



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
NOVEMBER 10, 2025
Regular Meeting**

*The next joint CCTA/KCTA Regular meeting will be held on
Monday, December 8, 2025 at 11:30 a.m.*

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its meeting on Monday, November 10, 2025, 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 November 10, 2025*		
	b. Minutes for October 13, 2025*		
3.	Public Comment		
4.	Planning and Development Committee		
	a. Action Items		
	a. Informational Items		
	Planning and Development Committee did not meet in October		
5.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Approve a Contract Extension with First Student for Metro Connect Services*	Roll Call	Roll Call
	2. Consideration to Approve Updated Drug and Alcohol Policy*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Performance Monitoring Committee October Meeting Notes*		
6.	External Relations Committee		
	a. Informational Items		
	External Relations Committee did not meet in October		
7.	Board Operations Committee		
	a. Action Items		
	1. Consideration to amend lease with the City of Kalamazoo**	Roll Call	Roll Call
	b. Informational Items		
	1. Consideration of entering into lease agreement for parking spaces with Kalamazoo County Government**		
	2. Executive Director 2025 Review & 2026 Goals and Objectives*		



Connecting People Throughout
Kalamazoo County

8.	Report from Executive Director*		
	a. November 4, 2025, CCTA Millage Election Results*		
	b. Update Metro Link*		
9.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
	d. On-Demand Services Ambassador Report		
10.	Chairperson's Report		
11.	Public Comment		
12.	Members' Time		
13.	Adjournment	Voice Vote	Voice Vote

*Indicates attachments included in agenda packet

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

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

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Regular Meeting
October 13, 2025**

Place: Metro Administration Building, Kalamazoo, MI
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Richard Congdon, Vivian Dobbins, Cheryl Pesti, Vera Younger, Rob Branch, Scott Friedrich, Michael Clark, Annette Arkush, Barbara Blissett
Others Present: Jim Ferner, Bruce Schuur, Wayne Gensler, Jesse Ozdamar, Amy Martin, Earl Cox, Sr.

1.) KCTA ROLL CALL

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

A motion was made to excuse Brown.

Motion: Farmer

Second: Ayers

Motion carried by voice vote.

**Ecklund left the meeting at 1:00 pm.*

***Sloan left the meeting at 1:15 pm.*

1.) CCTA ROLL CALL

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

CCTA Members Absent: Lisa Mackie

A motion was made to excuse Ayers and Mackie.

Motion: Farmer

Second:

Motion carried by voice vote.

****Pearson left the meeting at 1:10 pm.*

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 October 13, 2025 with the approval of the CCTA/KCTA meeting minutes from September 8, 2025.

Motion: Rosine/Sloan

Second: Rosine/Beauchamp

Motion carried by voice vote.

3.) PUBLIC COMMENTS – Jim Ferner spoke regarding the time it takes to travel from one location to another such as Kohl's from downtown having to transfer buses and lack of communication on route changes.

Earl Cox, Sr. thanked Exec. Dir. McBride for his support for funding of public transportation while in Lansing during the State's budget negotiations. He said the unions had been lobbying for approximately two years for public transportation. Cox said it was nice to know they had additional support from MPTA.

4.) PERFORMANCE MONITORING COMMITTEE

Committee Chair Rama reported that the Performance Monitoring Committee was presenting to the Boards the extension of the Via Transportation, Inc./Metro Link contract for an additional 21 months.

On-Demand Services Manager Richard Congdon commented that additionally when Via and Metro are working on initiatives that include stop locations, no-show procedures, and weather cancellation policies.

He said in the updated agreement will be provisions that detail requirements that include uniforms and on-time performance.

A motion was made by KCTA and CCTA to approve Via Transportation, Inc. contract extension for 21 months from January 1, 2026 through September 31, 2027 at an estimated cost of \$5,028,893. This approval authorizes the Executive Director to sign all related documents.

Motion: Sloan/Farmer

Second: McCormick/Pearson

Motion carried by a roll call vote.

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

Nays: None

Absent: Ayers, Brown

Ayes: Aardema, Beauchamp, Burns, Farmer, Johnson, McCormick, Pearson, Rosine

Nays: None

Absent: Mackie

5.) EXTERNAL RELATIONS COMMITTEE

Exec. Dir. McBride reported the status of jurisdictional presentations with multiple outreach meetings having been completed and feedback from the Legislative Breakfast. He thanked those who had completed their assignments. He noted that there were still three jurisdictions that needed a Boardmember to be assigned.

6.) BOARD OPERATIONS COMMITTEE

Chair Aardema said the Board Operations Committee met and reviewed the October 13th agenda and was currently working on the Executive Director's evaluation.

7.) EXECUTIVE DIRECTORS REPORT

Exec. Dir. McBride shared that the State budget had been approved with a positive outlook for funding public transit as part of the road funding package. He said that strong advocacy for public transit was provided by unions, ridership groups and transit systems.

Exec. Dir. McBride stated that the Federal shutdown hadn't really had an impact on transportation operations at this time. He said grants were currently on hold but, Metro was in a good place with purchases having already been completed.

Exec. Dir. McBride reported it was a busy time of year for staff and participating in community events as listed in his report.

Jesse Ozdamar from Via presented an overview of Metro Link's Pilot Project performance and answered questions from the Board. (A copy of the PowerPoint presentation is included with the minutes.)

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

- Outreach
- Human Resources
- State Budget Update
- Federal Shutdown

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

8.) SUBCOMMITTEE REPORTS

Pension Board – McCormick and Burns shared that the first quarter returns were in good standing.

KATS Policy Committee – Rama reported on the KATS meeting that the TIP Amendment had been approved. Chair Aardema added that discussion took place regarding the Sprinkle Road corridor and Portage Road relating to non-motorized traffic.

Local Advisory Committee (LAC) – Did not meet.

On-Demand Ambassador Report – Sloan reported on personal experiences with Metro Link services. (A copy of the report is filed with the minutes.)

9.) CHAIRPERSON REPORT – Chair Aardema commented on the recent completion of West Main Street East and West of Drake Road.

10.) PUBLIC COMMENT – Bruce Schuur requested a bus stop to be located on Drake Road closer to the Social Security Office.

11.) MEMBERS TIME -

Sloan announced that there would be a Disability Network event taking place in Schoolcraft.

12.) PLANNING AND DEVELOPMENT COMMITTEE

Burns introduced Amy Martin from Four Nines who provided a PowerPoint presentation regarding the Metro Fare Study.

Amy Martin provided some background information on the Fare Study which began in 2024. She said Metro had gathered information of data and information on ridership, technology fare types according to Metro policy. Four Nines then conducted a multi-week survey for riders.

Martin then shared that working with Metro, the following information provided would help determine the future of Metro's goal for the project as a whole including:

- Fixed Route Options
 - Fare Structure
 - Fare Level Options
 - Fare Technology
- Metro Connect Fare Options
- Metro Link Fare Options
- Next Steps and Timelines

Discussion by Boardmembers followed with concerns about raising fares and how much, technology updates that were needed, farebox longevity and eliminating cash fares.

Chair Aardema thanked Amy Martin for and in-depth presentation giving Boardmembers a lot to digest and discuss.

13.) ADJOURNMENT

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

Motion: McCormick

Support: Sigman

Motion carried by voice vote.

The meeting adjourned at 2:33 PM.

Curtis Aardema
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Curtis Aardema
KCTA Chairperson

Barbara Blissett
KCTA Clerk

TO: Performance Monitoring Committee
FROM: Sean McBride, Executive Director
PREPARED BY: Richard G. Congdon, On Demand Services Manager
DATE: November 3, 2025
SUBJECT: First Student, Inc. Metro Connect Contract Extension

BACKGROUND

The Metro Connect contract was awarded to Apple Bus Company, now First Student, Inc., in 2019 and began on January 1, 2020. After the initial three years, the contract was extended an additional two years. The current contract was extended another year, as allowed by the Federal Transit Administration, and expires on December 31, 2025.

Metro hired consulting firm Left Turn Right Turn in 2025 to assess the Metro Connect service and suggest improvements. Their recommendation for adding scheduling options for passengers to book rides online and check on their rides in real time have been included in the extension.

DISCUSSION

Metro has been in discussions with First Student to extend the Metro Connect contract an additional 21 months beginning January 1, 2026. First Student agreed to the same cost of the 2024 contract for the current contract extension, from January 1, 2025, to December 31, 2025. Metro agreed to a 3% increase for the first year of this extension for a cost of \$5,778,253.

The cost increase for the last nine months of the extension is based on increases in ridership. If trip number thresholds are met, the cost would increase between one and four percent over 2026. First Student agreed to this sliding scale and the final cost for the nine months will be determined by the ridership total for 2026. The costs are in the attachment to this memo.

The Federal Transit Administration allows for transit systems to continue contracts with operators for more than five years. Many of the First Student management, scheduling/dispatch staff and drivers have worked with Metro Connect for several years and have extensive experience operating the service. Apple Bus/First Student have been operating Metro Connect since November 1, 2009, through three contracts and extensions.

The recently approved Metro budget provides more than adequate funding for the Metro Connect program and the service is mandated under the Americans with Disabilities Act.

First Student also agreed to some contract amendments to improve service:

- CTS TripMaster Software Trip Portal
- CTS TripMaster Software Where's My Ride

The Trip Portal feature allows passengers to make ride requests and manage them from their telephones or computers. Facilities, agencies, relatives and other caregivers can be designated as representatives of passengers to schedule rides. Passengers can also check on the status, location and estimated times of their trips with the Where's My Ride feature.

RECOMMENDATION

It is recommended by the Performance Monitoring Committee and Metro staff that the First Student, Inc. contract extension proposal be approved by the Central County Transportation Authority and Kalamazoo County Transportation Authority boards and that Metro extend the contract to operate Metro Connect service for an additional 21 months beginning January 1, 2026. The maximum cost of the contract from January 1, 2026, through September 30, 2027, is not to exceed \$10,285,291.

Attachment

Metro Connect Contract Costs Sheet

Metro Connect Contract Extension

Year 1: 1/1/26 - 12/31/26

Cost 3% increase over 2025:	\$5,778,253	\$481,521/mo
Estimated ridership 3% increase over 2025:	139,971	

9-Month Extension 1/1/27 - 9/30/27

Increases over 2026 ridership:			
1% - 3% increase in ridership 141,371 - 144,170	\$4,377,024	1% increase	\$486,336/mo
4% - 6% increase in ridership 145,570 - 148,369	\$4,420,368	2% increase	\$491,152/mo
7% - 9% increase in ridership 149,769 - 152,568	\$4,463,703	3% increase	\$495,967/mo
10% + increase in ridership 153,968 +	\$4,507,038	4% increase	\$500,782/mo

Total cost of the contract not to exceed \$10,285,291

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Keshia Woodson-Sow, Director of Operations
SUBJECT: Drug and Alcohol Policy and Audit Update
DATE: October 22, 2025

BACKGROUND

The Federal Transportation Administration (FTA) requires that Metro have a Drug and Alcohol Policy and Program in place to maintain a drug-free workplace. Since 2022, Metro has ensured the training of all managers and supervisors responsible for drug and alcohol testing. In September 2022, the board approved the most recent Drug and Alcohol Policy for Safety Sensitive Employee's. In June 2025, the Director of Operations received notice that Metro and Metro Connect (administered by First Student) would undergo a drug and alcohol audit. The last audit for Metro was in 2007, approximately 18 years ago. The auditors spent two full days in Kalamazoo reviewing documents, interviewing key staff, and visiting collection facilities. The goal of the audit is to ensure compliance with Federal Regulations 49 CFR Part 40 and Part 655.

DISCUSSION

In September 2025, Metro was given the final report from the FTA following the audit process which included the review of records, on-site interviews, and collection site visits for Metro and Metro Connect services. Upon receipt of the draft report, Metro and First Student staff began adjusting policies, updating training and procedures to ensure continuous compliance with recent regulation changes.

