



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
DECEMBER 8, 2025
Regular Meeting**

*The next joint CCTA/KCTA Regular meeting will be held on
Monday, January 12, 2026 at 11:30 a.m.*

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its meeting on Monday, December 8, 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 December 8, 2025*		
	b. Minutes for November 11, 2025*		
	c. Corrected October Minutes for October 10, 2025*		
3.	Public Comment		
4.	Planning and Development Committee		
	a. Action Items		
	1. Consideration to approve the Updated Public Transit Human Services Coordinated Plan (PTHS)*	Roll Call	Roll Call
	b. Informational Items		
	1. Planning and Development Committee Meeting Notes of November 19, 2025*		
5.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to approve updated Public Transit Agency Safety Plan*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Performance Monitoring Committee Meeting Notes of November 18, 2025*		
6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. External Relations Committee Meeting Notes of November 19, 2025*		
	2. Jurisdictional Outreach Updates		
7.	Board Operations Committee		
	a. Action Items		



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	1. Consideration to approve CCTA/KCTA 2026 Board Meeting Calendar*	Roll Call	Roll Call
	2. Agreements related to Parking Lot and Future Parking Structure	Roll Call	Roll Call
	a. Consideration to approve lease agreement for parking spaces with Kalamazoo County Government*	Roll Call	Roll Call
	b. Consideration to approve First Amendment to Lease between CCTA and the City of Kalamazoo*	Roll Call	Roll Call
	3. KCTA Millage Election Date*	Roll Call	Roll Call
	b. Informational Items		
	1. Board Operations Committee Notes of November 20, 2025*		
8.	Report from Executive Director*		
	a. Update Metro Link*		
9.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
	d. On-Demand Services Ambassador Report*		
10.	Chairperson's Report		
11.	Public Comment		
12.	Members' Time		
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
November 10, 2025**

Place: Metro Administration Building, Kalamazoo, MI
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Richard Congdon,
Annette Arkush
Others Present: Simon Dunham, Bruce Schaur

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 Ayers, Brown

Motion: Sloan

Second: Rosine

Motion carried by voice vote.

1.) CCTA ROLL CALL

CCTA Members Present: Curtis Aardema, Chris Burns, Dusty Farmer, Lisa Mackie,
Garrylee McCormick, Greg Rosine*

CCTA Members Absent: Nicole Beauchamp, Christyn Johnson, Jim Pearson,

**Arrived 11:39 A.M.*

A motion was made to excuse Beauchamp, Johnson, Pearson.

Motion: McCormick

Second: Mackie

Motion carried by voice vote.

**Burns arrived at 11:39A.M.*

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 November 10, 2025, and correction to the CCTA/KCTA meeting minutes from October 13, 2025 regarding the Boardmember motion assignment.

Motion: Farmer/McCormick Second: Sigman/Farmer

Motion carried by voice vote.

3.) PUBLIC COMMENTS – None

4.) PLANNING AND DEVELOPMENT COMMITTEE

Director Woodson-Sow advised the Board that no committee meeting was held in October.

5.) PERFORMANCE MONITORING COMMITTEE

5.a.1 Consideration to approve a Contract Extension with First Student for Metro Connect Service. On-Demand Services Manager Richard Congdon gave a brief overview of the proposed contract extension with First Student, that will expire at the end of this year. They agreed to a performance-based ridership increase. Mr. Rosine asked how can First Student affect ridership? Mr. Congdon

advised that their intention is to do more promotion and the manager intends to go out into the community and present Connect ridership opportunities.

Rama asked if there is a budget for them to advertise. Exec. Dir. McBride stated that promoting all servicers to increase ridership are part of the organizational objectives for Metro Staff during 2026.

Mr. Rosine asked why the contract is changing. Mr. Congdon replied that this is actually pay/performance model that was used in the past. Mr. Sloan inquired why this contract was being done by calendar year end and not fiscal year end.

Mr. Rosine asked how involved the Metro Link contract will be and if they will be included in this model. Mr. McBride advised that the Metro Link contract is in place until September 2027 and that staff are working thru a proposed RFP.

Mr. Congdon completed the presentation with a request that the board consider approving the contract extension with First Student for On-Demand Services.

