Committee will have time to discuss it further at the next committee meeting.

The meeting concluded at 2:40pm

Next Meeting is September 16, 2026



Connecting People Throughout
Kalamazoo County

Agenda Item 6/a/1 Meeting Date 09/14/26
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TO: CCTA and KCTA Boards
FROM: Performance Monitoring Committee
Prepared by: Greg Vlietstra, Chief Administrative Officer
DATE: August 31, 2026
SUBJECT: Workers Compensation Insurance Renewal with Accident Fund

BACKGROUND

When Metro was part of the City of Kalamazoo, workers compensation claims and expenses were historically higher than other private and public sector organizations. Beginning in October 2016, with assistance from our agent of record (Keyser Insurance), Metro instituted a fresh approach to workers compensation claims that included more prevention on the front end, enhanced communication with employees, a light-duty program, and better claims management on the back end. Significant progress in this important area has been made since 2016.

Metro as a new organization in 2016 with no claims history independent of the City of Kalamazoo, was placed in the Michigan Workers Compensation Placement Facility Assigned Risk Pool. Liberty Mutual was assigned as our carrier in 2016. Due to reduced claims, better claims management, instituting a light-duty guidance from our agent of record, Metro was able to procure competitive quotes outside the Michigan assigned risk pool. This is an advantage to Metro because it results in lower rates, higher coverage limits, and more flexibility.

DISCUSSION

Accident Fund has been our carrier for the last six years and their customer service and claims process were efficient and effective. Accident Fund Insurance Company of America, headquartered in Lansing, has been one of the largest companies in the nation that specializes in workers compensation insurance.

Keyser Insurance, our local agent of record, assisted Metro by procuring a one-year renewal with an annual premium cost of \$262,182. The proposed cost when compared to the premium last year is a *decrease* of \$17,118, or 6.1%. Further, and more significant, the total annual premium amount is over \$106,000 cheaper than what the organization paid for workers compensation insurance in 2015 when it was part of the City of Kalamazoo.

RECOMMENDATION

The Performance Monitoring Committee and Metro staff recommend approval by the CCTA and KCTA Boards to allow the Chief Executive Officer to execute necessary documents to renew Metro workers compensation insurance coverage with Accident Fund at a cost of \$262,182 for coverage from October 1, 2026 through September 30, 2027.



Connecting People Throughout
Kalamazoo County

Agenda Item 6.a.2 Meeting Date 09/14/26
--

TO: CCTA and KCTA Boards
FROM: Performance Monitoring Committee
Prepared by: Greg Vlietstra, Chief Administrative Officer
DATE: August 31, 2026
SUBJECT: Renewal of Property, Auto, and General Liability Insurance with MMRMA

BACKGROUND

The Michigan Municipal Risk Management Authority (MMRMA) was created by authority granted by the laws of the State of Michigan to provide liability and property coverage services to eligible Michigan public entities. The CCTA is eligible to be a member of the MMRMA.

MMRMA was started in 1980 in a marketplace that was becoming increasingly unfriendly to public entities. Three member municipalities founded MMRMA as a joint purchasing arrangement, which allowed them to secure necessary insurance coverage at a reasonable price. Within a few years of MMRMA's inception, commercial insurers either ceased to offer coverage to governmental entities or sharply increased their premiums. Today, MMRMA is the largest liability and property pool in Michigan and a recognized national leader in the field. MMRMA has been a leader in municipal risk for over 30 years and remains committed to meeting the unique challenges of the public sector (www.mmrma.org).

Since the transition from the City of Kalamazoo, Metro administrative staff have put additional emphasis on insurance to ensure sufficient coverage limits as well as balancing the cost of that coverage. One of the first steps taken was having our agent of record, Acrisure, competitively seek quotes for comparable coverage. There was not another carrier who could come close to the MMRMA price and scope of coverage.

Another step we have taken as part of a more comprehensive review of insurance is to make sure we are not underinsured with the insurance covering our bus fleet in the case of catastrophic event such as a facility fire or tornado. We have increased the per occurrence vehicle physical damage limit from \$1.5 million to \$17.5 million. Our request for this increased per occurrence limit is somewhat unusual and outside the normal scope of MMRMA coverage. We believe the additional estimated cost of approximately \$41,000 is worth the benefit in the case of a catastrophic event.

DISCUSSION

The annual premium to cover CCTA for property, auto, and general liability insurance, including all vehicles, through September 30, 2027 is \$362,842. This amount is an increase of \$22,534 or 6.6% from last year. This follows an increase of virtually nothing last year (0.0008% or \$294) and an increase of 3.4% two years ago. Further, \$50,000 of the premium amount is a self-insured retention deposit from which potential future loss deductibles will be deducted. The self-insured deposit balance (currently \$188,022) will earn an interest rate of 3.70 percent and is only reduced to pay claims expenses. Additionally, Metro will also be receiving a check in the amount \$30,459 of excess net assets which is essentially a refund from the statewide pool.

RECOMMENDATION

The Performance Monitoring Committee and Metro staff recommend approval by the CCTA & KCTA boards to allow the Chief Executive Officer to execute necessary documents to ensure adequate property and liability insurance coverage with the MMRMA from October 1, 2026 through September 30, 2027 at a cost of \$362,842.

June 2026

Metrics Report



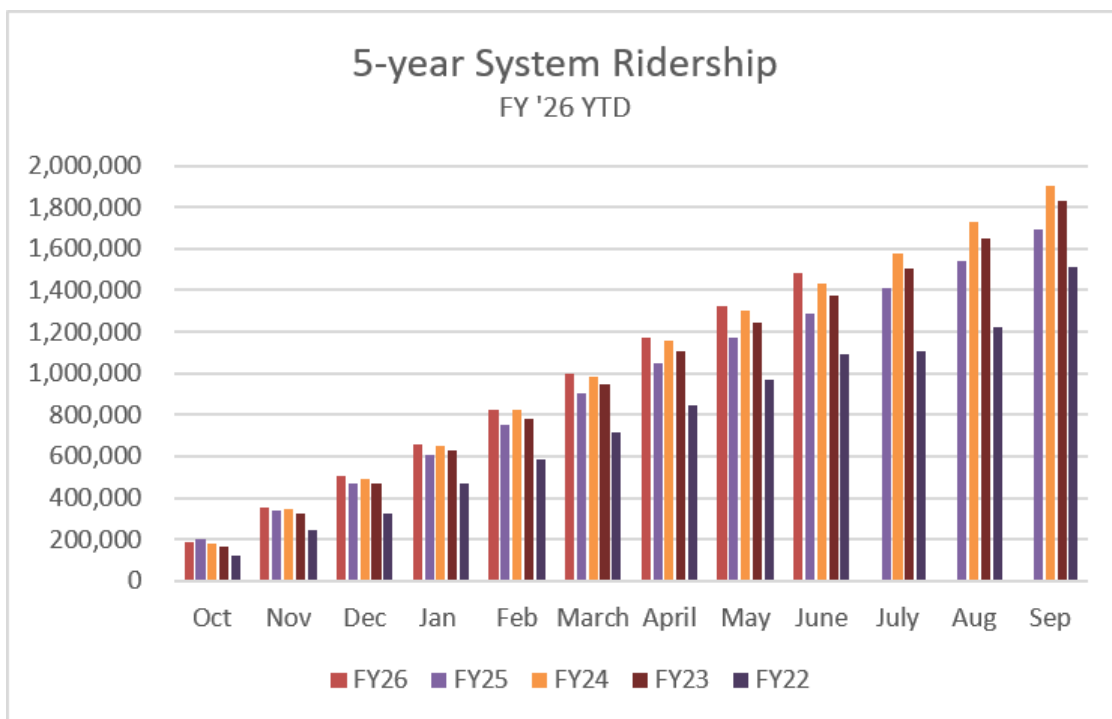
The following information is being provided to the Central County Transportation Authority and Kalamazoo County Transportation Authority boards as an informational item.