The audit report for Metro returned with 33 findings in six sections. The policy findings are related to sections of the policy that state Substance Abuse Professional (SAP) instead of SAPs, urine instead of specimen, and definitions that have changed in the last two years causing the policy to be out of compliance. The interview process of a drug and alcohol audit is a series of questions under each section, review of documentation, a mock drug and alcohol test, and physically showing the process used during the collection. Metro received 22 findings relating to the Third-Party Administrator's (TPA) understanding of the regulation, the collection site errors in the interview and mock collection, and the medical review officer needing additional knowledge in rare situations. The other findings prompted supervisors to undergo additional training for certain test types.

Since the audit report was received, Metro's Drug and Alcohol Program Manager has revised the drug and alcohol policy to correct the six findings as listed below:

1. Change "urine" to specimen for policy section on refusals.
2. Change "urine or breath" to specimen for policy section on refusals.
3. Specify that a refusal for failing to raise and lower clothing is only for directly observed tests.
4. Change SAP to SAPs
5. Bold the employer specific section stating "Following a positive drug or alcohol test" to reflect that is employer policy and not regulation.
6. Remove definitions from the back of the policy, multiple definitions out of compliance after changes to the regulation.

Memo: Drug & Alcohol Policy Update

Date: 10/22/25

Page 2

The policy was resubmitted to the consultant and FTA for review. The policy being presented today has been approved by the consultant and the FTA. The ATU president was notified of the policy change and had time to review the changes prior to them being presented to the board.

All safety sensitive employees will be trained on the new drug and alcohol policy during the annual refresher training January 2026.

RECOMMENDATION

After a review by Metro Leadership and staff the Performance Monitoring Committee recommends that the CCTA and KCTA approve the update to Metro's Safety Sensitive Drug and Alcohol Policy.

ATTACHMENT

Metro Drug and Alcohol Policy for Safety Sensitive Employees

METRO

Drug and Alcohol Policy for Safety Sensitive Employees

Effective as of [//]

Adopted by: _____

Date Adopted:

Table of Contents

1. Purpose of Policy.....	3
2. Covered Employees.....	3
3. Prohibited Behavior	3
4. Consequences for Violations.....	4
5. Circumstances for Testing	5
6. Testing Procedures.....	7
7. Test Refusals.....	8
8. Voluntary Self-Referral.....	8
9. Prescription Drug Use	9
10. Contact Person	9
Attachment A: Covered Positions	10
1. Purpose of Policy.....	3
2. Covered Employees.....	3
3. Prohibited Behavior	3
4. Consequences for Violations.....	4
5. Circumstances for Testing	5
6. Testing Procedures.....	7
7. Test Refusals.....	8
8. Voluntary Self-Referral.....	8
9. Prescription Drug Use	9
10. Contact Person	9
Attachment A: Covered Positions	10
Attachment B: Definitions	11

I. Purpose of Policy

This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended. Copies of Parts 655 and 40 are available in the drug and alcohol program manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website <http://transit-safety.fta.dot.gov/DrugAndAlcohol/>.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655.

Portions of this policy are not FTA-mandated but reflect ~~Central County Transportation Authority, hereinafter,~~ "Metro's" policy. These additional provisions are identified by **bold text**.

In addition, DOT has published 49 CFR Part 32, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA.

All Metro employees are subject to the provisions of the Drug-Free Workplace Act of 1988.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace. An employee who is convicted of any criminal drug statute for a violation occurring in the workplace shall notify Keshia Woodson-Sow no later than five days after such conviction.

2. Covered Employees

This policy applies to every person, including an applicant or transferee, who performs or will perform a "safety-sensitive function" as defined in Part 655, section 655.4.

You are a covered employee if you perform any of the following:

- Operating a revenue service vehicle, in or out of revenue service
- Operating a non-revenue vehicle requiring a commercial driver's license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul, and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

See Attachment A for a list of covered positions by job title.

3. Prohibited Behavior

Use of illegal drugs is prohibited at all times.

FTA Drug and Alcohol Policy – Metro

Prohibited drugs include:

- marijuana
- cocaine
- phencyclidine (PCP)
- opioids
- amphetamines

All covered employees are prohibited from performing, or continuing to perform, safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. If the on-call employee claims the ability to perform his or her safety-sensitive function, he or she must take an alcohol test with a result of less than 0.02 prior to performance.

All covered employees are prohibited from consuming alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

All covered employees required to take a post-accident test are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until he or she submits to the post-accident drug and alcohol test, whichever occurs first.

4. Consequences for Violations

Following a positive drug or alcohol (BAC at or above 0.04) test result, or test refusal, the employee will be immediately removed from safety-sensitive duty and provided with contact information for Substance Abuse Professionals (SAPs), referred to a Substance Abuse Professional.

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties until the start of their next regularly scheduled duty period (but for not less than eight hours) unless a retest results in the employee's alcohol concentration being less than 0.02.

Treatment/Discipline

Any employee who tests positive for drugs or alcohol (BAC at or above 0.04) will be immediately removed from safety sensitive duty and will utilize any paid leave available while completing the appropriate treatment with a Substance Abuse Professional. Treatment by a substance abuse professional is at the employee's expense.

Following a positive drug or alcohol test (BAC at or above 0.04) for a second time will be grounds for immediate termination.

Following a test refusal, the employee will be removed from safety-sensitive duty and will face immediate termination.

Formatted: Font: Bold

5. Circumstances for Testing

Pre-Employment Testing

A negative pre-employment drug test result is required before an employee can first perform safety-sensitive functions. If a pre-employment test is cancelled, the individual will be required to undergo another test and successfully pass with a verified negative result before performing safety-sensitive functions.

If a covered employee has not performed a safety-sensitive function for 90 or more consecutive calendar days and has not been in the random testing pool during that time, the employee must take and pass a pre-employment test before he or she can return to a safety-sensitive function.

A covered employee or applicant who has previously failed or refused a DOT pre-employment drug and/or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

Reasonable Suspicion Testing

All covered employees shall be subject to a drug and/or alcohol test when Metro has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official on the basis of specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions.

Post-Accident Testing

Covered employees shall be subject to post-accident drug and alcohol testing under the following circumstances:

Fatal Accidents

As soon as practicable following an accident involving the loss of a human life, drug and alcohol tests will be conducted on each surviving covered employee operating the public transportation vehicle at the time of the accident. In addition, any other covered employee whose performance could have contributed to the accident, as determined by Metro using the best information available at the time of the decision, will be tested.

Non-fatal Accidents

FTA Drug and Alcohol Policy – Metro

As soon as practicable following an accident not involving the loss of a human life, drug and alcohol tests will be conducted on each covered employee operating the public transportation vehicle at the time of the accident if at least one of the following conditions is met:

- (1) The accident results in injuries requiring immediate medical treatment away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident
- (2) One or more vehicles incurs disabling damage and must be towed away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident

In addition, any other covered employee whose performance could have contributed to the accident, as determined by Metro using the best information available at the time of the decision, will be tested.

A covered employee subject to post-accident testing must remain readily available, or it is considered a refusal to test. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

Random Testing

Random drug and alcohol tests are unannounced and unpredictable, and the dates for administering random tests are spread reasonably throughout the calendar year. Random testing will be conducted at all times of the day when safety-sensitive functions are performed.

Testing rates will meet or exceed the minimum annual percentage rate set each year by the FTA administrator. The current year testing rates can be viewed online at www.transportation.gov/odapc/random-testing-rates.

The selection of employees for random drug and alcohol testing will be made by a scientifically valid method, such as a random number table or a computer-based random number generator. Under the selection process used, each covered employee will have an equal chance of being tested each time selections are made.

A covered employee may only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be randomly tested for prohibited drug use anytime while on duty.

Each covered employee who is notified of selection for random drug or random alcohol testing must immediately proceed to the designated testing site.

Return to Duty Testing

Any employee who is allowed to return to safety-sensitive duty after failing or refusing to submit to a DOT drug and/or alcohol test must first be evaluated by a substance abuse professional (SAP), complete a SAP-required program of education and/or treatment, and provide a negative return-to-duty drug test result and/or an alcohol test result of less than 0.02. Any return-to-duty drug testing will be directly observed. All tests will be conducted in accordance with 49 CFR Part 40, Subpart O.

Follow-up Testing

Employees returning to safety-sensitive duty following a return-to-duty test will be required to undergo unannounced follow-up alcohol and/or drug testing for a period of one (1) to five (5) years, as directed by the SAP. The duration of testing will be extended to account for any subsequent leaves of absence, as necessary. The type (drug and/or alcohol), number, and frequency of such follow-up testing shall be directed by the SAP.

A covered employee may only be subject to follow-up alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be subject to follow-up drug testing anytime while on duty. All follow-up drug tests will be directly observed. All testing will be conducted in accordance with 49 CFR Part 40, Subpart O.

6. Testing Procedures

All FTA drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

Dilute Urine Specimen

If there is a negative dilute test result, Metro will conduct one additional retest. The result of the second test will be the test of record.

Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate recollection under direct observation (see 49 CFR Part 40, section 40.67).

Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. Metro guarantees that the split specimen test will be conducted in a timely fashion.

7. Test Refusals

As a covered employee, you have refused to test if you:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by ~~Central County Transportation Authority—Metro~~Metro.
- (2) Fail to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
- (3) Fail to attempt to provide a ~~breath or urine~~-specimen. An employee who does not provide a ~~urine or breath~~-specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
- (4) In the case of a directly observed or monitored ~~urine-urine~~ drug collection, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide ~~enough urine or breath~~ a sufficient specimen without a valid medical explanation.
- (6) Fail or decline to take a second test as directed by the collector or Metro for drug testing.
- (7) Fail to undergo a medical evaluation as required by the MRO or ~~Central County Transportation Authority—Metro~~Metro's Designated Employer Representative (DER)-Drug and Alcohol Program Manager
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly observed ~~urine drug test~~test.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.

As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately removed from performing safety-sensitive functions, and ~~referred to a SAP provided with contact information for SAPs~~.

8. Voluntary Self-Referral

Any employee who has a drug and/or alcohol abuse problem and has not been notified of the requirement to submit to reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer her or himself to the Drug and Alcohol Compliance Manager- Keshia Woodson-Sow, who will refer the individual to a substance abuse counselor for evaluation and treatment.

The substance abuse counselor will evaluate the employee and make a specific recommendation regarding the appropriate treatment. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance.

Any safety-sensitive employee who admits to a drug and/or alcohol problem will immediately be removed from his/her safety-sensitive function and will not be allowed to perform such function until successful completion of a prescribed rehabilitation program.

9. Prescription Drug Use

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to the Drug and Alcohol Program Manager (See Contact information below). Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties.

10. Contact Person

For questions about ~~Central County Transportation Authority – Metro~~Metro's anti-drug and alcohol misuse program, contact the representative for your department at the phone number listed below.

Keshia Woodson-Sow
Director of Operations
530 North Rose Street
Kalamazoo, MI 49007
269-337-8069
Drug and Alcohol Program Manager

Terecita Potts
Senior Operations Supervisor
530 North Rose Street
Kalamazoo, MI 49007
269-337-8427
~~Designated Employer Representative~~–Operations
Department

Cindy DeYoung
Human Resource Manager
530 North Rose Street
Kalamazoo, MI 49007
269-337-8421
Designated Employer Representative-
Pre-Employment

Scott Friedrich
Maintenance Supervisor
530 North Rose Street
Kalamazoo, MI 49007
269-337-8087
~~Designated Employer Representative~~–Maintenance
Department

Attachment A: Covered Positions

Operating a revenue service vehicle, in or out of revenue service.

This category applies to all coach operators, service lane attendants, and the inventory control clerk.

Operating a non-revenue vehicle requiring a commercial driver's license.

No position meets this qualification.

Controlling movement or dispatch of a revenue service vehicle.

This category applies to all Senior Operations Supervisors, Operations Supervisors, Safety and Security Manager, Operations Support Specialist, and Operations Planning and Customer Service Manager.

Maintaining (including repairs, overhaul, and rebuilding) of a revenue service vehicle or equipment used in revenue service.