A motion was made by KCTA and CCTA to approve the contract extension with First Student, Inc. to operate Metro Connect for an additional 21 months from January 1, 2026 to September 30, 2027 at a cost not to exceed \$0.285,291 and authorize the Executive Director to sign all related documents.

Motion: Farmer/McCormick

Second: Rosine/Farmer

Motion carried by a roll call vote.

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

Nays: None

Absent: Ayers, Brown

Ayes: Aardema, Burns, Farmer, Mackie, McCormick, Rosine

Nays: None

Absent: Beauchamp, Johnson, Pearson

The Performance Monitoring Committee also presented to the Board for approval an updated Drug and Alcohol Policy. Operations Director Woodson Sow explained the recent FTA audit.

Burns asked who and where does this policy apply. Dir. Woodson-Sow advised that the policy being considered will only apply to Metro coach operators and mechanics. First Student and Via have their own policies in place.

On behalf of the Performance Monitoring Committee, Chair Rama requested that the Board approve the Updated Drug and Alcohol Policy.

A motion was made by KCTA and CCTA to approve the Updated Drug and Alcohol Policy.

Motion: Rama/Sloan:

Second: Burns/Rosine

Motion carried by a roll call vote.

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

Nays: None

Absent: Ayers, Brown

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

6.) EXTERNAL RELATIONS COMMITTEE

Ms. Mackie reported that the committee did not meet in October.

7.) BOARD OPERATIONS COMMITTEE

Exec. Dir. McBride presented the background information for items regarding the lease agreement for parking spaces with the County of Kalamazoo and amend the Metro lease with the City of Kalamazoo.

Exec. Dir. McBride presented an overview of the documents and the future development plans of Kalamazoo County.

Chair Aardema asked the Board to review the documents, the Board will take action on these items at the December Board meeting.

Chair Aardema stated that included with the packet, is the Executive Director's 2025 reviews and his 2026 goals and objectives. He asked The Board if there were any questions about the work that has been done by the Executive Director or thoughts on the 2026 goals and objectives.

Exec. Dir. McBride went briefly through his personal goals and gave a short description for each:

Chair Aardema commented that the Operations Committee appreciates the tremendous amount of work Exec. Dir. McBride puts into all of these items. He asked if there were any questions from the Board and encouraged them to communicate these through their committee chairs so that the Board Operations committee can address them

Rosine inquired about having a facility needs analysis done and what exactly is being looked at with regard to future planning. Exec. Dir. McBride replied that it is a conceptual process, looking at possible future facility needs, accounting for changes, propulsion systems for buses and what kind of facility needs are for on-demand services for on campus. Rosine asked about future facility needs in the Portage area. Exec. Dir. McBride indicated it could be part of the on-demand services discussion. Additionally, mobility hub discussions are being looked at for Portage Road as part of construction in the next couple years.

8.) EXECUTIVE DIRECTORS REPORT

Millage details, overall, 68% yes - 32% no. Strong support district-wide and website breakdown information is interesting. Overall statewide there were 3 Transit votes, only one failed in a suburb of Lansing.

Mr. Aardema stated that he consistently hears the comment *"someone I know uses Metro and it meets their needs"*.

With regard to the positive millage election, Rosine commented that a good reputation of the organization in the community gives those kinds of positive numbers.

Exec. Dir. McBride shared the staff participated in the very successful event "STUFF A BUS" at Portage City Hall. Metro provided the bus and he reported that the bus was stuffed very full of food donations, Metro staff helped to deliver donations.

Exec. Dir. McBride and staff met with the city last week and received the final construction timeline for Kalamazoo Avenue one way street conversion. They anticipate breaking ground on 4/15/26 if the grant funding is finalized. The timeline for the construction to be in front of Metro is currently starting around July 4th.

Metro Link – Congdon shared there were 8,190 trips, a record number of trips in October with 402 new passenger registrations. Rider ratings have 96% of passengers leaving positive comments and left an overall rating of 4.9 out of five.

9.) SUBCOMMITTEE REPORTS

Pension Board – No report

KATS Policy Committee – Did not meet

Local Advisory Committee (LAC) – Did not meet

On-Demand Ambassador Report – Mr. Sloan did not have a report for October activity.