Ridership

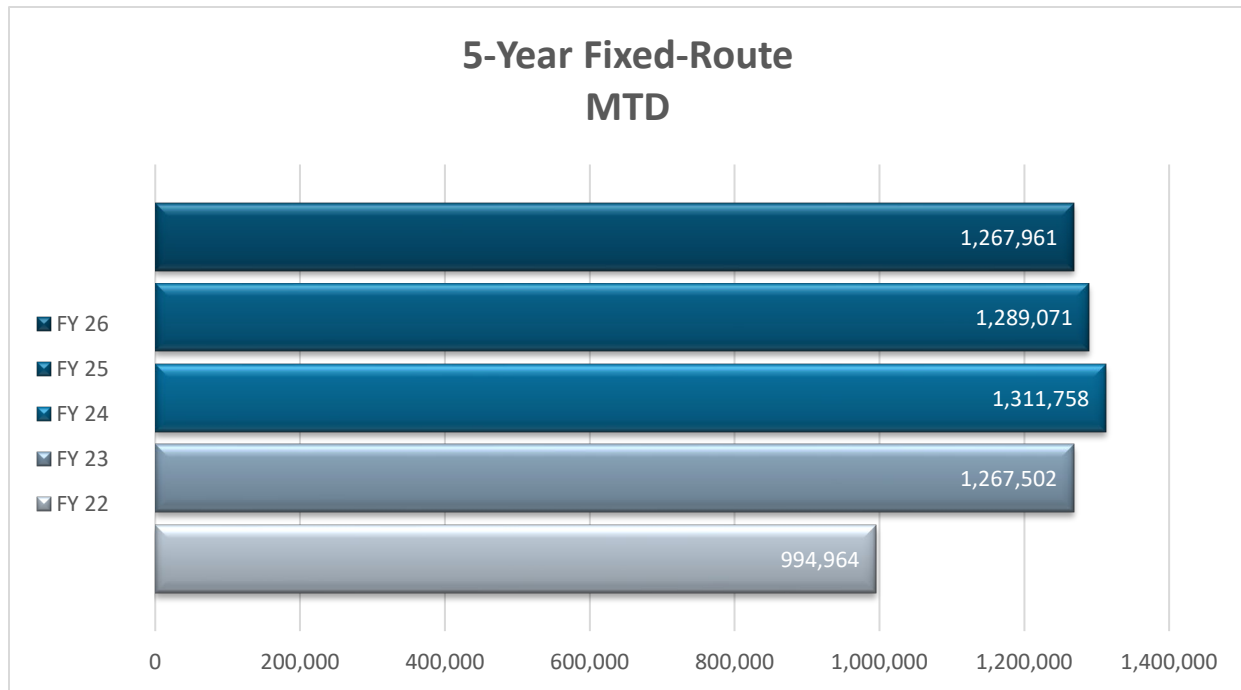
System Information Totals for Fiscal Year '25 and Fiscal Year '26

The overall system seen an increase of 14%. This decrease in ridership comes from the Metro Connect and Metro Link Services.

	Fixed Route	Metro Connect	Metro Share	Metro Link	System Totals
2026	130,335	12,308	2,130	10,323	155,096
2025	115,899	11,138	2,712	6,818	136,567
Difference	14,436	1,170	-582	3,505	18,529
Percent Change	12.46%	10.50%	-21%	51%	14%



Fixed Route Data



Fixed route ridership continued to fluctuate in June 2026, the start of construction season caused problems with buses and last-minute detours due to water main breaks, patch and seal work, and overall construction city wide.

Route 26-West Centre and 27- East Romence ran 38% lower service hours when compared to FY24 and earlier.

Route Ridership

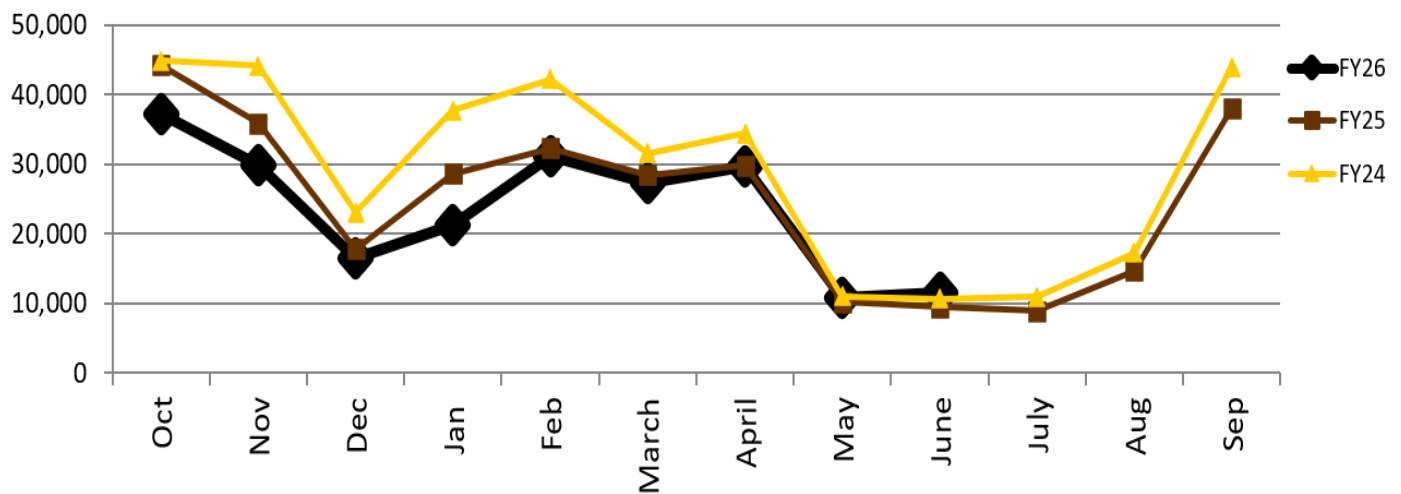
Fixed Route	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Westnedge	171,333	175,086	-2.14%	5,176.99	4,763.23	8.69%	33.10	36.76	-9.96%
Portage	71,637	79,380	-9.75%	3,108.49	3,576.61	-13.09%	23.05	22.19	3.84%
West Michigan	39,523	43,735	-9.63%	3,113.50	3,115.58	-0.07%	12.69	14.04	-9.57%
Oakland	41,454	44,199	-6.21%	3,113.50	3,115.57	-0.07%	13.31	14.19	-6.15%
East Main	29,050	41,237	-29.55%	1,567.17	1,569.15	-0.13%	18.54	26.28	-29.46%
Parchment	53,443	57,649	-7.30%	3,019.50	3,022.58	-0.10%	17.70	19.07	-7.20%
Alamo	75,785	68,437	10.74%	3,663.08	3,064.66	19.53%	20.69	22.33	-7.35%
Milwood	57,581	54,870	4.94%	3,113.50	3,115.58	-0.07%	18.49	17.61	5.01%
Gull Road	115,495	118,561	-2.59%	4,863.50	4,522.08	7.55%	23.75	26.22	-9.42%
Comstock	39,530	38,693	2.16%	3,113.50	3,115.58	-0.07%	12.70	12.42	2.23%
Stadium Drive	81,475	80,093	1.73%	4,904.50	4,627.58	5.98%	16.61	17.31	-4.02%
Duke	9,573	7,754	23.46%	898.00	864.00	3.94%	10.66	8.97	18.78%
South Burdick	91,490	72,298	26.55%	4,650.46	3,307.58	40.60%	19.67	21.86	-10.00%
West Main	107,042	105,913	1.07%	4,865.50	3,665.24	32.75%	22.00	28.90	-23.87%
Paterson	36,184	27,041	33.81%	1,611.17	1,634.25	-1.41%	22.46	16.55	35.73%
Lovell	102,422	96,406	6.24%	5,158.17	5,155.99	0.04%	19.86	18.70	6.20%
Ring	22,246	33,636	-33.86%	1,657.50	1,636.00	1.31%	13.42	20.56	-34.72%
Solon/Kendall/Lafayette	28,434	43,340	-34.39%	1,202.00	1,220.40	-1.51%	23.66	35.51	-33.39%
Parkview	56,626	56,798	-0.30%	2,511.33	2,760.39	-9.02%	22.55	20.58	9.58%
West Centre	15,782	18,911	-16.55%	1,830.00	2,407.30	-23.98%	8.62	7.86	9.78%
East Romence	13,884	17,761	-21.83%	1,836.00	2,433.00	-24.54%	7.56	7.30	3.59%
WMU Shuttle	7,972	7,273	9.61%	-	181.36	-100.00%	#DIV/0!	40.10	0.00%
Total Fixed Route	1,267,961	1,289,071	-1.64%	64,977.36	62,873.69	3.35%	19.51	20.50	-4.82%