This category applies all mechanics (Master, A, B, and C levels), Maintenance Supervisors, Senior Maintenance Supervisor, Deputy Director of Fleet and Facilities, and the Utility Worker.

Carrying a firearm for security purposes.

No position meets this qualification.

Attachment B: Definitions

Adulterated Specimen: A specimen that has been altered, as evidenced by test results showing either a substance that is not a normal constituent for that type of specimen or showing an abnormal concentration of an endogenous substance. Page 7

Alcohol: Intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols including methyl and isopropyl alcohol. Page 4

Alcohol Concentration (Or Content): Alcohol in a volume of breath expressed in terms of grams of alcohol per 210 liters of breath as indicated by an evidential breath test performed. Page 4

Alcohol Use: Consumption of any beverage, mixture, or preparation, including any medication, containing alcohol.

Chain of Custody: The procedure used to document the handling of the urine specimen from the time the employee gives the specimen to the collector until the specimen is destroyed. This procedure uses the Federal Drug Testing Custody and Control Form (CCF) as approved by the Office of Management and Budget.

Collection Container: A container into which the employee urinates to provide the urine sample used for a drug test.

Collection Site: A place selected by the employer where employees present themselves for the purpose of providing a urine specimen for a drug test.

Collector: A person who instructs and assists employees at a collection site, who receives and makes an initial inspection of the specimen provided by those employees, and who initiates and completes the CCF.

Confirmed Drug Test: A confirmation test result received by an MRO from a laboratory.

Consortium/Third Party Administrator (C/TPA): A service agent that provides or coordinates the provision of a variety of drug and alcohol testing services to employers. C/TPA's typically perform administrative tasks concerning the operation of the employers' drug and alcohol testing programs. This term includes, but is not limited to, groups of employers who join to administer, as a single entity, the DOT drug and alcohol testing programs of its members. C/TPAs are not "employers" for purposes of this part. Page 6

Designated Employer Representative (DER): An employee authorized by the employer to take immediate action(s) to remove employees from safety-sensitive duties, or cause employees to be

Commented [KW1]: Remove definitions, otherwise every time the definition changes I would have to revise the policy. For definitions, people can refer to the federal regulation.

removed from these covered duties, and to make required decisions in the testing and evaluation processes. The DER also receives test results and other communications for the employer, consistent with the requirements of this part. Service agents cannot act as DERs. Page 9

Dilute Specimen: A urine specimen with creatinine and specific gravity values that are lower than expected for human urine. Page 7

Disabling Damage: Damage that precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated but would have been further damaged if so operated.

Disabling damage does not include damage that could be remedied temporarily at the scene of the occurrence without special tools or parts; tire disablement without other damage even if no spare tire is available; or damage to headlights, taillights, turn signals, horn, or windshield wipers that makes them inoperative. Page 6

DOT: The United States Department of Transportation Page 3

DOT Agency: An agency (or “operating administration”) of the United States Department of Transportation administering regulations requiring drug and/or alcohol testing. Page 3

Drugs: The drugs for which tests are required under this part and DOT agency regulations are marijuana, cocaine, amphetamines, phenylcyclidine (PCP), and opioids. Page 3

Employee: Any person who is designated in a DOT agency regulation as subject to drug testing and/or alcohol testing. The term includes individuals currently performing safety-sensitive functions designated in DOT agency regulations and applicants for employment subject to pre-employment testing. For purposes of drug testing under this part, the term employee has the same meaning as the term “donor” as found on CCF and related guidance materials produced by the Department of Health and Human Services. Page 3

Employer: A recipient or other entity that provides mass transportation service or which performs a safety-sensitive function for such recipient or other entity. This term includes subrecipients, operators, and contractors.

FTA: The Federal Transit Administration, an agency of the U.S. Department of Transportation. Page 3

Large Operator: A recipient or subrecipient primarily operating in an area of 200,000 or more in population.

Medical Review Officer (MRO): A person who is a licensed physician and who is responsible for receiving and reviewing laboratory results generated by an employer’s drug testing program and evaluating medical explanations for certain drug test results. Page 8

Negative Result: The result reported by an HHS-certified laboratory to an MRO when a specimen contains no drug or the concentration of the drug is less than the cutoff concentration for the drug or drug class and the specimen is a valid specimen. Page 5

Primary Specimen: In drug testing, the urine specimen bottle that is opened and tested by a first laboratory to determine whether the employee has a drug or drug metabolite in his or her system; and for the purpose of validity testing. The primary specimen is distinguished from the split specimen, defined in this section. Page 7

Positive Result: The result reported by an HHS-certified laboratory when a specimen contains a drug or drug metabolite equal to or greater than the cutoff concentrations. Page 4

Reconfirmed: The result reported for a split specimen when the second laboratory is able to corroborate the original result reported for the primary specimen. Page 7

Small Operator: A recipient or subrecipient primarily operating in an area of less than 200,000 in population.

Specimen Bottle: The bottle that, after being sealed and labeled according to the procedures in 49 CFR Part 40, is used to hold the urine specimen during transportation to the laboratory.

Split Specimen: In drug testing, a part of the urine specimen that is sent to a first laboratory and retained unopened, and which is transported to a second laboratory in the event that the employee requests that it be tested following a verified positive test of the primary specimen or a verified adulterated or substituted test result. Page 7

Split Specimen Collection: A collection in which the urine collected is divided into two separate specimen bottles, the primary specimen (Bottle A) and the split specimen (Bottle B).

Substance Abuse Professional (SAP): A person who evaluates employees who have violated a DOT drug and alcohol regulation and makes recommendations concerning education, treatment, follow-up testing, and aftercare. Page 4

Vehicle: A bus, electric bus, van, automobile, rail car, trolley car, trolley bus, or vessel. A “mass transit vehicle” is a vehicle used for mass transportation. Page 3

Verified Test: A drug test result or validity testing result from an HHS-certified laboratory that has undergone review and final determination by the MRO. Page 8

September 2025



Metrics Report

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

Ridership

System Information Totals for September 2024 and 2025

	Fixed-Route	Metro Connect	Metro Share	Metro Link	System Totals
2025	150,805	11,923	2,244	8,190	173,162
2024	168,599	11,347	1,930	3,052	184,928
Difference	-17,794	576	314	5,138	-11,766

Fixed Route

Metro ridership in the month of September decreased in 2025 when compared to 2024. This decrease is partially due to the difference in service levels and detours on campus limiting student transportation due to construction around WMU.

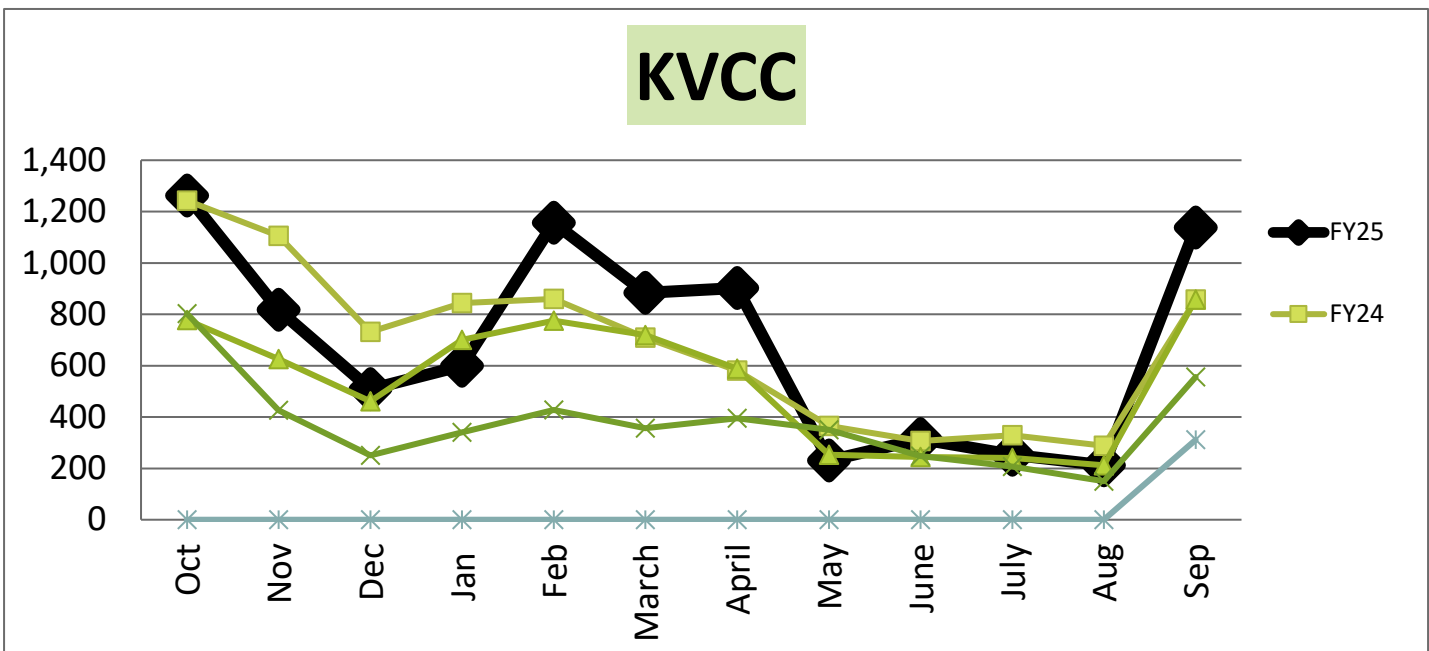
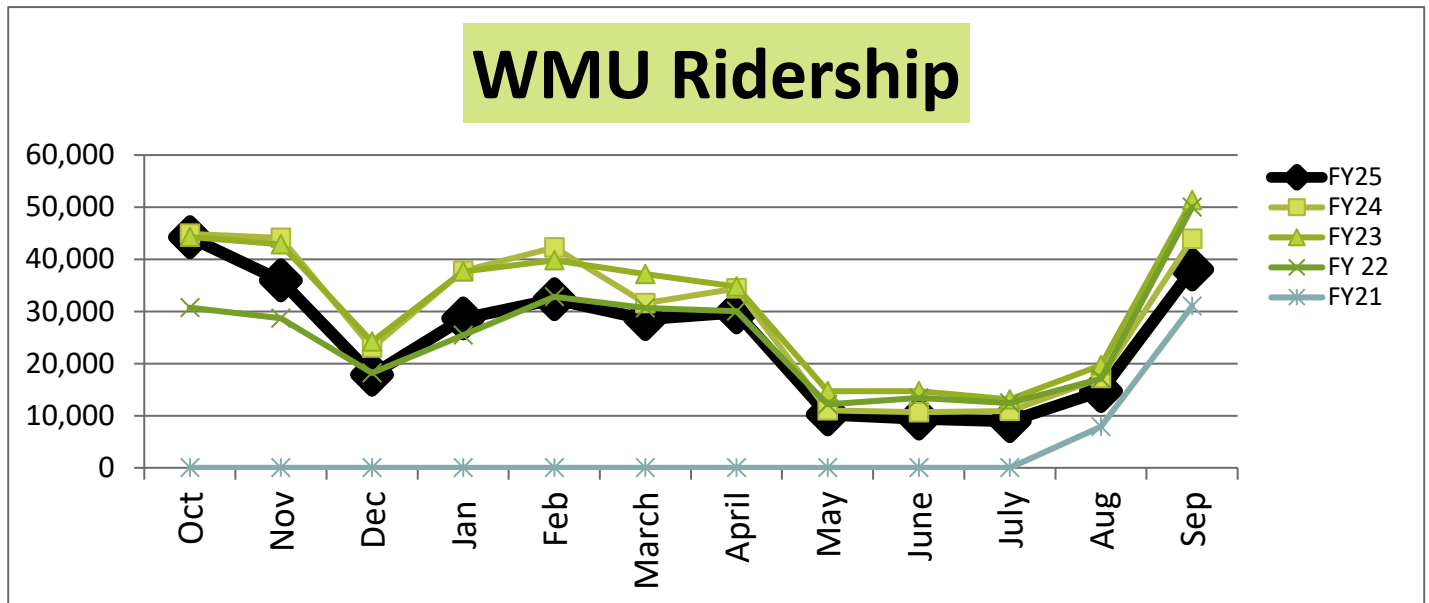
See the chart below for the year-to-date breakdown by route.