Executive Director Review – Chair Aardema shared the outcomes of the Board Operations Committees review of the Executive Director. Committee members shared their comments and previous Committee comments. Exec. Dir. McBride's performance in 2025 received overall positive reviews and they are appreciative of the work he has done in his role, in addition too all of the daily operational items, advocating for Metro during the street construction conversations and legal situations. The Board Operations Committee is making a recommendation that provides him a performance-based compensation increase of 5% and additionally a cost of living increase of 3%. The committee examined comparable roles and salaries in similar organizations, and the increase is in line with others.

A motion was made by KCTA and CCTA to approve Exec. Dir. McBride's' review and increase.

Motion: Farmer/Sloan

Second: Rosine/McCormick

Motion carried by a roll call vote.

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

Nays: None

Absent: Ayers, Brown

Ayes: Aardema, Burns, Farmer, Mackie, McCormick, Rosine

Nays: None

Absent: Beauchamp, Johnson, Pearson

Currently Mr. McBride's contract extends to the end of 2026. Chair Aardema made an additional motion to form a subcommittee to examine the Executive Director's employment agreement. Members will be Chair Aardema, Mr. Rosine, Mr. Burns and Ms. Beauchamp.

Motion: Mackie/Sloan

Second: Rosine/Sigman

Motion carried by a roll call vote.

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

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

10.) CHAIRPERSON REPORT – Chair Aardema expressed appreciation for Exec. Dir. McBride and the staff for all of the hard work for things happening in the organization and additional thanks for being at the 131-route interchange event. He reported there were press present and it provided Metro with some positive press as the Metro bus did the first run on the interchange bridges.

11.) PUBLIC COMMENT – Simon Dunham thanked the Board for all that has been done in reference to the parking garage. He hopes that the Board will make it a priority, as the county and city look at downtown future development and that the fixed routes will be protected. He feels that downtown city development means more traffic, and that it goes hand-in-hand with fixed-route service. He feels that Metro Link does not always compliment fixed routes. He would like to see fixed routes going further into rural places like Richland, Vicksburg and Comstock.

Bruce Schuur requested a bus stop to be located on Drake Road closer to the Social Security Office.

12.) MEMBERS TIME – Burns thanked Exec. Dir. McBride for his work and said the increase was well deserved. The development of Metro services since COVID have been innovative and impressive. Mr. Rosine extended his congratulations on the millage election and commented that it is interesting to see how on-demand services are changing considering the increase went from 8.5% to 13.5% of total rides. Ms. Mackie thanked Mr. McBride and other Metro staff who were present at the 131-exchange ribbon cutting event. She was very happy with the turnout and took lots of photos.

13.) ADJOURNMENT

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

Motion: Burns/Farmer Second: Sloan/McCormick

Motion carried by voice vote.

The meeting adjourned at 12:38 PM.

Curtis Aardema
CCTA Chairperson

Annette Arkush
Acting CCTA Clerk

Curtis Aardema
KCTA Chairperson

Annette Arkush
Acting KCTA Clerk



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Kalamazoo County

Agenda Item: 4a1 Meeting Date 12/08/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
PREPARED BY: Richard G. Congdon, On Demand Services Manager
DATE: December 1, 2025
SUBJECT: Public Transit Human Services Coordinated Plan Update

BACKGROUND

The Public Transit Human Services Committee (PTHS) was established in 2009 to examine and address the transportation needs of individuals with a disability and seniors in Kalamazoo County. The PTHS Committee is made up of local agencies and transportation providers that serve this demographic. The Federal Transit Administration requires a coordinated plan in order to receive Section 5310 funding. Metro uses this money to help fund vehicle purchases, microtransit and travel training. The FTA and Michigan Department of Transportation require that the Plan be updated every two years.

DISCUSSION

The bi-annual Public Transit Human Services Coordinated Plan updates the census statistics in the Plan and any changes to the transportation options in Kalamazoo County available to individuals with a disability and seniors. It enumerates the different projects that Metro has completed that benefit those transportation needs. Metro has completed expanding days and hours of service, established origin-to-destination service on Metro Connect, updated all the bus stops in the system, created a travel training program, implemented many technological improvements and launched a microtransit service. Section 5310 fund allocation is also established in the Plan. The funding for FY 2025 is as follows:

- \$175,350 for the purchase of vehicles for Metro Connect paratransit
- \$87,675 for Metro's On-Demand Services
- \$29,225 to fund Metro's travel training program

The additional funding for microtransit was established in FY 2023 as the Metro Link service was established and launched on April 15, 2024.