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

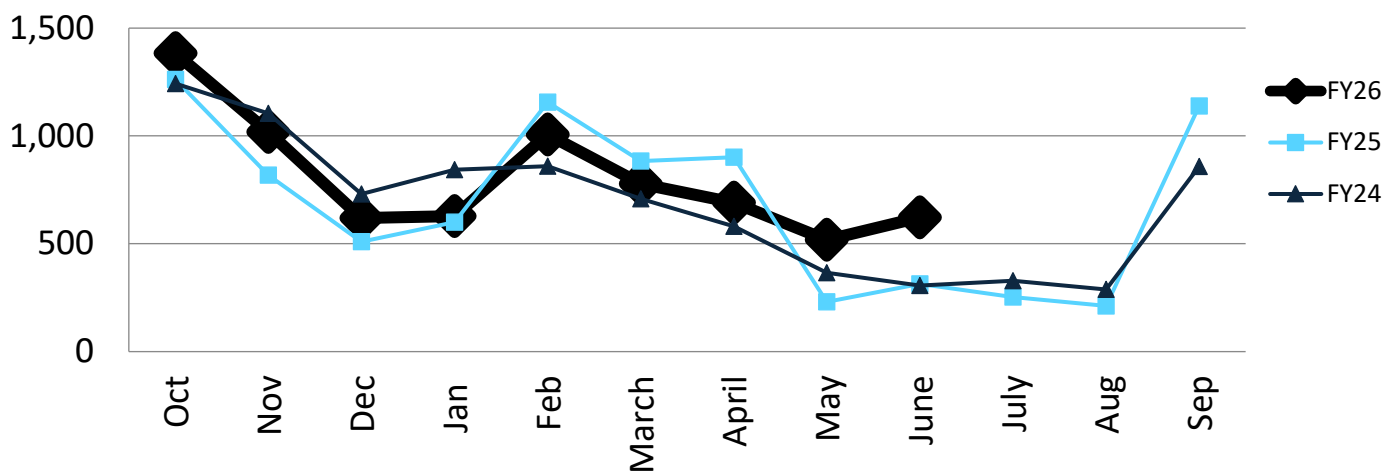
Specialized Pass Programs

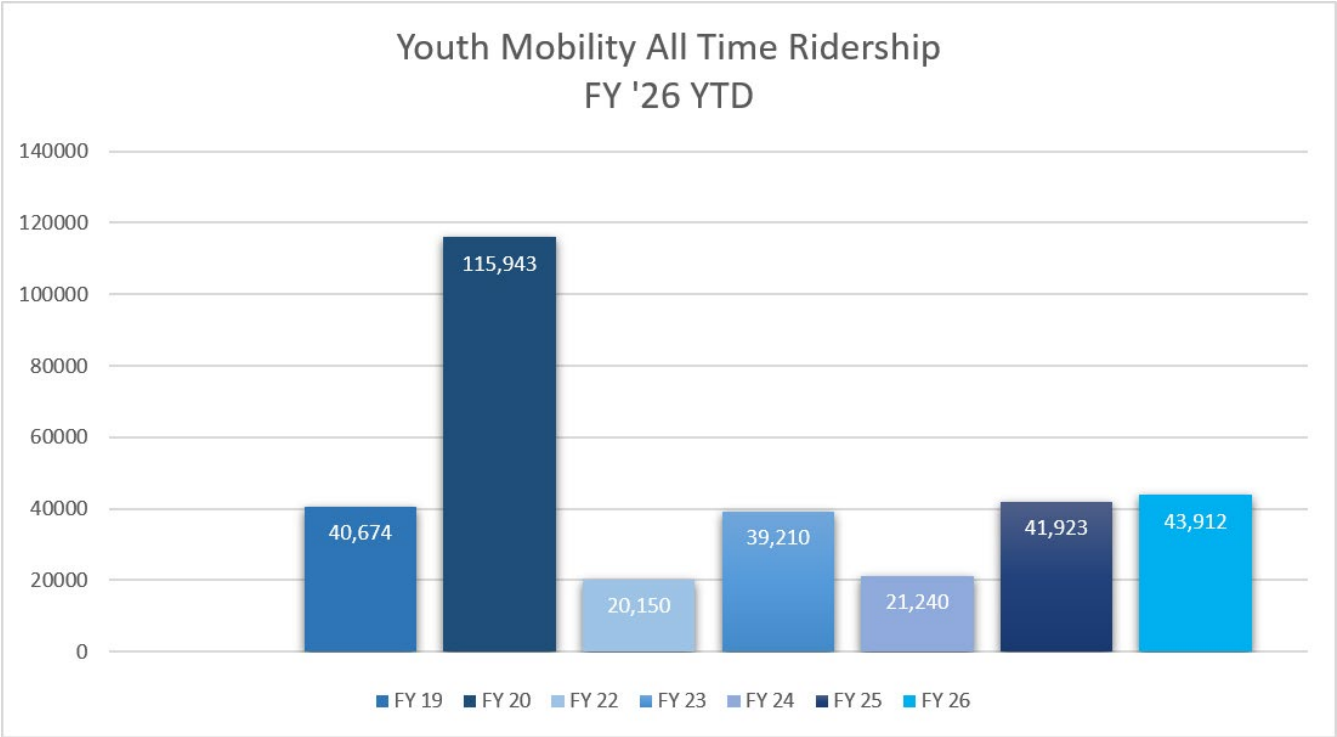
Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY26	FY25		FY26	FY25	
WMU	11,493	9,441	21.73%	212,431	236,904	-10.33%
KVCC	622	314	98.09%	7,265	6,675	8.84%
Youth Mobility	2,911	2,472	17.76%	42,445	35,730	18.79%

WMU Ridership

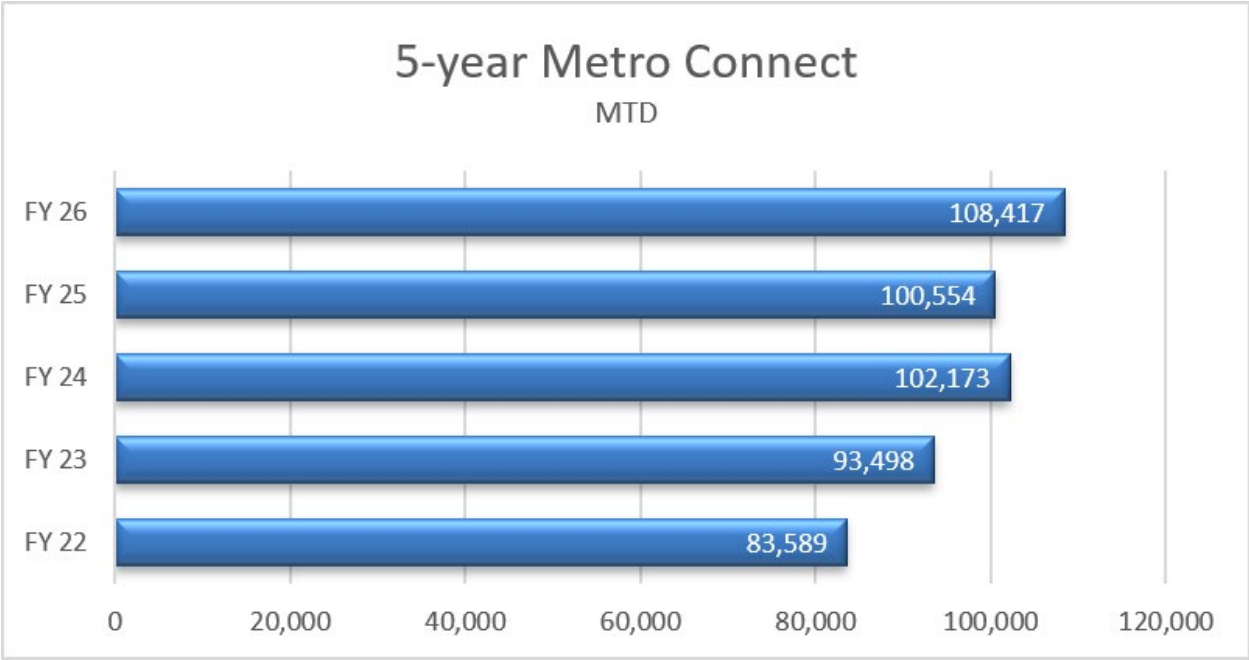


KVCC





Metro Connect Data



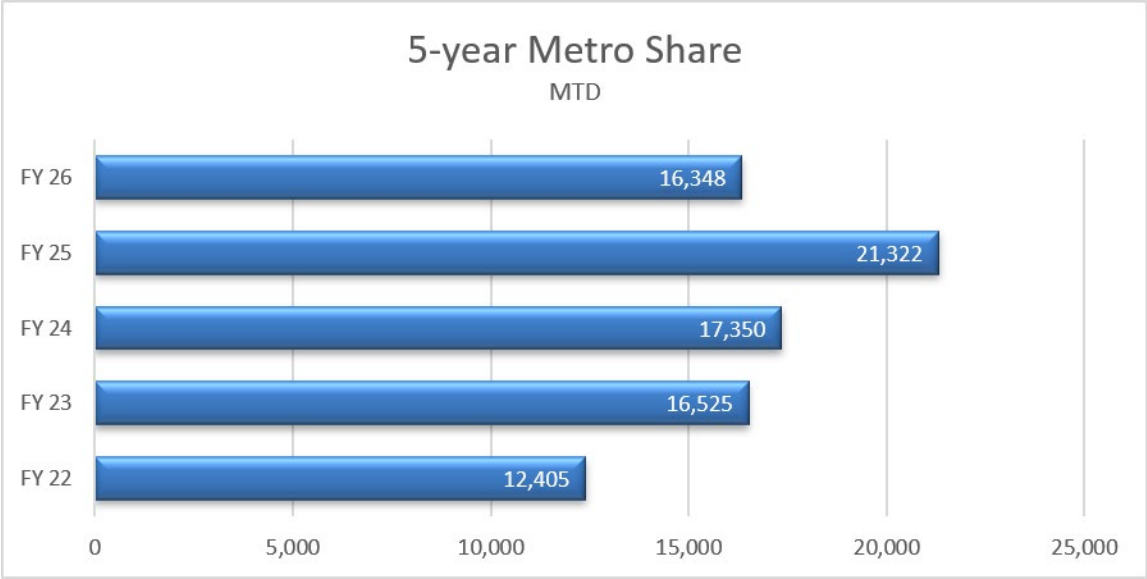
Metro Connect	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Demand-Response	108,417	100,554	7.82%	43,136.00	33,991.00	26.90%	2.51	2.96	-15.04%
ADA Trips	32,334	30,748	5.16%	12,258.00	11,228.00	9.17%	2.64	2.74	-3.68%