Route	Year to Date- Oct 1, 2024 to September 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Westnedge	229,677	226,250	1.51%	28.99	28.42	2.01%
Portage	104,841	109,197	-3.99%	18.38	16.98	8.22%
West Michigan	57,876	63,451	-8.79%	11.20	11.92	-6.08%
Oakland	57,952	58,737	-1.34%	11.21	11.04	1.60%
East Main	54,474	53,553	1.72%	19.72	19.98	-1.32%
Parchment	77,010	67,023	14.90%	15.37	13.06	17.72%
Alamo	91,731	85,751	6.97%	17.62	16.78	4.98%
Milwood	72,785	74,477	-2.27%	14.13	14.04	0.65%
Gull Road	158,154	156,105	1.31%	21.31	20.87	2.11%
Comstock	50,327	51,137	-1.58%	9.74	9.61	1.34%
Stadium Drive	107,996	112,240	-3.78%	13.93	15.05	-7.40%
Duke	10,174	10,995	-7.47%	7.06	7.13	-1.01%
South Burdick	101,183	90,966	11.23%	16.51	17.09	-3.41%
West Main	140,232	143,608	-2.35%	21.43	22.48	-4.70%
Paterson	35,937	38,403	-6.42%	12.24	13.77	-11.09%
Lovell	127,278	138,977	-8.42%	15.83	16.79	-5.70%
Ring	38,412	61,757	-37.80%	13.83	19.98	-30.79%
Solon/Kendall/Lafayette	48,364	53,126	-8.96%	24.27	25.39	-4.44%
Parkview	73,771	87,091	-15.29%	16.53	19.66	-15.93%
West Centre	24,012	27,154	-11.57%	6.19	5.34	15.87%
East Romence	22,510	26,878	-16.25%	5.77	5.23	10.33%
WMU Shuttle	7,273	8,644	-15.86%	40.10	180.08	-77.73%
Total Fixed Route	1,691,969	1,745,520	-3.07%	16.16	16.20	-0.29%

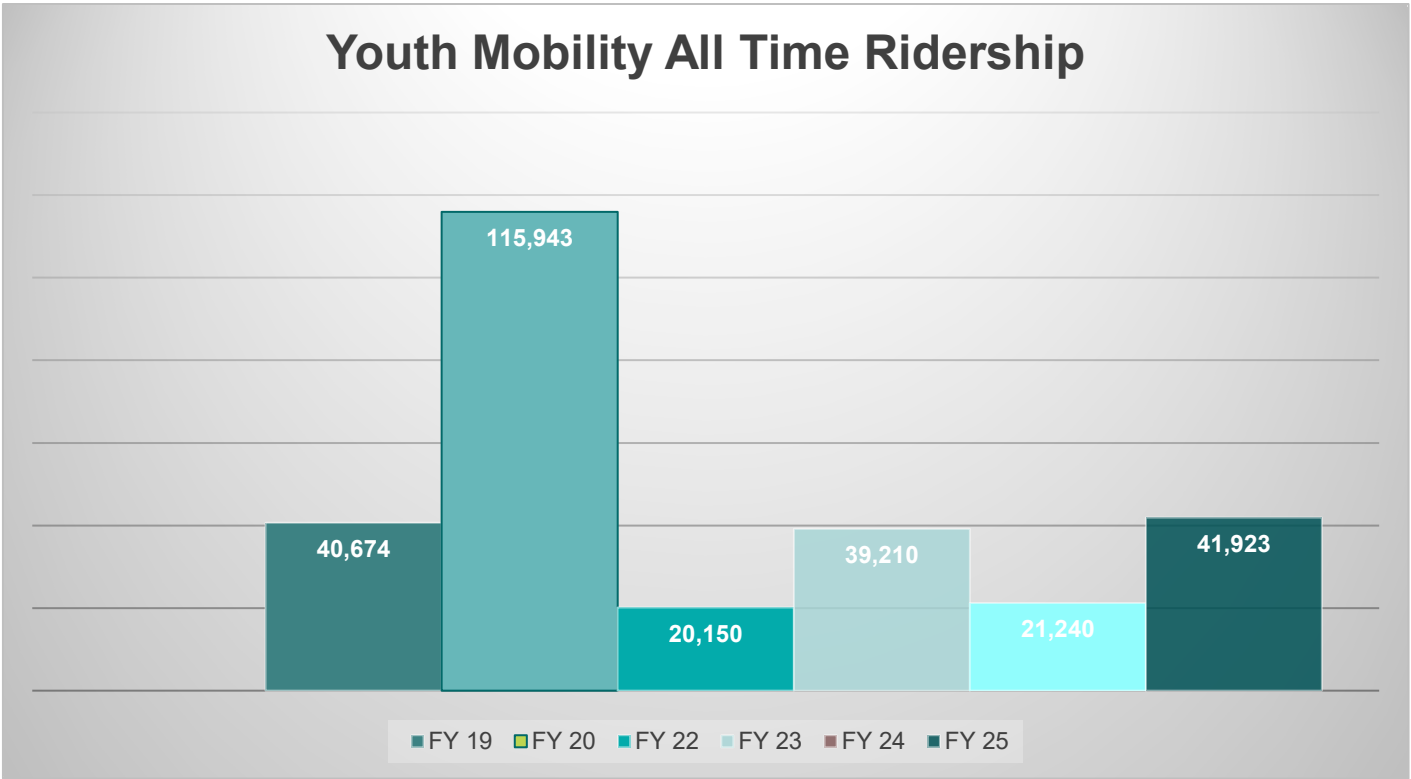
The fixed route provides service through a series of specialized pass programs. These programs include WMU, Kalamazoo Valley Community College (KVCC), and the Youth Mobility Program. The chart below highlights the data from these specific programs.

Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY25	FY24		FY25	FY24	
WMU	38,023	43,934	-13.45%	298,586	356,361	-16.21%
KVCC	1,138	858	32.63%	8,278	8,235	0.52%
Youth Mobility	1,467	1,996	-26.50%	41,394	22,657	82.70%

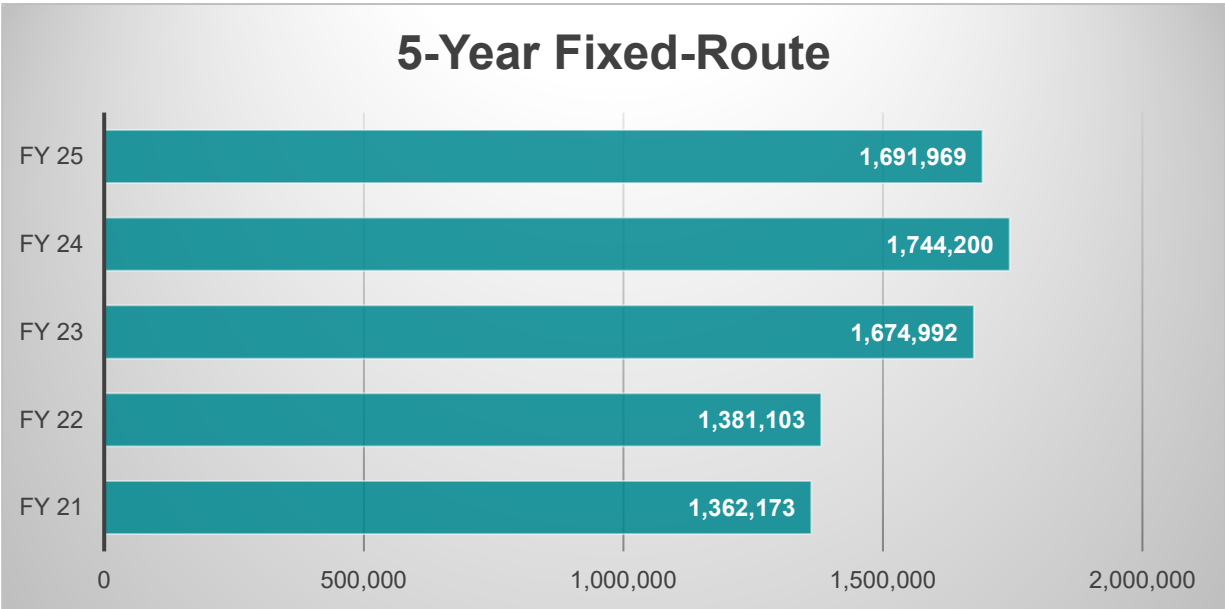
The charts below show WMU and KVCC ridership over a five-year time frame.



The Youth Mobility Program data includes six years of ridership. It does not include ridership from FY 21 as Metro was not collecting fares while buses were boarding from the rear, due to COVID protocols.



Below is the five-year ridership data for the fixed route system.



**FY 25 is October 1, 2024, through September 30, 2025

Metro Connect

Metro Connect is an origin-to-destination program that will pick up riders and transport them to a specified location. Service scheduling is available up to seven days in advance. You can also request same day service depending on availability. Metro Connect is available to anyone in Kalamazoo and provides transport throughout the Kalamazoo County area and the VA Hospital in Battle Creek.

Metro Connect	Year to Date- Oct 1, 2024 to September 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Demand-Response	136,171	136,184	-0.01%	1.98	1.94	2.05%
ADA Trips	45,457	49,269	-7.74%	2.03	1.98	2.65%

In September 2025, Metro Connect had 13 less rides in 2025 than in 2024. As community services continue to expand programs, riders in the community continue to enhance the use of this service. Ridership data shows that although there were **2,550 cancellations**, **11,657 trips** were completed in September 2025.

Metro Connect provides service to 25 jurisdictions; FY 25 ridership data is listed here:

2025	Jan	Feb	March	April	May	June	July	August	Sept	Total
Township										
Alamo	72	56	61	90	68	59	60	66	82	614
Augusta	79	68	65	69	43	43	39	37	42	485
Brady	26	28	27	24	32	32	26	30	31	256
Charleston	18	19	24	26	27	31	37	18	20	220
Climax	64	66	77	71	73	62	75	63	65	616
Climax -Village	6	13	13	7	19	13	20	11	8	110
Comstock	459	511	567	553	479	489	505	493	498	4,554
Cooper	525	532	649	716	654	681	675	657	591	5,680
Galesburg	221	198	238	220	262	227	207	213	203	1,989
Kalamazoo Township	699	708	822	825	805	735	816	789	883	7,082
Kalamazoo City	3,490	3,502	3,957	4,049	3,699	3,612	4,159	3,778	3,826	34,072
Out Of County	49	50	46	72	48	45	49	46	83	488
Oshtemo	991	947	1,174	1,192	1,125	1,080	1,187	1,143	1,145	9,984
Parchment	317	367	420	410	395	408	438	459	507	3,721
Pavillion Township	104	70	61	52	47	42	58	65	80	579
Portage	2,115	2,066	2,231	2,310	2,078	2,132	2,333	2,056	2,122	19,443
Prairie Ronde	32	33	40	44	41	39	34	40	42	345
Richland	171	174	188	157	152	158	154	172	192	1,518
Richland- Village	0	0	0	1	2	1	0	0	0	4
Ross	28	40	39	56	39	37	47	36	25	347
Schoolcraft	285	309	367	429	441	365	393	396	488	3,473
School- Village	38	34	28	42	31	32	58	47	52	362
Texas	271	285	319	311	337	313	322	322	376	2,856
Vicksburg	213	242	271	275	232	251	251	228	282	2,245
Wakeshma	4	4	5	10	10	8	0	4	14	59
	10,277	10,322	11,689	12,011	11,139	10,895	11,943	11,169	11,657	101,102

Other data from Metro Connect shows that in September 2025, no passenger was denied a ride that was requested and passengers for demand response requests were given an offer when they called. Telephone data shows that the average call back time was eight minutes.

New certifications for the month of September include one ADA Certifications, fifty-one Demand Response Certifications, thirty Senior Certifications for a total of eighty-two new Certifications for the Metro Connect service.