A survey to measure the transportation needs of individuals with a disability and seniors is conducted as part of the Plan update. There were 77 surveys mailed to area agencies that serve those clients to measure those needs. The survey was also available to complete online. The key transportation areas that were identified were:

- Linking rural areas with transportation
- Bus stop and shelter improvements
- Increasing awareness about transportation
- Expansion of the Metro Share program

RECOMMENDATION

It is recommended by Metro staff that the Planning and Monitoring Committee that the CCTA/KCTA approve of the Public Transit Human Services Coordinated Plan update. The Plan will then be submitted to the Michigan Department of Transportation.

Attachment

1. Public Transit Human Services Coordinated Plan



COMMITTEE NOTES
Planning and Development Committee
Date: Wednesday, November 19, 2025

Members Present: James Ayers (Chair), Chris Burns, Greg Rosine, Tafari Brown, Keshia Woodson-Sow (Staff Liaison), Sean McBride (Executive Director)

Members Absent: Nicole Beauchamp, Chris Burns

Guest: Ruchard Congdon, On-Demand Services Manager

Committee Support: Annette Arkush

Items for Discussion/action

1. Action Items for December Board Meeting

Public Transit Human Services Plan (PTHSP) Update - On-Demand Services Manager Richard Congdon gave a brief introduction to the committee, explaining the PTHSP which is updated every two years for MDOT and is required to receive Section 5310 funding. and This money is used to help fund vehicle purchases, microtransit and travel training.

The update of the census statistics and any changes to transportation options in Kalamazoo County is available to individuals with a disability and seniors. To do this, a survey was distributed to area agencies that serve those clients and was intended to measure those needs. The survey was also available online. The results revealed that linking rural areas, cost and bus stop and shelter improvement, were top concerns.

The plan provides information regarding Metro's changes to the transportation program available.

These included:

- Expanding days and hours of service
- Establishing origin to destination service on Metro Connect
- Updating the bus stops in the system
- Creating a travel training program
- Implementing many technological improvements
- Launching a micro transit service

At the conclusion of this presentation, Mr. Congdon asked the committee to recommend approving the updated PTHSP to the CCTA/KCTA board. Chair Ayers offered an opportunity for committee members to provide additional comments. As there were none, Chair Ayers stated that the committee will move forward and recommend approving the updated plan to the Board on December 8, 2025

2. Informational Items

- i. December committee meeting - Dir. of Operations Woodson-Sow reported that there are no agenda items. Chair Ayers and the committee members agreed to cancel the December meeting.



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Agenda Item: # 5a1 Meeting Date: 12/08/20
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TO: Performance Monitoring Committee
FROM: Sean McBride, Executive Director
PREPARED BY: Keshia Woodson-Sow, Director of Operations
DATE: November 5, 2025
SUBJECT: Annual Update to the Public Transportation Agency Safety Plan

BACKGROUND

On July 19, 2018, Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule (49 CFR Part 673), which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS).

The Agency Safety Plan (ASP) and Safety Management System (SMS) beyond setting safety performance targets include Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. Historical changes to this plan have included:

- Creation of a Safety Committee
- Requirements for training
- Documented role of the Safety Committee
- Changes to definitions

CCTA/KCTA boards approved Metro's PTASP in the fall of 2020. FTA guidance issued in 2022 listed new requirements under the Bi-Partisan Infrastructure Law. In December 2022, the CCTA and KTCA Boards approved the updated PTASP which included the new requirements. In April 2024, additional new requirements were presented with a goal of being included in the PTASP at the next annual update.

DISCUSSION

In January 2024, Metro's Safety Committee began working towards completion of specific training items as described in Metro's PTASP. The committee then began working through a checklist of new requirements and best practices for PTASP. A total of sixty-six updates needed to be made, and an additional six optional updates were added to the plan. Requirements include:

- Timeline of Safety Committee Activities;
- Increasing the number of goals under General Performance Targets;
- Adding a second section for Annual Safety Performance Target for the Safety Risk Reduction Program;
- Creation of a Safety Risk Reduction Program;
- Establishment of written procedures for the Safety Committee; and,
- Changes to the responsibilities for the Chief Safety Officer, Accountable Executive, and Safety Committee.

These goals are created based on a five-year average of data that is reported to the National Transit Database (NTD).