In June 2026, Metro Connect provided 1,170 more rides than in June 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:

- 106 New Certifications
 - 15 ADA
 - 62 Demand Response
 - 29 Seniors
- 11,967 trips provided
- 2,822 cancellations
- 0 denials
- Average call back time of 8 minutes
- Metro Connect Provides service to 25 jurisdictions, as shown below:

2025-2026	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Township										
Alamo	105	82	70	66	78	89	89	114	98	791
Augusta	58	43	44	47	69	60	65	50	36	472
Brady	30	22	22	19	22	14	18	28	69	244
Charleston	28	20	20	18	23	24	28	19	26	206
Climax	96	94	94	71	86	101	97	82	79	800
Climax -Village	11	4	6	10	12	3	15	6	6	73
Comstock	609	487	480	466	521	484	516	528	513	4,604
Cooper	650	559	615	580	670	759	729	694	644	5,900
Galesburg	230	207	196	146	205	238	313	270	260	2,065
Kalamazoo Township	1,005	866	859	833	947	1,008	940	924	952	8,334
Kalamazoo City	4,421	3,585	3,693	3,618	4,140	4,446	4,385	4,170	4,159	36,617
Out Of County	117	84	83	100	111	83	85	85	55	803
Oshtemo	1,325	1,132	1,045	1,023	1,192	1,232	1,194	1,273	1,309	10,725
Parchment	500	406	416	354	438	450	430	343	379	3,716
Pavillion Township	71	58	61	55	69	61	66	69	42	552
Portage	2,325	1,858	1,706	1,623	1,786	1,971	2,094	1,984	2,047	17,394
Prairie Ronde	45	32	33	30	40	41	57	53	58	389
Richland	243	213	236	211	243	259	239	211	187	2,042
Richland- Village	0	0	0	0	0	0	0	0	0	0
Ross	26	29	37	18	25	25	24	21	11	216
Schoolcraft	542	437	382	347	440	488	464	437	390	3,927
School- Village	62	33	41	35	33	46	65	54	65	434
Texas	349	300	291	294	345	391	348	335	310	2,963
Vicksburg	361	262	280	223	311	340	312	297	268	2,654
Wakeshma	12	8	8	4	8	12	4	2	4	62
	13,221	10,821	10,718	10,191	11,814	12,625	12,577	12,049	11,967	105,983

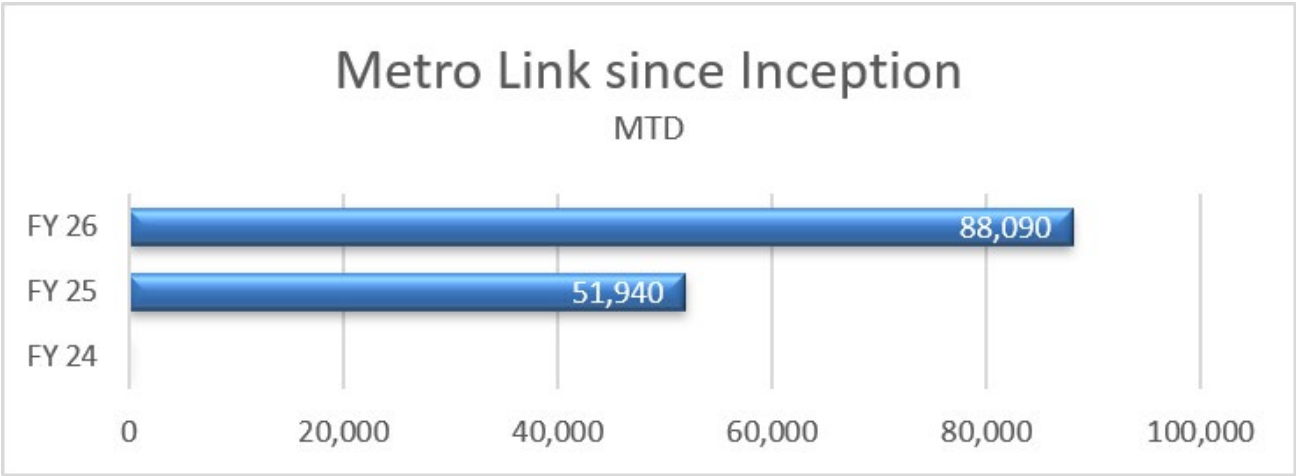
Metro Share Data



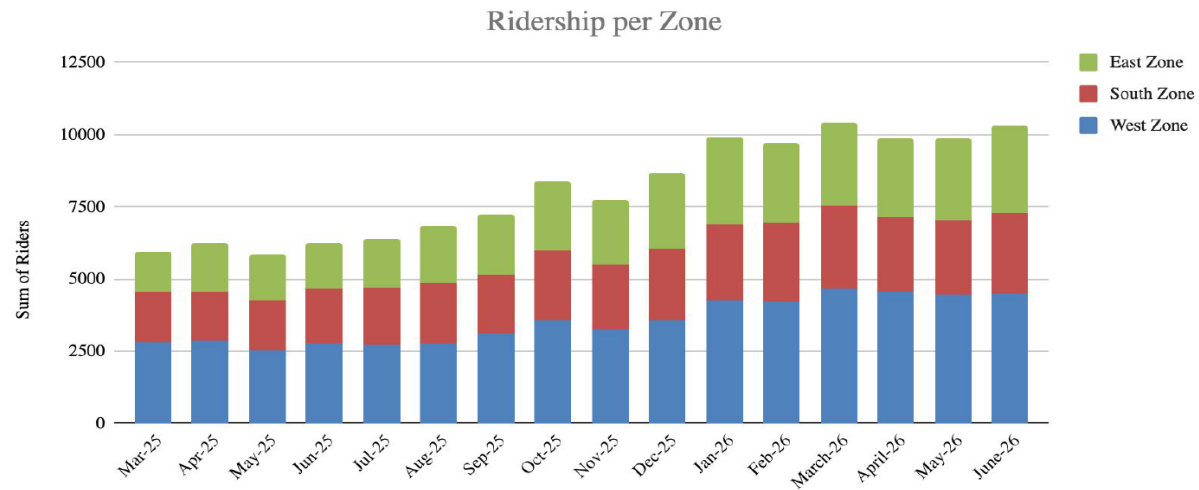
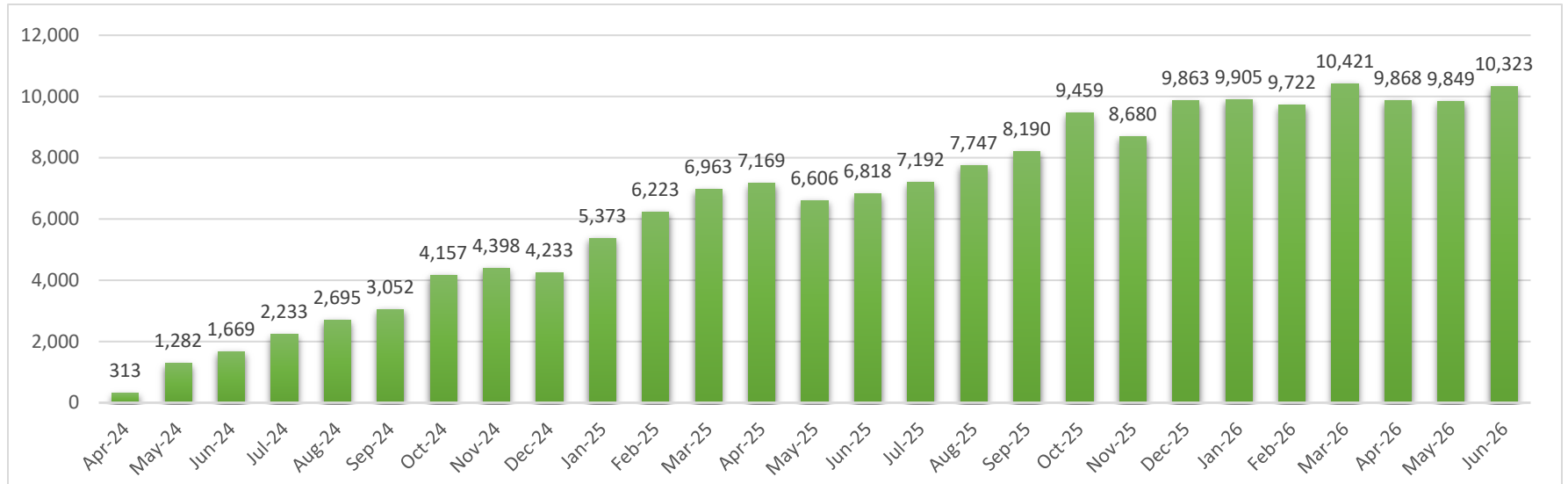
	Year to Date								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Metro Share	16,348	19,294	-15.27%	1,563.43	1,486.72	5%	10.46	12.98	-19.43%