Metro Share

Metro Share is a specialized services program partnering with non-profit and government agencies that serve seniors age 62+ and individuals with disabilities. Metro Share vans are provided to these partner agencies on a first-come-first served basis through reservations. Drivers complete training on Metro's policies, proper van procedure as well as background checks and drug screening.

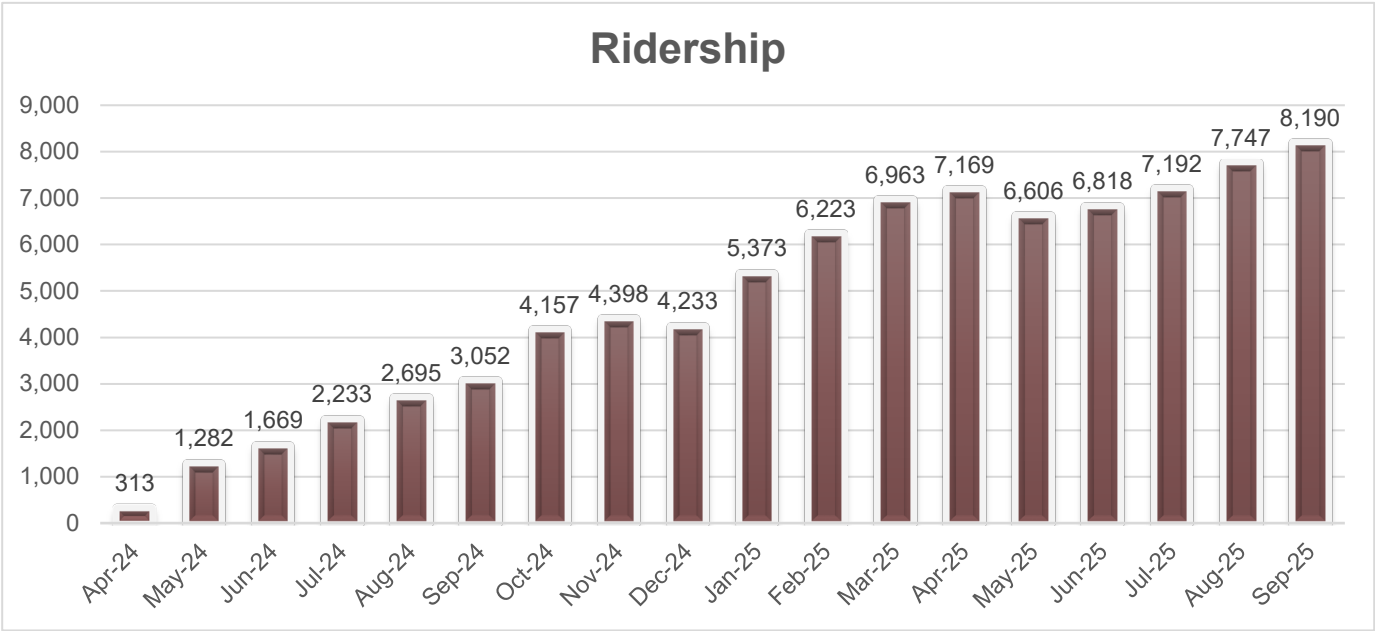
	Year to Date- Oct 1, 2024 to September 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Metro Share	29,227	23,336	25.24%	9.75	8.09	20.51%

Metro Link

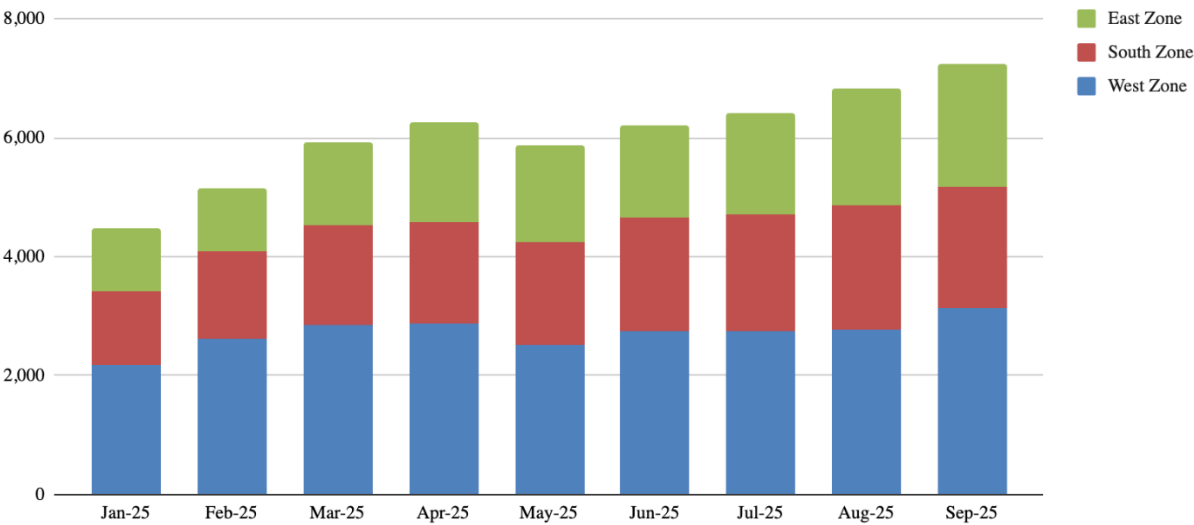
Metro Link is a pilot program launched on April 15, 2024. Link is an alternative on-demand mobility solution to assist passengers with transportation needs including first mile last mile connections to the fixed-route system and point to point services within each of three zones. Since launch, the Link program has shown growth in multiple areas month to month, including the number of completed rides, rides per hour, proposals, and ridership growth. Ridership in September 2025 for Metro Link shows 8,190 rides.

	Year to Date- Oct 1, 2024 to September 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Metro Link	75,069	11,244	767.64%	5.17	4.13	179.86%

Monthly ridership since the Link launch is shown in this chart.



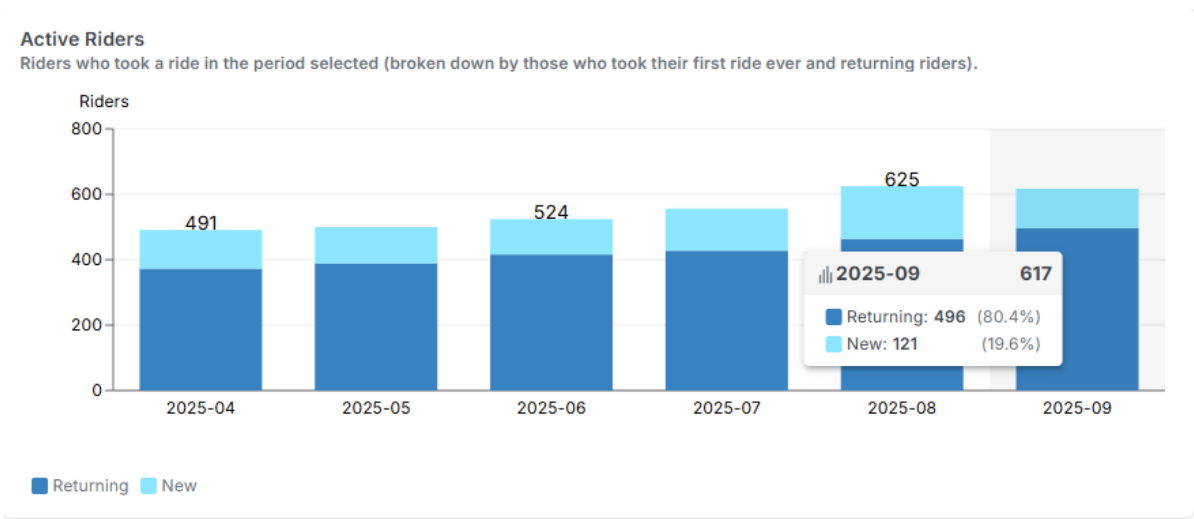
Metro Link operates within three zones: East, West, and South, while also allowing overlaps between the South and East and the South and West zones. The data below show ridership per zone.



The average wait time started to increase in August 2025 hitting the 15-minute mark and moved up to the 16-minute mark in September. The goal is to reach each rider within 20 minutes, although a wait time of 30 minutes is acceptable.

In September 2025, Metro Link riders received a total of 11,476 proposals. Of those 9,464 proposals contained a fixed route option. 1,721 proposals were Metro Link only while other proposals informed passengers that they could use fixed route, Link, and walk to get to their destination. In addition to the proposals listed, 168 riders did not receive a proposal.

The Rider Growth Chart shows the difference between new active riders and returning riders.



Security

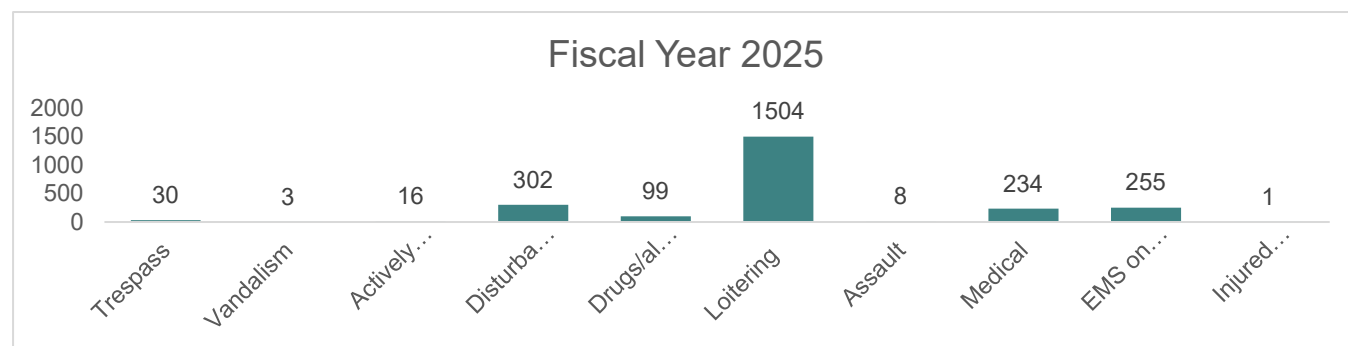
Kalamazoo Department of Public Safety presence at the KTC was consistent throughout the month of September. Their presence typically lasts for a few minutes at a time.

50 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. Additionally, 23 people were asked to move along when found sleeping in the bus bays in the early morning.

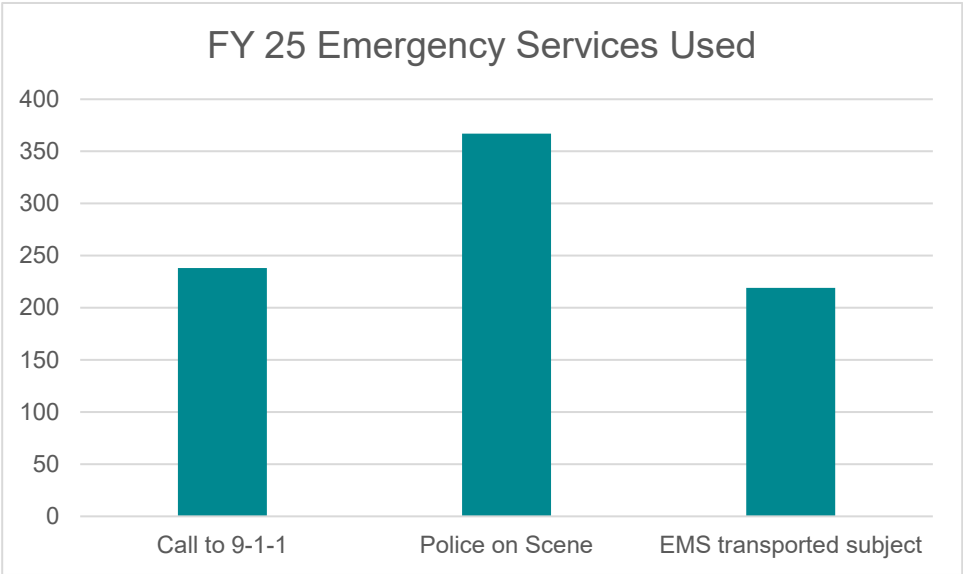
The activity summary for the month of September totals 123 security incidents. The incidents are broken down into categories below:

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

FY 2025 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 2025 Emergency services used as provided by security data.