Memo re: Annual Update to Public Transportation Agency Safety Plan

Date: November 5, 2025

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- In 2024, Metro goals included:
- 0 Fatalities
- Less than 6 Injuries per year
- Less than 2 Safety Events per year
- System Reliability at 84,679 or more miles

The new goals for 2025 include:

- Less than 5 major events
- A collision rate of 0.5 for every one million miles
- 0 Fatalities
- 15 or less injuries
- 8 or less transit worker injuries
- 9 or less assaults on transit workers
- System Reliability at 111,515 or more miles

This plan was created and redesigned to follow the PTASP-Technical Assistance Center (TAC) checklist and will be submitted to the TAC for review following approval by the CCTA/KCTA board. This will allow the safety committee to focus on changes and recommendations for the 2026 annual update and future changes to policies and procedures.

Updates to the PTASP were approved by the Executive Director and Safety Committee in November 2025.

RECOMMENDATION

It is recommended by Metro Staff, the Accountable Executive, the Safety Committee, and the Performance Monitoring Committee that the CCTA and KCTA board approve of the updated Public Transportation Agency Safety Plan.

Attachment

1. Public Transportation Agency Safety Plan

October 2025

Metrics Report



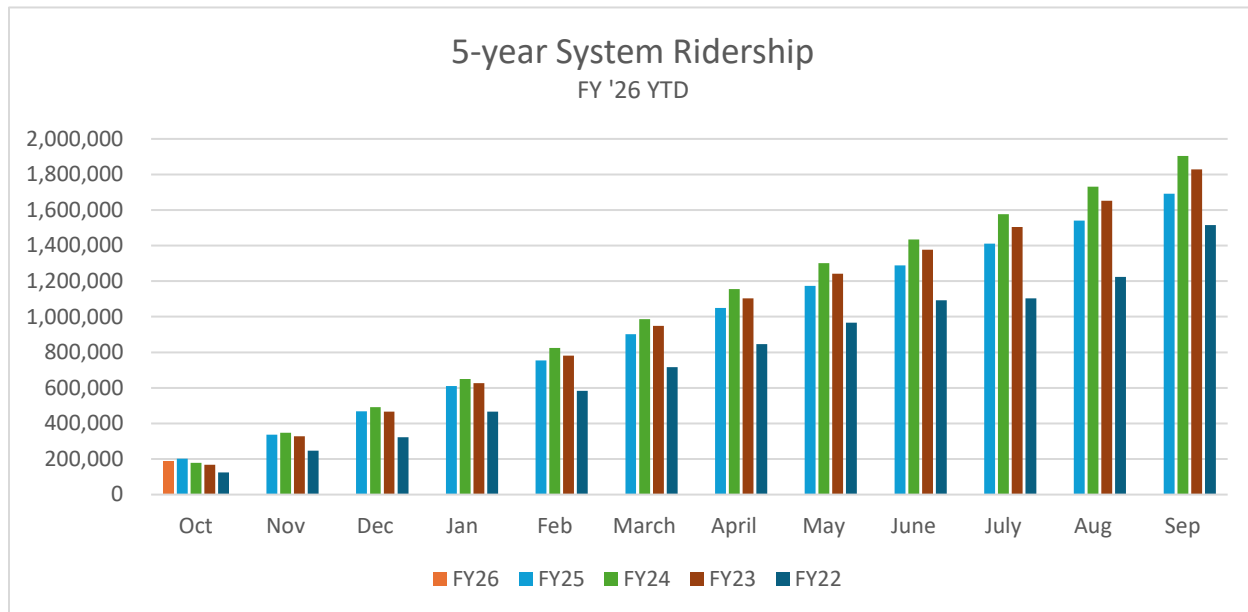
The following information is being provided to the Central County Transportation Authority and Kalamazoo County Transportation Authority boards as an informational item.