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

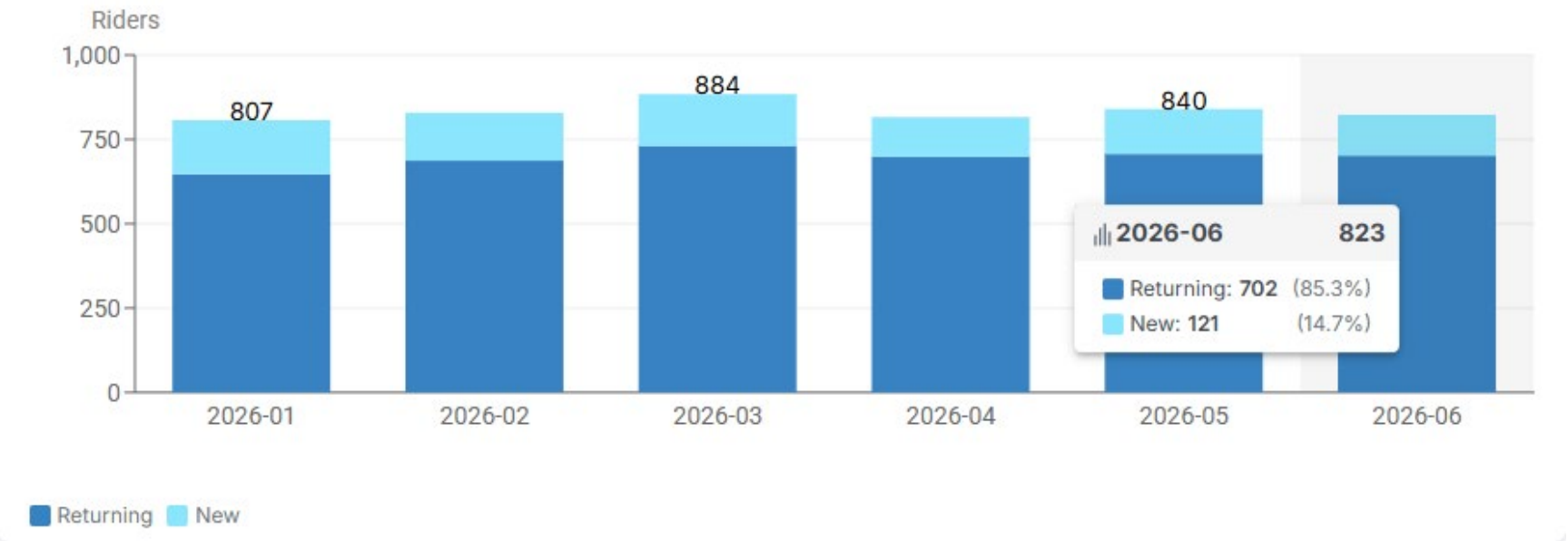


Metro Link Proposals- All data below needs to be updated to show June 2026 information

- 15,341 Proposals
 - 9,544 Proposals contained a fixed route option
 - 4,380 proposals were Metro Link only
 - 1,198 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

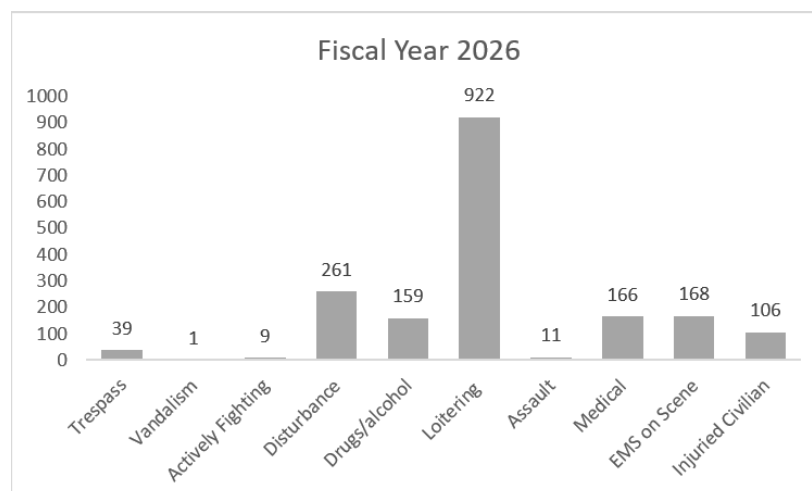
Kalamazoo Department of Public Safety presence at the KTC was consistent throughout the month of November. Their presence typically lasts for a few minutes at a time.

83 security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. 36 people were found sleeping at the KTC as the weather started to change people returned to the concrete pillars at the KTC.

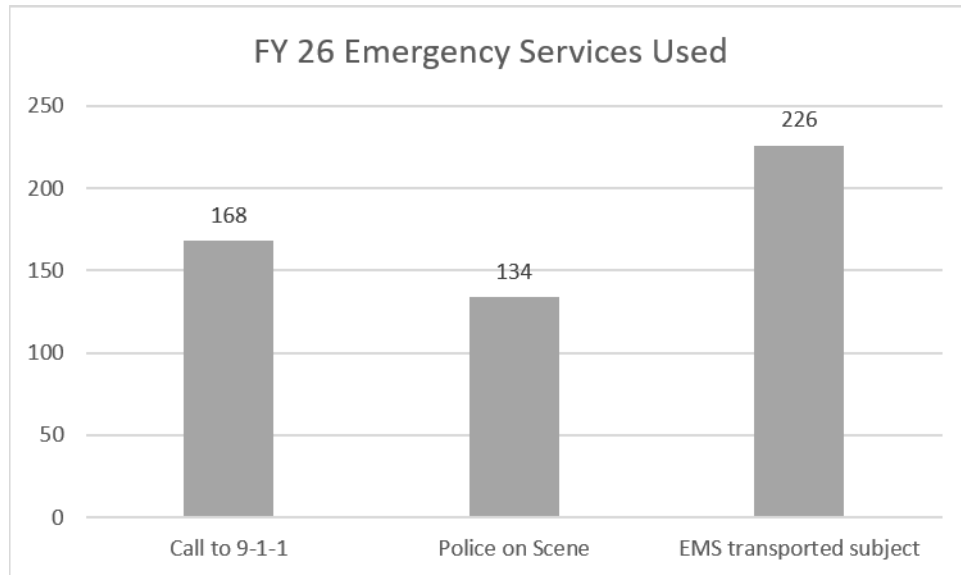
The activity summary for the month of June totals 139 security incidents. The incidents are broken down into categories below:

Incident Types		Definitions
3	Trespass	Asked to leave refused to do so/ trespassed and returned to site
85	Loitering	Significantly overstayed their time on property, sleeping, blocking paths
0	Vandalism	Damage to property
1	Active Fights	Physical altercation between parties occurred
23	Disturbances	Behavior is interrupting other people around them
3	Harassment	Using threatening or degrading language
1	Assaults	Someone physically attacked by another
2	Theft	Property stolen on KTC property
13	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: # 6.b.2 Meeting Date: 09/14/26
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: August 13, 2026
SUBJECT: July 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 \$4,553,908 (42%) of the FY26 millages.
- We have collected \$2,407,475 (72% 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 \$16,050,872 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-\$2,026,378).
- The average price for a gallon of diesel fuel in July 2025 was \$2.50 and in July 2026, it was \$3.26. This is an 30% increase.
- Total operating expenses for Metro year-to-date are 76% of the total budgeted amount.

Attachment:

1. July 2026 Income & Expense Statement



STATEMENT OF INCOME AND EXPENSE

	FY2026 CCTA Board Recommended Budget	July 2026	Year to Date FY 2026	Year to Date % 83%	Monthly Funding %
Operating Revenue					
Fare Revenue					
Regular Route Cash	749,625	58,838	589,711	79%	5%
Metro County Connect Fares	492,255	40,924	483,529	98%	3%
Metro Link Fares	50,848	11,927	119,656	235%	1%
WMU Fares	1,197,950	0	598,975	50%	0%
Tokens	401,250	33,066	301,494	75%	3%
Pass Sales	328,215	24,093	236,693	72%	2%
Texas Twp/KVCC Prepaid Fares	113,072	25,806	77,417	68%	2%
	<u>3,333,215</u>	<u>194,653</u>	<u>2,407,475</u>	<u>72%</u>	<u>16%</u>
Other Revenue					
Advertising	75,000	8,333	46,875	63%	1%
Intermodal Operations	263,700	60,853	173,087	66%	5%
Miscellaneous Revenue	18,650	5,148	37,443	201%	0%
Commission Revenue - (Indian Trails)	4,200	342	2,527	60%	0%
Interest Income	295,250	21,146	201,365	68%	2%
	<u>656,800</u>	<u>95,823</u>	<u>461,297</u>	<u>70%</u>	<u>8%</u>
Urban Millage (CCTA)	7,017,960	49,116	2,301,886	33%	4%
County-wide Millage (KCTA)	3,843,823	14,374	2,252,022	59%	1%
MDOT - Operating	7,799,529	637,203	6,983,472	90%	51%
FTA - Operating	5,457,803	0	2,113,397	39%	0%
Provision for Depreciation	3,255,200	252,668	2,663,575	82%	20%
TOTAL OPERATING REVENUE	<u>31,364,330</u>	<u>1,243,836</u>	<u>19,183,125</u>	<u>61%</u>	<u>100%</u>
Operating Expenses by Division					
Administration/Overhead	8,228,448	505,179	6,503,966	79%	
Kalamazoo Transportation Center Operations	1,065,683	95,023	755,887	71%	
Maintenance	3,575,084	379,995	2,782,691	78%	
Operations	8,699,446	921,000	6,699,430	77%	
Metro Connect	6,083,142	491,929	4,377,770	72%	
Metro Share	59,553	5,142	43,254	73%	
Metro Link	3,126,958	252,140	2,291,967	73%	
TOTAL OPERATING EXPENSE	<u>30,838,314</u>	<u>2,650,408</u>	<u>23,454,967</u>	<u>76%</u>	
NET (UNFUNDED) BALANCE for period	<u>526,016</u>	<u>(1,406,572)</u>	<u>(4,271,842)</u>		



Connecting People Throughout
Kalamazoo County

MEETING NOTES

Performance Monitoring Committee

August 25, 2026 at 3 PM

Microsoft Teams Virtual Meeting

Members: Aditya Rama (Chair), Dusty Farmer, Brendan Pizzala
Absent: Tim Sloan, Terry Urban
Staff: Sean McBride, Greg Vlietstra, Woodson-Sow, Annette Arkush, Savion Fredenburg, Barbara Blissett

1. MMRMA Insurance Renewal for Auto, Property, and General Liability and Workers Compensation Renewal

Notes:

- CAO Vlietstra provided background information regarding the Workers Compensation and MMRMA Liability Insurance policies up for renewal at the September Board meeting
- The Committee discussed types of claims and what was being done to prevent them in the future
- It was noted the liability claims have decreased since leaving collaboration with the City of Kalamazoo

2. Metrics Report Review

Notes:

- The Committee discussed the June 2026 Metrics Report and identified a couple of discrepancies in the numbers. It was determined to present the June Metrics Report again at the September Board meeting and it would also put it back on the correct timeline

3. Chief Executive Officer Performance Evaluation

Notes: Staff left the meeting for the Committee to discuss the CEO evaluation

Planning for Future Meetings

Notes:

- Items for future meetings include Fixed-Route Scheduling Software and FTA Triennial Review

The next meeting is October 20, 2026

The meeting adjourned at 3:35 pm.



External Relations Committee Notes

August 26, 2026 3:00 PM

Attending: Lisa Mackie (Chair), Garrylee McCormick, Christyn Johnson, Gary Sigman,
Metro Staff: Sean McBride, Abigail Wright, Savion Fredenburgh, Annette Arkush
(Committee Support)

1. Committee Work plans and Schedule

CEO McBride introduced the new Metro Marketing Manager, Savion Fredenburgh and Communications Manager, Abigail Wright. They provided a presentation introducing themselves to the committee and an overview of what they have accomplished since coming on board and long-term projects. Savion is focused on the Metro Social Media platforms and working closely with Blaine Lam to establish a consistent messaging plan. Abigail is preparing for the upcoming events (Bronco Bash, Senior Expo, etc.), and internal communication (employee newsletter) and annual report.

CEO McBride mentioned the 2027 Legislative Breakfast. Under consideration is a mid-to late April date (versus mid-May) to include newly elected state officials and new state administrative staff.

2. Chief Operating Officer Annual Evaluation

Metro staff exited the meeting to allow the committee the remainder of the meeting time to focus on the CEO evaluation.

Next Meeting: September 23, 2026 @ 3:00PM



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Kalamazoo County

Agenda Item: # 8,a,1 Meeting Date: 09/14/26
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TO: KCTA and CCTA Boards
FROM: Sean McBride, Executive Director
DATE: September 8, 2026
SUBJECT: Operating Agreement between CCTA and KCTA

BACKGROUND

The KCTA and CCTA are two separate boards that work collaboratively. The collaborative relationship is defined through an Operating Agreement. The Operating Agreement under consideration will be the fifth agreement. The first covered the period of October 1, 2016 to September 30, 2017, the second covers October 1, 2017 through September 30, 2020. The third agreement covers October 1, 2020 through September 30, 2023. The fourth agreement covers October 1, 2023 through September 30, 2026. This agreement is recommended for three years through September 30, 2030.

DISCUSSION

The draft agreement has been reviewed by the Board Operations Committee at their June meeting. In addition, CCTA Attorney Richard Cherry has reviewed and recommended a variety of changes. Changes recommended by Attorney Cherry of substance include updating the boilerplate language to add Section 9 to 16.

The Service Agreement between the CCTA and KCTA expires on September 30, 2026. Attached is an updated Agreement with the following recommended changes:

- The term of the Agreement is from October 1, 2026 through September 30, 2030.
- In Section 1, the Acknowledged Facts have been updated to reflect the current the of the system. Items updated include the current millage rates and durations, current CCTA boundaries and the inclusion of Metro Link service.
- Sections 9 to 16 have been added.

The updated Agreement was presented for First Reading at the August 10^h meeting.

RECOMMENDATION

The Board Operations Committee and staff recommend approval of the CCTA and KCTA Operating Agreement for the period of October 1, 2026 through September 30, 2030.

Attachment

1. Draft CCTA and KCTA Operating Agreement for the period of October 1, 2026 through September 30, 2030.

DRAFT

CCTA and KCTA Operating Agreement for the period of October 1, 2026 through September 30, 2030

**Central County Transportation
Authority (“CCTA”)**
530 North Rose Street
Kalamazoo, Michigan 49007

**Kalamazoo County Transportation
Authority
 (“KCTA”)**
530 North Rose Street
Kalamazoo, Michigan 49007

CCTA and KCTA agree:

1. Acknowledged Facts.

- a. The CCTA began providing regional public transit operations on October 1, 2016, pursuant to the Comprehensive Transition Agreement that was approved in October 2015, by the CCTA, KCTA, Kalamazoo Transit Authority and the City of Kalamazoo; and
- b. Public transportation in Kalamazoo County is funded through a variety of sources that include State of Michigan grants, Federal grants through the Federal Transit Administration (FTA), fares, other operating revenues and two locally funded voter approved property tax millages; and
- c. The KCTA was formed in 2005 under Public Act 196 of 1986, as amended (“Act 196”) and currently levies a voter-approved millage of 0.36 mills that begins in 2027 and expires in 2033 ; and
- d. The KCTA boundary includes all of Kalamazoo County; and
- e. The KCTA millage funds the countywide -Metro Connect (MC) demand/response service and other specialized services like the Metro Share (MS) program; and
- f. The Kalamazoo County Board of Commissioners created the Central County Transportation Authority (CCTA) in 2014, a public transportation authority also formed under Act 196, and CCTA residents voted in 2025 a millage of up to 1.10 mills to be levied beginning in 2026 and expiring in 2030; and
- g. Jurisdictions within the boundaries of the CCTA, for the period of 2026 through 2030, include the City of Kalamazoo, City of Parchment, City of Portage, Charter Township of Comstock, Charter Township of Kalamazoo, and Charter Township of Oshtemo including voting precincts 3, 4, 5, 6, 7, 8 and 9, and
- h. The CCTA has service agreements with Texas Township and Kalamazoo Valley Community College, and Western Michigan University, and

i. The millage the CCTA levies funds the urban fixed-route bus service and Metro Link, and

j. This is the ~~fourth~~ CCTA and KCTA Operating Agreement. The first agreement covered October 1, 2016 through September 30, 2017 and the second agreement covered October 1, 2017 through September 30, 2020, the third agreement covered October 1, 2020 through September 30, 2023 and the fourth agreement October 1, 2023 through September 30, 2026.

2. **Transfer and Use of Millage.** KCTA will continue to transfer to CCTA all of KCTA's millage receipts promptly upon receipt. CCTA will use these receipts to operate its public transit system according to CCTA's operating budget. CCTA will continue to operate the public transit system in Kalamazoo County during the period covered by this Agreement.

3. **CCTA Will Provide.**

a. Staff and other resources to meet governance and operational needs of the KCTA.

b. Monthly reports detailing service measures for the MC and MS programs.

c. Accounting of system expenses that are incurred to provide MC and MS services. This information will be provided to the KCTA in regular financial reports.

d. Staff who manage the MC and MS programs will provide service updates at Board meetings on an as needed basis.