** YTD includes data from October 1, 2024, to September 30, 2025.



Connecting People Throughout
Kalamazoo County

Agenda Item #: 5.b.2. Meeting Date: 10/21/25

MEETING NOTES

Performance Monitoring Committee

October 21, 2025, at 3 PM

Microsoft Teams Virtual Meeting

Members: Aditya Rama (Chair), Dusty Farmer, Jim Pearson, Tim Sloan

Absent: None

Staff: Greg Vlietstra, Barbara Blissett, Sean McBride, Keshia Woodson-Sow, Richard Congdon

1. Metro Link Contract Extension

Notes:

- Committee Chair Rama asked On-Demand Services Manager Richard Congdon to present the Metro Connect Contract Extension
- Congdon shared a history of the Apple Bus/First Student contract for Metro connect. He said the contract began on January 1, 2020 for three years and was extended for an additional two years. The current contract was extended to an additional year as allowed by the Federal Transit Administration (FTA) which now expires December 31, 2025
- Congdon stated that after a survey by Left Turn Right Turn, additional service improvements such as scheduling options for online ride reservations in real time have been included in the extension. He said the extension would be for 21 months expiring on September 30, 2027, as well as a 3% increase for the first year of the extension
- The Committee discussed the extension changes and recommended approval by the CCTA/KCTA Boards at the November 10th meeting.

2. Drug and Policy Update

Notes:

- Committee Chair Rama invited Operations Director Keshia Woodson-Sow to update the Committee on the Alcohol and Drug Policy. Woodson-Sow shared that Metro's policy had not been audited in 18 years
- Based on the FTA audit, there are several recommended non-material changes to the policy
- Woodson-Sow stated the updated Metro Drug and Alcohol Policy being administered was currently being reviewed by the FTA
- The Committee inquired about the requirements and discipline concerning drug testing for Metro employees.

3. Performance Metrics

Notes:

- Woodson-Sow reviewed the September Metrics Report and noted that the October report would look different with changes.

The next meeting is Tuesday, November 18th at 3 pm.



Agenda Item: #7.a.1
Meeting Date: 11/10/25

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: November 5, 2025
SUBJECT: Agreements Related to Parking Lot and Future Parking Structure at 459 N. Rose St.

Background

With the transfer of the public transit system to the Central County Transportation Authority (CCTA) in 2016, the CCTA entered into a long-term lease agreement with the City of Kalamazoo that included four parcels of property. One of these parcels is used for employee parking and short-term parking at the Kalamazoo Transportation Center (KTC). The City of Kalamazoo (COK) intends to sell this parcel, 459 North Rose Street, for the construction of a parking garage. This conceptual five-story parking garage will provide parking for the nearby Kalamazoo County facilities, the new events center, KTC and other public uses. Kalamazoo County would like to begin construction early in the first quarter of 2026. Attached are some depictions of the future parking garage concept.

Discussion

To facilitate the construction of the new parking amenity, there are two actions that involve Metro.

First, to enable the City of Kalamazoo to sell the 459 North Rose Street property to Kalamazoo County, this parcel needs to be removed from the 2016 lease between COK and the CCTA. Attached is the *First Amendment to Lease*, which formalizes this action. This agreement has been reviewed by Metro Attorney Richard Cherry from Miller Johnson. The City of Kalamazoo will consider this amendment over the course of two meetings, beginning later in November and concluding in December.

Second, for Metro to replace the parking capacity that we currently have at the 459 North Rose Street lot, Metro will enter into a lease agreement with Kalamazoo County for spaces in the new parking garage. The attached Draft *Lease Between Kalamazoo County Government and the Central County Transportation Authority for the Use of Parking Spaces* includes the following key provisions:

- Term is 25 years, with three additional 25-year renewals.
- \$1 per year
- 30 staff spaces, 10 public spaces and storage space on the first floor

Staff is developing a plan for parking of employees and customers during the construction of the ramp which is estimated to last about one year. The Agreement will be reviewed by Attorney Cherry, once Kalamazoo County develops a final agreement.

Actions

No action is requested at the November 10, 2025 meeting. These agreements will be considered at the December 8, 2025 meeting, assuming finalization of the *Lease Between Kalamazoo County Government and the Central County Transportation Authority for the Use of Parking Spaces*

Attachments

1. First Amendment to Lease between Central County Transportation Authority and the City of Kalamazoo
2. Draft Lease Between Kalamazoo County Government and the Central County Transportation Authority for the Use of Parking Spaces
3. Church Street Parking Structure Concept

FIRST AMENDEMENT TO LEASE

This First Amendment ("First Amendment") by and between the **City of Kalamazoo** ("**Landlord**") whose address is 241 W. South Street, Kalamazoo, Michigan 49007, and the **Central County Transportation Authority** (a.k.a, "**Metro**"), ("**Tenant**") whose address is, 530 North Rose Street, Kalamazoo, Michigan 49007. The Landlord and Tenant are sometimes collectively referred to as the "Parties" or individually as a "Party."

Background

1. The Landlord and Tenant entered into a lease agreement ("**Lease**") dated September 30th, 2016, for the lease of four parcels of property owned by the Landlord.
2. One of those parcels, commonly known as 459 N. Rose Street, Kalamazoo, Michigan and more particularly described in Exhibit A attached to the Lease under the heading "Parcel 3" ("**459 N. Rose St.**"), has been used by the Tenant as a parking lot.
3. The Landlord intends to sell 459 N. Rose St. to Kalamazoo County ("**County**") for construction of a parking facility by the County.
4. The County and the Tenant have entered into an agreement to allow the Tenant to use a portion of the new parking facility to be constructed in part on 459 N. Rose St. in lieu of the parking lot on that property.
5. As a result, rental of 459 North Rose St. by the Tenant for parking is no longer needed and it is necessary to terminate the lease of that property for the Landlord to convey clear title of 459 North Rose St. to the County.
6. The Landlord and Tenant desire to amend the Lease so that all reference to 459 North Rose St. in the Lease, particularly in paragraph 1 entitled "Leased Premises" and in Exhibit A under the heading "Parcel 3" are eliminated and removed from the Lease.

Amendment

In consideration of the background recitals which are incorporated by reference and made a part of this First Amendment, and the mutual covenants and promises in this First Amendment, the Landlord and Tenant agree as follows:

1. **Amendment.** All reference to 459 North Rose St. in the Lease, particularly in

paragraph 1 entitled “Leased Premises” and in Exhibit A under the heading “Parcel 3” are eliminated and removed from the Lease.

2. **Effect on Agreement.** Except for the above amendment, all the remaining paragraphs and provisions of the Lease shall remain in full force and effect.
3. **Counterparts.** This First Amendment may be executed in any number of counterparts, each of which shall be deemed an original, but all such counterparts shall together constitute but one and the same instrument. A counterpart signed and transmitted by facsimile or by e-mail as a .pdf file shall be treated as an original document, and the exchange of counterparts signed by each respective party constitutes a binding and enforceable agreement.
4. **Representation of Authority.** Each party represents and warrants to the other that this First Amendment and its execution by the individual on its behalf are authorized by the board of directors or other governing body of that party.
5. **Effective Date.** This First Amendment will be effective on the last date of signing by one of the parties.

The Parties have signed this First Amendment on the date indicated below:

Dated: _____

LANDLORD, CITY OF
KALAMAZOO

BY: _____

ITS: City Manager

Dated: _____

TENANT, CENTRAL COUNTY
TRANSPORTATION
AUTHORITY

BY: _____
Sean McBride

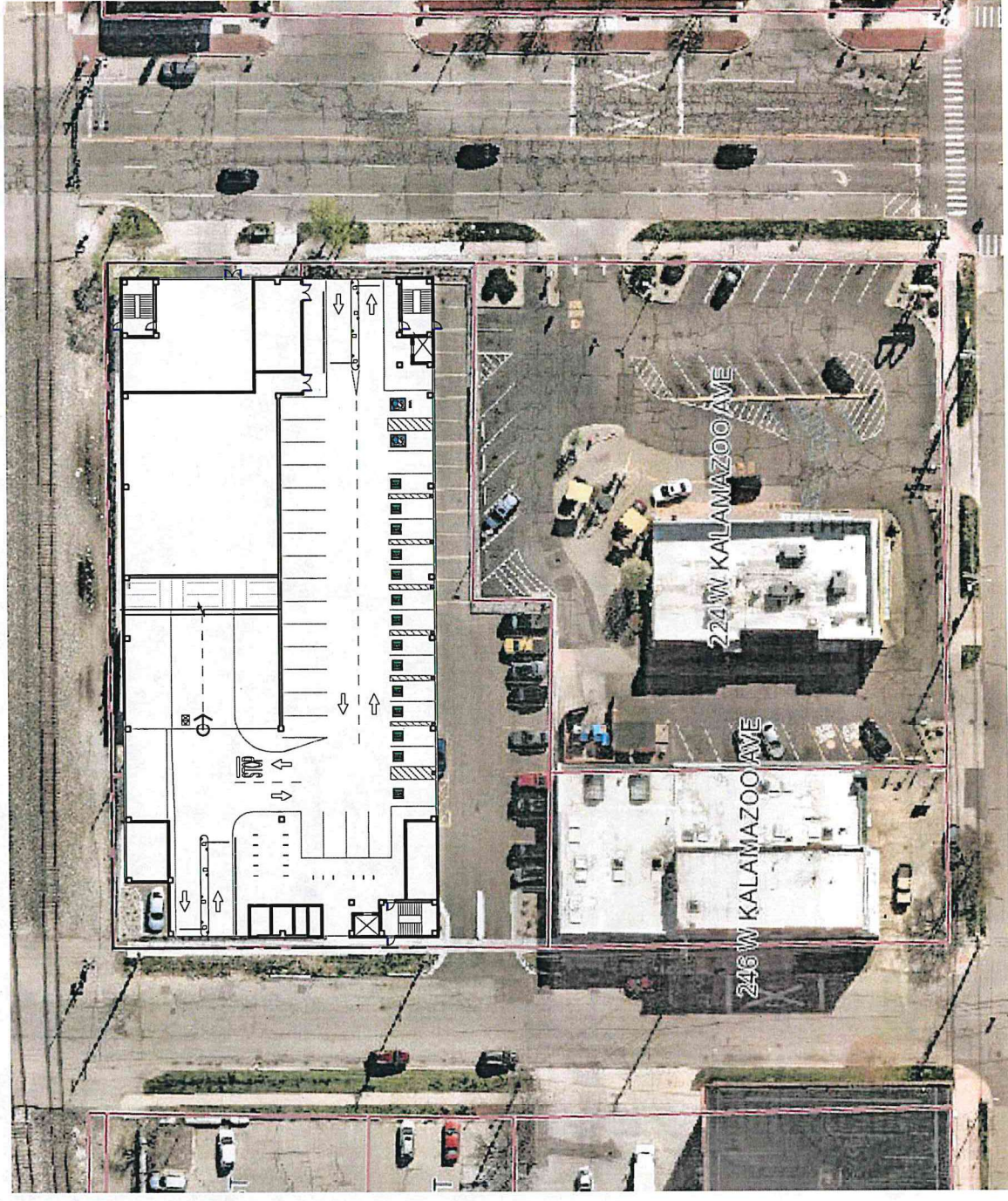
ITS: Executive Director

Church Street Parking Structure

Facade Variations

October 17, 2025

fishbeck



White logo on east and west



LEASE BETWEEN KALAMAZOO COUNTY GOVERNMENT AND THE CENTRAL COUNTY TRANSPORTATION AUTHORITY FOR THE USE OF PARKING SPACES

This Lease is made and entered into this ____ day of _____, 2025 by and between Kalamazoo County, whose address is 201 West Kalamazoo Avenue, Kalamazoo, MI 49007, ("Lessor") and the Central County Transportation Authority, whose address is 530 North Rose Street, Kalamazoo, MI 49007 ("Lessee").