Ridership

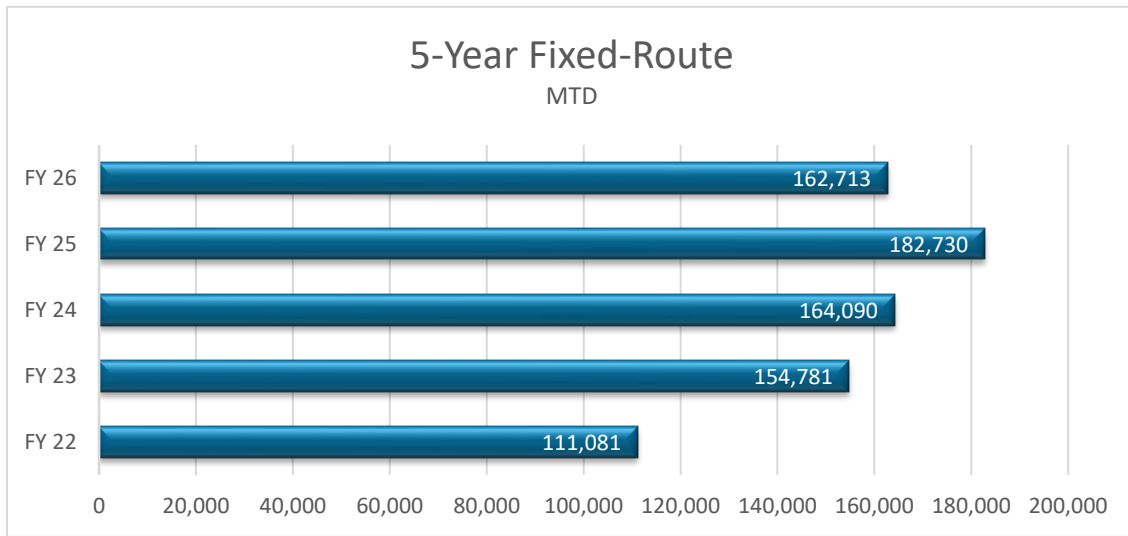
System Information Totals for Fiscal Year '25 and Fiscal Year '26

The overall system seen a decrease in ridership of 8.31%. This decrease in ridership comes mainly from the fixed route system. See the Fixed Route section for more information on service changes.

	Fixed Route	Metro Connect	Metro Share	Metro Link	System Totals
2025	162,713	13,492	2,441	9,459	185,206
2024	182,730	12,542	2,573	4,157	202,002
Difference	-20,017	950	-132	5,302	-13,897
Percent Change	-10.95%	7.57%	-5.13%	127.54%	-6.88%



Fixed Route Data



Fixed route ridership continued to fluctuate in October 2025, despite higher service hours on routes 11- Stadium, 13- South Burdick, and 7-Alamo. In October 2025, the fixed route ran 57% more service on route 11, 59% more service on route 13, and 20% more service on route 7. The higher service levels did not improve the overall ridership on routes 11 and 7. Route 13 had a 10% increase in ridership when compared year to year.