4. **Joint CCTA and KCTA Approval Required.** The following matters require approval of both the KCTA and CCTA Boards. The KCTA and CCTA have been meeting jointly since July 2017 and will continue to meet jointly meeting for the term of this Agreement. When possible, the order of approval will be the KCTA Board first and the CCTA Board final. If the KCTA Board does not have a Board quorum and is unable approve a time-sensitive action that will have a significant impact the CCTA Board may take unilateral action.

a. Entering into, amending, extending or terminating the contract for provision of the Metro County Connect Service, which is currently with ~~First Student~~, LLC.

b. Making any adjustments to the fare/fee structure for the MC and MS programs.

i. Fares involving the ADA service area for ~~MC~~ are linked with the fixed-route bus base fare.

ii. MC fares outside the ADA service area may be adjusted independently of fixed-route fares.

c. Establishing and/or revising joint ~~committees~~ of the CCTA and KCTA. The CCTA and KCTA intend to have a joint committee structure for the term of this Agreement.

- d. Recommendations to the Kalamazoo County Board of Commissioners for adjustments to the boundaries of the CCTA.
 - e. Review and adoption of the Public Transit Human Services Plan (PTHS) as updates are required or deemed necessary.
 - f. Items pertaining to the Local Advisory Committee (LAC) that include:
 - i. Revisions to LAC Articles or Bylaws.
 - ii. LAC member appointments.
 - iii. Changes to policy for the MC and/or MS program that are recommended by the LAC and require Board approval.
5. **KCTA Involvement Required.** KCTA is to be engaged in the following areas regarding the operation of the public transit system:
- a. Establishing the strategic direction of public transit service in Kalamazoo County.
 - i. The KCTA and CCTA jointly will review, at least annually, strategic plans for the future of public transit in Kalamazoo County.
 - b. Monitoring and evaluating -MC and -MS services.
 - c. Evaluating the Executive Director.
 - d. Reviewing the CCTA Annual Audit.
6. **Transit System Budget.**
- a. The Metro Planning and Development Committee, made up of members of both the KCTA and CCTA will review the CCTA's annual public transit system operating and capital budgets for areas involving the MC and MS programs prior to CCTA budget adoption.
 - b. A key source of revenue for the system is the KCTA countywide millage. The recommended millage levy included as part of the budget adoption will be presented to, reviewed by and concurred by the KCTA as part of CCTA budget adoption.
 - c. The KCTA shall levy the millage amount approved in the CCTA budget unless agreed by the CCTA and KCTA between the time of CCTA approval of the budget in September of each year and KCTA approval of a resolution to levy the KCTA millage by May of each year.
7. **Term.** This agreement is effective from October 1, 2026 through September 30, 2030. This Agreement may be amended or extended only with the approval of both the KCTA and CCTA Boards.

8. **Indemnification.** CCTA shall indemnify, defend, and hold harmless KCTA from and against any and all obligations, liabilities, claims, proceedings, fees, expenses, costs, including reasonable attorneys' fees and expenses, and taxes to the extent arising out of or relating to any Claim against KCTA that results directly or indirectly from: (a) any breach of any representation or warranty; (b) the operation of KCTA; or (c) any negligent or willful act or omission of the Parties, Metro, or their employees, agents, or representatives.

For purposes of this section, "Claim" means any claim, demand, action, or other proceeding brought by a third party.

9. **Severability.** Wherever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under applicable law. If any portion of this Agreement is declared invalid for any reason in any jurisdiction, such declaration shall have no effect upon the remaining portions of this Agreement, which shall continue in full force and effect as if this Agreement had been executed with the invalid portions deleted.

10. **Counterparts.** This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, and all of which shall constitute one and the same instrument.

11. **Rights of Parties.** Nothing expressed or implied in this Agreement is intended or will be construed to confer upon or give any person or entity, other than the Parties and their respective affiliates, any rights or remedies under or by reason of this Agreement or any of the transactions contemplated hereby.

12. **Reservation of Rights.** Either Party's waiver of any of its rights or remedies afforded hereunder or at law is without prejudice and shall not operate to waive any other rights or remedies which that Party shall have available to it, nor shall such waiver operate to waive any Party's rights or remedies due to a future breach, whether of a similar or different nature.

13. **Amendments.** This Agreement shall not be amended or modified except in a writing signed by the Parties.

14. **Successors and Assignment.** This Agreement and all of the provisions hereof shall be binding upon and inure to the benefit of the Parties and their respective successors and permitted assigns; and neither this Agreement nor any of the rights, interests or obligations hereunder may be assigned by either Party without the prior written consent of the other Party.

15. **Integration.** This Agreement and the documents referred to herein contain the entire agreement between the Parties and supersede any prior understandings, agreements or representations by or between the Parties, written or oral, which may have related to the subject matter hereof in any way.

16. **Notices.** All notices, demands and other communications given or delivered under this Agreement shall be in writing and shall be deemed to have been given when personally delivered, mailed by first class mail, return receipt requested, or delivered by overnight courier service or by email (confirmed receipt). Notices, demands, and communications to a Party shall, unless another address is specified in writing, be sent to the last known address or email address of such Party.

Central County Transportation Authority

Dated: _____, 2026

By _____
Curtis Aardema
Its _____
Chairperson

Dated: _____, 2026

By _____
Sean P. McBride
Its _____
Chief Executive Officer

Kalamazoo County Transportation Authority

Dated: _____, 2026

By _____
Curtis Aardema
Its _____
Chairperson

Dated: _____, 2026

By _____
Sean P. McBride
Its _____
Chief Executive Officer



AGENDA and MEETING NOTES

Board Operations Committee

August 26, 2026 at 8 AM

In-Person Meeting

Members: Curtis Aardema, Chris Burns, Lisa Mackie, Aditya Rama

Absent: Dusty Farmer

Staff: Sean McBride, Barbara Blissett

1. Review CCTA/KCTA September 14, 2026 Meeting Agenda

Notes:

- The Committee reviewed the September 14th meeting agenda.
- CEO McBride commented that Kalamazoo County had appointed Brian Cosby to the KCTA Board as well as Chris Burns making Burns a dual Boardmember
- The Committee placed Cosby on the Planning and Development Committee and selected Chris Burns for the Chair position of Planning and Development due to the recent resignation of James Ayers

2. Review Committee Activities

Notes:

- Committee Chair Rama noted the Committee would be presenting the June Metrics Report to the Board
- CEO McBride shared that an RFP for the on-demand software is in process and will come to the Board in the near future
- CEO McBride stated that Metro was still working on completing the farebox study and determining who the new vendor would be. Discussion took place regarding the benefits for a new system
- The Committee discussed long-term planning for facilities. CEO McBride stated staff is working with DLZ on the study
- CEO McBride said the FY2027 and FY2028 Budgets would be presented at the September Board Meeting for final approval

3. Other Items

Notes:

- It was noted that a Nominating Committee would be appointed to consider recommendations for new officers for the next term
- The next meeting is September 30, 2026

The meeting adjourned at 8:55 am.



Agenda Item # 9 Meeting Date 09/14/26
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/ Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Chief Executive Officer
Prepared by: Abigail Wright, Communications Manager
SUBJECT: Chief Executive Officer Update
DATE: September 14, 2026

Metro Share Tablet Training

Metro Share is automating the reporting for service statistics with tablets placed on all the vehicles. Metro Share receives funding based on the number of senior and disabled passengers that are transported. In the past, drivers manually completed paper logs that recorded the locations, mileage, and passenger types and turned these into dispatch to be entered into a spreadsheet. Now, drivers will enter the information into the tablets, and the statistics will be automatically downloaded when they pull into the garage through TrackIt software. The electronic system will streamline reporting, reduce errors, and allow faster communication between drivers and the office.

All current Metro Share drivers have been trained on the new process. The tablets will go live on September 1. Thank you to Richard Congdon and Vivian Dobbins for training and supporting drivers through this transition.

Marketing and Communications

Metro is active on a new Instagram account, @kalamazoometro. Metro is also utilizing LinkedIn, @METRO, for community outreach, hiring information, and updates alongside Instagram. Thank you to Marketing Manager Savion Fredenburgh for spearheading content creation and launch. Engagement metrics will be tracked as these new platforms begin rolling out content.

Driver Hiring Update (Human Resources)

Metro is currently recruiting for both full-time and part-time Coach Operators. The next training class of approximately 3 Coach Operators will start at the end of September.

MPTA Conference

On-Demand Services Manager Richard Congdon, Director of Fixed-Route Operations Scott Robinson, Chief Operating Officer Keshia Woodson-Sow, Chief Administrative Officer Greg Vliestra, and Chief Executive Officer Sean McBride attended the three-day Michigan Public Transportation Conference in late August.

Keshia spoke at the Labor Issues Panel: Navigating Today's Workforce Challenges for a candid discussion of the rapidly evolving labor environment of transit organizations. Sean is part of the MPTA Board of Directors and is chairman of the Urban Systems Committee. Rob Branch, Director of Fleet and Facilities, is chairman of the Maintenance Committee.