Recitals

WHEREAS, The Central County Transportation Authority executed a lease with the City of Kalamazoo dated September 30, 2016, in which a portion of the lease secured parking spaces for the Central County Transportation Authority on property located at 459 North Rose St. Kalamazoo MI 49007; and

WHEREAS, Kalamazoo County has purchased the property located at 459 North Rose St. Kalamazoo MI 49007, and attends to incorporate the property in the construction of a parking structure; and

WHEREAS, Kalamazoo County and the Central County Transportation Authority wish to create an agreement by which the Central County Transportation Authority ("Lessee") will lease parking spaces from Kalamazoo County ("Lessor") which are located within the parking structure.

NOW THEREFORE, in consideration of the mutual covenants and agreements contained herein, Kalamazoo County and the Central County Transportation Authority agree as follows:

Terms

1. **PARKING SPACES.** Lessor hereby leases to Lessee thirty (30) designated parking spaces to be located within the parking structure for Lessee's staff and employees and an additional ten (10) parking spaces for Lessee's customers. ("Parking Spaces"). These Parking Spaces shall be reserved for Lessee during normal business hours, Monday through Friday.
2. **CITY OF KALAMAZOO LEASE AGREEMENT.** Lessee executed a lease with the City of Kalamazoo dated September 30, 2016, in which a portion of the lease secured parking spaces for Lessee on property located at 459 North Rose St. Kalamazoo MI 49007. Lessee acknowledges that the property located at 459 North Rose St. Kalamazoo MI 49007, has been sold to Lessor and that this Lease supersedes all prior agreements, leases and contracts.
3. **TERM OF LEASE; RENEWAL TERM.** The term of this Lease shall commence on _____ (the "Commencement Date") and shall continue for twenty-five (25) years unless sooner terminated as provided in this Lease. Lessee may renew this Lease for three (3) additional twenty-five (25) year terms, upon the same terms and conditions as provided for in this Lease. In order to exercise such renewal right, Lessee shall serve Lessor with written notice of Lessee's election to renew not less than six (6) months prior to the end of the term of this Lease, or any renewal term, as the case may be.

4. RENT. Lessee covenants and agrees to pay Lessor as rent for the Leased Parking Spaces during the term of this Lease an amount equal to Twenty-Five and 00/100 Dollars (\$25.00), which is One Dollar (\$1.00) for each year of the Lease. Rent shall be the same amount during any renewal term. Rent, and all other sums payable under this Lease by Lessee, shall be paid to Lessor at Lessor's address set forth above, or at such other address as Lessor may direct by written notice.
5. UTILITIES. All utilities that are separately metered and servicing the Premises shall be in the name of the Lessor, and Lessor shall pay all bills for such services.
6. ENVIRONMENTAL MATTERS. Lessee's use of the Premises shall at all times be in complete compliance with all applicable federal, state and local environmental laws and regulations ("Environmental Laws"). Lessor represents and warrants that, as of the Commencement Date, the Premises will be in full compliance with all Environmental Laws and Lessor shall indemnify to the fullest extent of the law and defend Lessee against and save Lessee harmless from any and all liabilities, obligations, damages, penalties, costs and expenses, including reasonable attorneys' fees, paid or incurred as a result of the violation of any Environmental Law by Lessor, its agents, employees or contractors.
7. EMINENT DOMAIN. In the event that the whole of the Premises shall be taken or condemned for any public or quasi-public use or purpose by any competent authority in eminent domain, condemnation or similar proceedings, or in the event that less than the whole is so taken or condemned but the remaining portion of the Premises is untenable for the purposes provided in this Lease (as reasonably determined by Lessee), then this Lease shall terminate as of the date title vests in such authority, unless otherwise agreed to by the parties, all rents and other payments shall be paid up to that date, and Lessor and Lessee shall have no further obligations by reason of the provisions of this Lease, except with respect to obligations which survive such termination as expressly provided in this Lease.

In the event that less than the whole of the Premises is so taken or condemned and the remainder is tenantable for the purposes provided in this Lease, then Lessor, to the extent of the eminent domain or condemnation award, shall repair and restore the portion not affected by the taking so as to constitute the remaining premises a complete architectural unit. Thereafter, the rent to be paid by Lessee shall be adjusted proportionately according to the ratio that the ground area remaining in the Premises bears to the former ground area in the Premises, and all of the other terms of this Lease shall remain in full force and effect.

8. INDEMNIFICATION. Each party shall, to the extent possible under Michigan law, indemnify and hold the other party harmless from all loss, costs, including reasonable attorney fees, expense, damage or other liability arising out of death and or injury or claim of injury to persons or property whatsoever, occurring in or about the premises, the building and grounds, caused by failure of such party to perform its obligation under this Lease or by the negligence of such party, its agents, employees, or assigns.
9. SUBLEASE. Lessee shall not assign, sublet, or transfer this Lease without the express written consent of the Lessor.
10. ALTERATIONS. Lessee shall not make any alterations, additions, or improvements ("Alterations") to the Parking Spaces without the prior written consent of the Lessor.
11. REPAIR AND MAINTENANCE. The Lessor, at its sole cost and expense, shall, maintain the parking structure in good repair. This includes but not limited to, replacement of structural

elements of the roof, building, HVAC and mechanical systems, foundation, maintenance of any common area of the property, landscaping, mowing, snow and ice removal. Lessee shall be responsible for damages arising from the negligence of its agents, employees, or assigns.

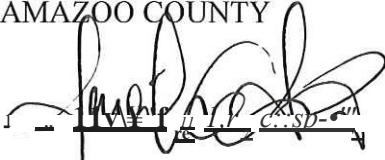
12. DEFAULT. If either the Lessee or the Lessor is in substantial and continuing default of their respective obligations under this Lease, for thirty (30) days after receipt of notice from the other party specifying the default has been given, Lessor may terminate this lease, re-enter the premises and resume possession thereof, and recover from Lessee all amounts owed to the date of termination and costs or damages arising from default. If Lessor is in default, Lessee may terminate this Lease, and upon vacating and surrendering the Parking Spaces shall have no further liability or obligation unless otherwise specified within this Lease.
13. DESTRUCTION. If the parking structure is totally destroyed by fire or other casualty, or is so damaged that the Parking Spaces are untenantable, inaccessible or unsuitable for operation of Lessee's operations, or if the parking structure or Parking Spaces are condemned or declared unsafe by a governmental body, Lessee shall not be liable to pay rent after the time of such destruction or damage or, in the case of condemnation, after the time Lessee shall have surrendered possession to the Lessor; provided however, that if the injury or damage to or condition of the parking structure or Parking Spaces is such that Lessor can restore the Parking Spaces, making the necessary repairs, or by complying with the governmental order within sixty (60) days after the happening of the event, Lessee shall have the option to have the restoration made by the Lessor within the sixty (60) days and the lease is hereby continued, with the rent equitably abated while such condition exists, and Lessee is unable to occupy the Parking Spaces. Any rent paid in advance and unearned during such period shall be refunded.
14. INSURANCE. Lessor shall procure and maintain through the term of this Lease a policy of commercial general liability insurance having limits of liability not less than One Million Dollars (\$1,000,000) insuring and defending Lessor against any cost, loss, damage or expense incurred as a result of any claim, suit, action liability or demand arising out of, pertaining to or involving: (i) any event or occurrence, including, without limitation, loss of life, personal injury or property damage, in, upon or at the Lessor's Property, (ii) the use, occupancy, construction, alteration, maintenance, repair or other activity by Lessor upon the Lessor's Property, and (iii) any act or omission of Lessor or its employees, customers, patrons, vendors, contractors.

Lessor and Lessee agree that each policy of insurance required hereunder shall, to the extent permitted by applicable law, contain a provision by which the insurer shall agree to waive all rights of subrogation against the other party to the Lease, its agents and employees, with respect to losses payable under said policy, and each party waives all rights of recovery it might otherwise have against the other party, its agents and employees, for any loss or injury which is covered and paid by such policy of insurance containing such waiver of subrogation clause (or would have been covered if such policy had been obtained), notwithstanding that such loss or injury may result from the negligence or fault of such other party, its agents, employees, contractors, licensees or invitees.
15. QUIET ENJOYMENT. On paying the rent and on performing all of the covenants and agreements on its part to be performed under the provisions of this Lease, Lessee shall peacefully and quietly have, hold and enjoy the Premises for the term of this Lease.

16. WAIVER. The waiver by a party of any default in performance by the other party of any of the terms, covenants or conditions contained herein shall not be deemed a continuing waiver of that default or any subsequent default.
17. AMENDMENT. No amendment or modification of this Lease shall be valid or binding unless expressed in writing and executed by the parties in the same manner as this Lease.
18. TERMINATION. This Lease may be terminated by either party on ninety (90) days written notice and may be terminated immediately following damage to the parking structure making the parking structure unfit for the purpose of this Lease.
19. RELATIONSHIP OF PARTIES. No partnership or joint venture is created by this Lease. The relationship between the parties shall be construed to be that of Lessor and Lessee only.
20. SUCCESSORS AND ASSIGNS. If this Lease is assigned, then it will bind and benefit the successors and assigns of the parties.
21. THIRD PARTIES. This Lease confers no rights or remedies on any third party, other than the parties to this Lease and their respective successors and permitted assigns.
22. SEVERABILITY. Each provision of this Lease shall be interpreted in a way that is valid under applicable law. If any provision is held invalid, the remainder of the Lease shall remain in effect.
23. APPLICABLE LAW. This Lease shall be governed in accordance with the laws of the State of Michigan.
24. NOTICES. All notices required under any provision of this Lease shall be deemed to be properly served if delivered personally or sent by registered or certified mail to each party at their address as stated above or at such other address as each party shall designate in writing delivered to the other party. All mailed notices shall be effective upon mailing. Notices delivered personally shall be effective upon personal delivery.
25. ENTIRE AGREEMENT. This Lease contains all of the terms and conditions of the agreement of the parties concerning the Leased Parking Spaces. This Lease may be amended only by a written agreement signed by both Lessor and Lessee.
26. UNENFORCEABILITY. In the event any covenant, term, provision, obligation, agreement or condition of this Lease is held to be unenforceable, it is mutually agreed and understood, by and between the parties hereto, that the other covenants, terms, provisions, obligations, agreements and conditions herein contained shall remain in full force and effect.
27. CAPTIONS. All headings contained in this Lease are intended for convenience only and are not to be deemed or taken as a summary of the provisions to which they pertain or as a construction thereof.
28. COUNTERPARTS. This Lease may be executed in one or more counterparts, each of which is an original, and all of which constitute only one agreement between the parties.

By the signatures set forth below, the patties agree to the terms of this Lease and the signatories represent that they each have been duly authorized to execute this Lease on behalf of the patty for which they have signed.

KALAMAZOO COUNTY

BY: 

PRINTED NAME: Jennifer A. Strebs,

TITLE: Chairperson,
Kalamazoo County Board of Commissioners

DATE: 11/05/2025

CENTRAL COUNTY TRANSPORTATION
AUTHORITY

BY: _____

PRINTED NAME: _____

TITLE: _____

DATE: _____

Approved as to form for **KALAMAZOO COUNTY
CORPORATION COUNSEL**
By: Lewis L. Smith, Corporation Counsel
Date: **October 24, 2025**



Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Committees
FROM: Sean McBride, Executive Director
DATE: November 3, 2025
SUBJECT: Executive Director 2026 Goals

Goals for Period Beginning October 2025

1. Millage Elections

- a. Conduct educational campaign/initiatives to support successful passage of the CCTA millage
- b. Work with appropriate Committee(s) on the KCTA ballot question that will be presented to the voters. The main item will be to identify the new millage rate.
- c. Develop voter education program for the KCTA millage

2. Grow the Impact and Ridership on Metro Services

- a. Establish Key Performance Indicators that measure service impact and ridership
 - i. Fixed-Route Bus
 - ii. Metro Connect
 - iii. Metro Link
 - iv. Metro Share
- b. Grow existing partnerships and develop new partnerships

3. Service Planning and Major Project Coordination

- a. Represent Metro's current and future strategic needs in a number of regional efforts:
 - i. Downtown Events Center
 - ii. Portage Road – South of Centre Avenue
 - iii. Kalamazoo Conversion to One-Way Streets
 - iv. Downtown Parking Garage – adjacent to Kalamazoo Transportation Center
 - v. Other
 - 1. N Avenue – East of Sprinkle Road
 - 2. Sprinkle Road
 - 3. KL Avenue
- b. Apply for Competitive Grants to support service innovation
- c. Develop path for Fare Structure and future Fare Technology investment
- d. Conduct future facility needs analysis

4. Board Development and Support

- a. Promote strong Board leadership, decision-making and impact through the governance process.
- b. Conduct a Board Retreat that:
 - i. Facilitates strong communications and relationships
 - ii. Supports future planning, innovation and problem-solving
 - iii. Provides clarity for organizational goals and objectives

5. Other Items

- a. The following items will require significant time and focus:
 - i. Labor Relations – Current collective bargaining agreement expires in February 2027
 - ii. Lawsuit Management
 - iii. Organizational Development, Communication, and Succession Planning



Agenda Item: #8 Meeting Date: 11/10/25

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: November 3, 2025
SUBJECT: Executive Director Update

Outreach

Upcoming Events for October – November includes:

- 10/22: Get to Know Your Transit Options! At Zhang Portage Senior Center. Sean and Vivian presenting
- 10/29: Travel Training/Group Presentation at Centerpoint Church
- 10/31: Charlie's Place Trunk or Treat Event. Representatives from ATU & Metro to attend
- 11/6: Community Human Services Open House at Zhang Portage Senior Center
- 11/19: 2025 Project Connect at 643 Crosstown Parkway
- 11/22: Maple Hill Holiday Parade. Step off time 10:45am. Ride or walk with the bus in the parade

City of Portage Stuff a Bus

Please see attached News Release regarding the Stuff the Bus Food Drive that was organized by the City of Portage.

Metro Articles

Linked is a Second Wave Media article, "*Voices of Youth: Inside Kalamazoo's Youth Mobility program that's helping teens get to school, activities and work*". <https://secondwavemedia.com/voices-of-youth-inside-kalamazoos-youth-mobility-program-thats-helping-teens-get-to-school-activities-and-work/>

Federal Update

Although the impact to Metro from the federal government shutdown has generally been less than originally thought, Metro staff was notified by the FTA Region 5 office in Chicago this week that we would be assigned a single point of contact for both pre- and post-award grant activities. Metro has traditionally always had separate contacts for both pre-award and post-award. Although we are losing a point of contact, we have a positive and long-standing relationship with the manager assigned to Metro. Jenny McCowwen and Greg Vlietstra will be meeting with the FTA representative on November 19 to review the status of active grants and prepare for future projects for the upcoming grant cycles.

Construction Projects

Staff met with the City of Kalamazoo pertaining to 2026 major road construction projects. Key projects include Kalamazoo Avenue, Douglass Avenue and South Burdick. Staff are beginning to plan route adjustments. There will be many detours, staff are also considering what permanent adjustment can be started with the change to one-way streets.

Kalamazoo Avenue will be very impactful to fixed-route bus operations. The construction is to start on the east side at Harrison Street. Phase one will commence April 1, will go to Porter Street and finish by July 4th. Phase two will be the next section moving east and will go to about Church Street and will take the remainder of the summer. The work will be slow, as it includes sewer and major utility work. Kalamazoo Avenue will finish up in 2027. Federal and State grant funding has not been finalized. This project will intersect with a project at Douglass Avenue.

Attachments

1. Metro Link Update



NEWS RELEASE

FOR IMMEDIATE RELEASE

October 30, 2025

CONTACT: Mary Beth Block

Public Information Officer

blockm@portagemi.gov | (269) 329-4405

City of Portage & Kalamazoo Metro Launch “Stuff the Bus” Food Drive to Support Twelve Baskets Amidst SNAP Interruption

The City of Portage is partnering with Kalamazoo Metro to launch an urgent “Stuff the Bus” food drive to support Twelve Baskets, the volunteer-run food pantry serving Portage families. The drive is prompted by the imminent suspension of SNAP benefits this Saturday due to the federal government shutdown.

Beginning now through Thursday, November 6 at 5:30 PM residents are invited to drop off non-perishable food items and personal hygiene products at Portage City Hall (Mon – Thu, 7:30 AM - 5:30 PM; Fri, 8 AM - 12 PM). City and Metro employees will help load a Metro bus with the donated items and deliver them to Twelve Baskets on Friday, November 7.

“Metro is proud to partner with the City of Portage and Twelve Baskets to put wheels – and willing hands – under community support,” said Sean McBride, Executive Director of Kalamazoo Metro.

Dry food goods and personal hygiene items are especially needed – no fresh food or meat, please. The drive gives Portage residents a chance to step up for their neighbors during this period of economic uncertainty.

“Portage is partnering with Metro to tap into the generosity of our community to meet the food needs of our neighbors, just as we rallied around those who were affected by the tornado,” said Mayor Patricia Randall. “Please give generously!”

“We are proud to partner with Metro to help address the needs of our neighbors, friends, and families during these challenging times,” said Councilmember Jihan Young. “We’ve done it before, Portage – let’s do it again! Every donation makes a difference. Whether you need a blessing or can be a blessing, let’s come together for the community we call home.”

We invite all residents of the City of Portage to join us in this community effort. Your donation, large or small, will help ensure that neighbors facing uncertainty continue to have access to essential food and hygiene supplies.

For learn more about Twelve Baskets or to volunteer your time at the food pantry, visit <https://twelve-baskets.org/>.

#####



Connecting People Throughout
Kalamazoo County

Agenda Item: 8.a.
Meeting Date 11/10/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
PREPARED BY: Greg Vlietstra, Director of Support Services
DATE: November 5, 2025
SUBJECT: CCTA 2025 Millage Election Results

DISCUSSION

A millage request in support of Metro fixed-route services for the Central County Transportation Authority (CCTA) service area passed with 68% in favor of 1.1 mill property tax to maintain existing public transit. The approval broke down to 21,820 “yes” votes (68%) and 10,459 “no” votes (32%). The margin of passing was slightly less than 2020, but greater than the 2015 election. The overall voter turnout for Kalamazoo County this election was 23%.

CCTA MILLAGE ELECTION COMPARISON

Third CCTA election, November 2025

- 32,279 votes cast
- 68% yes, 32% no
- 45 precincts yes, 5 precincts no, 1 precinct tie
- 19 precincts 75%+ Yes

Second CCTA election, March 2020

- 40,432 votes cast
- 70% yes, 30% no
- 69 precincts yes, 2 precincts no
- 18 precincts 75%+ Yes

First CCTA election, August 2015

- 11,248 votes cast
- 63% Yes, 37% no
- 46 precincts yes, 9 precincts no
- 15 precincts 75%+ yes



TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard G Congdon, On-Demand Services Manager
DATE: November 3, 2025
SUBJECT: September 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

September marks the end of summer and increasing ridership for all of Metro's services in anticipation of the usual record breaking October. September saw an all-time ridership record for Metro Link. There were 8,190 passenger trips taken, a 6% increase over the previous record set in August. All-time records were also set for: total miles, passenger miles, revenue miles, revenue hours and passenger requests.

Riders requested 13,076 trips and completed 63% of those requests. There were 402 new passenger registrations. Most users booked their trip on the Metro Link app with 12,928 or 98% of all requests and 148 requests were made by telephone.

The average wait time once a ride had been scheduled was 14 minutes in September. There were 170 wheelchair trips taken. The average distance for a trip was 3.4 miles that lasted an average of 9.6 minutes.

The expanded service to Pavilion Estates saw a total of 22 rides in September and a total of 136 trips since Metro Link began going there in March of this year. The overlaps to the Zones saw 301 trips in September. The West Zone had 3,549 rides, the South Zone 2,142 and the East Zone 2,095. Metro Link provided 81 trips that used the Metro bus as well.

Rider Ratings

Metro Link riders have the option to rate their trip each time they travel. After the ride is completed, passengers can rate their ride between one and five stars and leave comments about their experience.

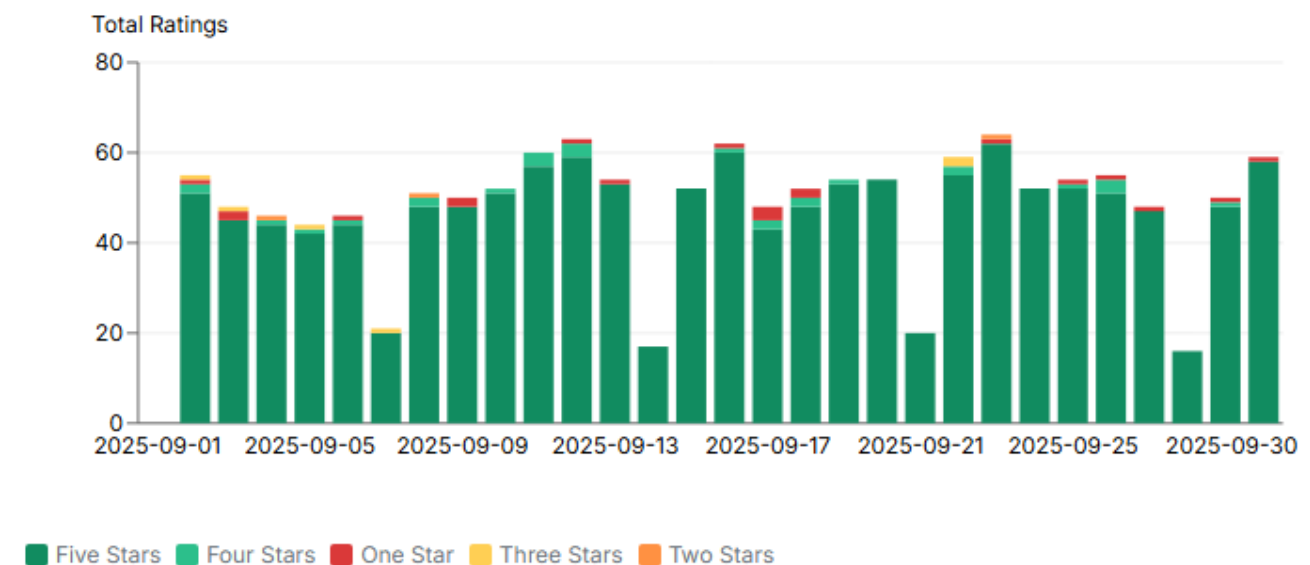
Since the service began, 17,753 passengers have rated their rides. Of those, 96% left a five-star rating for an overall average rating of 4.9 stars. Metro Link has consistently averaged an overall rating of 4.9. September had a 96% rating of five stars overall out of 1,406 ratings.

The comments left by passengers are also very positive. Some of the comments left by passengers in September were:

- “Clean vehicle, comfy ride, friendly staff, great driver.”
- “Great driver, smooth routing.”
- “Jessica is a great driver-always puts me in a GREAT MOOD”
- “She is amazing with my kids and a very respectful and polite individual, my family and I greatly enjoy having her rides and my kids adore her!”
- “Clean vehicle.”
- “Smooth driving, I had a pizza!”

Rating Distribution

Breakdown of star ratings for rated rides.



The above graph illustrates the rating stars that passengers left in September. Of the 1,406 ratings, 1,350 were fives (96%); 27 were fours (2%); six were threes (.43%); three were twos (.21%); and there were 20 one star ratings (1.42%). Of the one star ratings, comments were about the walking distance after being dropped off, the routing of the vehicle and the estimated time of arrival.

The CCTA and KCTA at the September meeting unanimously approved the contract extension with VIA Transportation to operate Metro Link service through September 30, 2027.

RECOMMENDATION

This item is for informational purposes only.