Educational Webinar Series

On August 26, Metro launched a new phase in community communication through a series of educational transportation webinars. The first webinar was geared towards community groups for youth, parents, and students. Topics discussed included: transit safety, transportation to school on the fixed-route system, and how to utilize Metro Link to connect to the fixed-route system. Outreach efforts to advertise the series included an article on the website and email communication. Due to technical difficulties, participation was

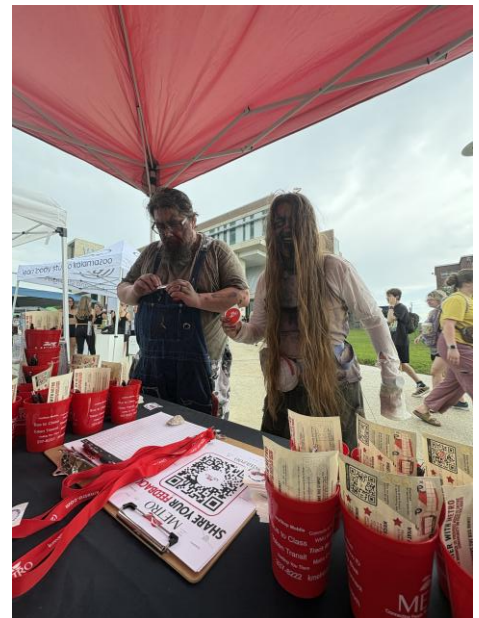
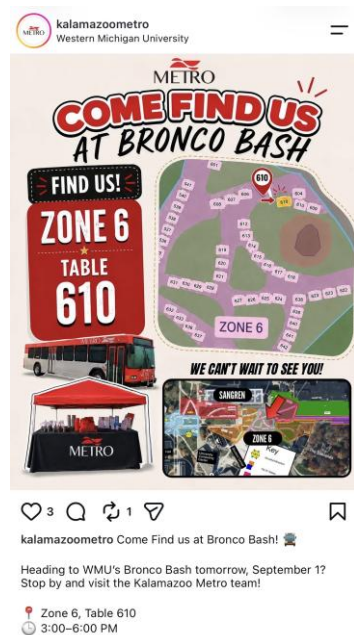
limited. There will be three additional webinars in the next quarter, discussing other aspects of Metro's mobility solutions for all.

Remaining session dates:

- September 22 – Metro Connect
- October 28 – Work for Metro
- November 19 – Metro Link

Community Events

On September 1, Metro hosted a table at WMU's 44th annual Bronco Bash. Updates, table location, and photos were posted on our Instagram (@kalamazoometro) throughout the day.



Special thank you to Sean, Jason Martin (Mobility Fellow), and Curtis Aardema (CCTA Chair) for assisting the Communications and Marketing team at the booth during the event. Despite the rainy weather, we had great turnout, great questions, and great feedback!

Upcoming events include:

- KVCC's Vibe Fest on September 15 and 16, from 11:00am – 2:00pm, at Anna Whitten Hall and Texas Township Campus, respectively.
- Operation Lifesavers on September 21, from 10:00am – 11:00am at the KTC.
- Veterans Stand Down on October 6, from 8:00am – 1:00pm, at the Kalamazoo County Expo Center.
- The Senior Expo is from 9:00am – 4:00pm on October 6, also at the Kalamazoo County Expo Center.

Garage and Fleet

Rob Branch, Director of Fleet and Facilities, has installed an updated lighting and timer system for the Metro parking garage in coordination with Overhead Door Company. The new system has been piloted for the past six months to reduce garage door-related accidents. Now, when vehicles approach the garage door, the sensor will display a red light until the door is fully opened. Then, a green light will display for sixty seconds to allow ample time for vehicles to enter the garage. After sixty seconds, the door light will return to red and begin to close. If a vehicle approaches the garage as it is closing, the timer will reset as the door begins to open again.

Rood Hall Loading Zone Improvements

On August 26, WMU's Rood Hall resumed service with a few updates:

- New shelter canopies and windscreens with benches
- Bicycle storage shelter
- ADA-compliant concrete



Before (left) and after (right). Contractors will also be installing an emergency call box with cameras.



Connecting People Throughout
Kalamazoo County

Agenda Item: 9.a Meeting Date: 09/14/26
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard G Congdon, On-Demand Services Manager
DATE: September 1, 2026
SUBJECT: September On-Demand Services Update

BACKGROUND

Metro's On-Demand services consist of paratransit service Metro Connect, microtransit service Metro Link and specialized van service Metro Share. Metro Connect travels anywhere in Kalamazoo County and the VA hospital in Battle Creek and includes ADA service. Metro Connect is contracted with First Student, Inc. Metro Link began service in April 2024, and travels in three zones within the Metro service area. Daily operations are done by VIA Transportation, Inc. Metro Share provides free vans to non-profit agencies serving seniors and individuals with a disability. Metro staff does all the training, maintenance and operations. These services supplement and extend the fixed-route system.

DISCUSSION

Metro Connect

Metro Connect provided 12,192 trips in July, with 3,548 of those ADA trips. Metro Connect July statistics include:

- 126,255 Passenger Miles
- 101,945 Total Miles
- 88,416 Revenue Service Miles
- 6,881 Total Hours
- 16,088 Ride Requests
- 0 Denials
- 63 County-to-County Transfers
- 46 Veterans Administration Hospital Trips
- 97% On-Time Performance

The Interactive Voice Agent was launched in July and took over 1,800 calls in August. This cut down voicemails by 14% and is expected to cut down on those further as more callers use it. The IVA handled 2,572 calls in August, cancelled 840 rides, checked the 895 passengers checked on the status of their ride and 280 were given the vehicle's ETA. Passengers have been using the online scheduling to book their rides to also ease the amount of telephone calls coming into the scheduling office.

Metro Link

July saw 10,342 trips taken on Metro Link, marking the second month in a row with 10,000 or more trips. There was a utilization of 2.9. The average wait time was 17 minutes and the average ride went 3.4 miles in 10 minutes. There were 1,734 five star ratings left for an average monthly rating of 4.9.

The West Zone had 4,844 rides, the South Zone 2,452 and the East Zone 2,506. The overlaps to the Zones had 389 trips. Metro Link provided 79 trips that linked with the Metro bus as well. There were 804 active riders in June with 449 new passenger registrations.

Metro Link is offering ride credit bundles where passengers can buy \$15 worth of rides for \$10 to promote the service and to welcome back students and encourage their use of Metro Link.

Metro Share

Metro Share has automated the reporting of service statistics with tablets placed on all vehicles. Metro Share receives funding based on the number of senior and disabled passengers that are transported. Drivers were manually completing paper manifests to record locations, mileage and types of passengers and turn these into dispatch to be manually entered into a spreadsheet. With the new tablets, this process has been digitized so the drivers enter the statistics into the tablet, and all information is downloaded when the van pulls back into the Metro garage.

The tablets will greatly reduce the amount of staff time used to enter the information from the manifests and increase the accuracy of the reporting. All Metro Share drivers have been trained on tablets. This new process went live on September 1st.

On-Demand Request for Proposals Update

The Metro Connect and Metro Link contracts expire on September 30, 2027. Metro will be issuing a Request for Proposals early next year to hire a single contractor to operate both services. Metro has contracted with First Student, Inc. since 2010 to run Metro Connect with Metro Link operated by VIA Transportation, Inc. since April of 2024. Both services are operated separately from one another.

Metro has been working with transportation consultant Left Turn Right Turn to issue a Request for Statement of Qualifications for software packages that can accommodate both services. Metro will choose three or four qualified companies and the successful bidder for the RFP will choose which package to use and Metro will then purchase that software. This RFSQ will be issued in September.

Metro will continue to work with Left Turn Right Turn to begin writing the Request for Proposals in September. We have begun researching transit agencies that are currently comingling paratransit and microtransit services. We interviewed the director of Citibus in Lubbock, TX, to gain insight into what is working and not working for other agencies. There are additional interviews scheduled.

Passenger surveys for both services will be conducted in October to gauge satisfaction with the service, ways for improvement and input for future projects. These surveys will also be used as the RFP is written. The RFP will be issued this fall and bidders will have time to ask questions, research the service and submit their proposals. A review team will evaluate the proposals and make a recommendation to the CCTA/KCTA in the spring of 2027. The new contract will begin on October 1, 2027.

RECOMMENDATION

This item is for informational purposes only.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 10.c Meeting Date: 09/14/26

TO: CCTA and KCTA Boards
FROM: KCTA Boardmember Tim Sloan
SUBJECT: On-Demand Services Ambassador Report
DATE: September 10, 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 would like to introduce Metro Connect driver Belinda. Belinda always greets you with a big smile! She is extremely professional and the ultimate example of what a driver should be. She is very attentive to both her passengers as well as her driving. She makes all her rides pleasing and pleasant!

Metro Link

Michelle is one of the drivers that has been with Metro Link from the beginning. She goes out of her way to make all of her passengers feel like VIP's and she just makes you feel like you are part of her family! She gets out of the van and opens the door if you need assistance or not. I have noticed that a lot of drivers with Metro Link just drive and do not offer to help like Michelle does. I believe there should be more training for drivers on customer care and disabled passengers.

RECOMMENDATION

This item is for informational purposes only.