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

Route Ridership

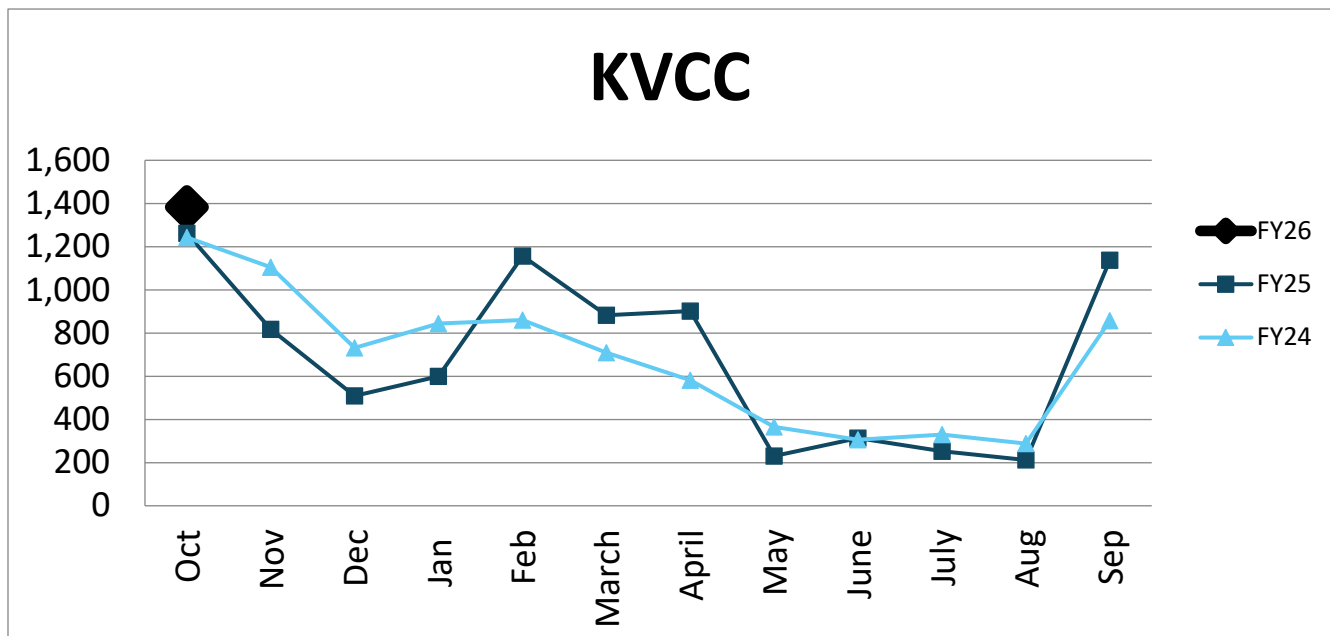
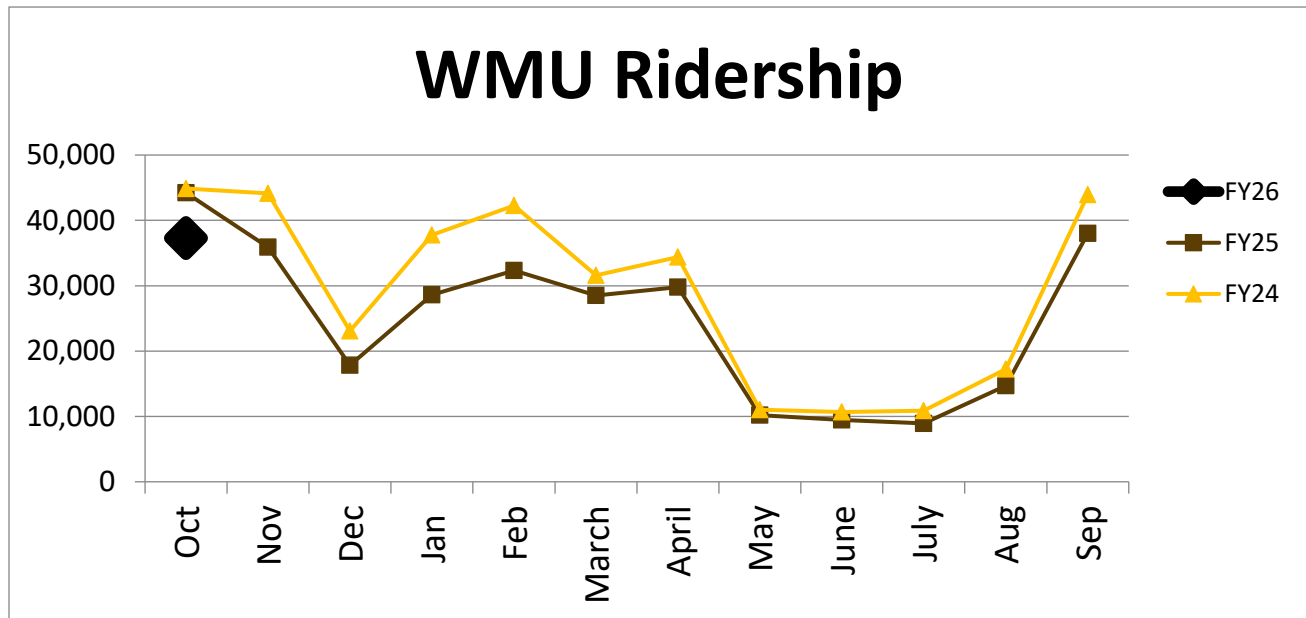
Fixed Route	Year to Date- October 1, 2025 through October 31, 2025								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Westnedge	20,892	21,513	-2.89%	807.633	715.63	12.86%	25.87	30.06	-13.95%
Portage	8,127	10,807	-24.80%	461.317	610.82	-24.48%	17.62	17.69	-0.43%
West Michigan	5,527	6,198	-10.83%	462.083	462.08	0.00%	11.96	13.41	-10.83%
Oakland	5,495	5,673	-3.14%	462.083	462.08	0.00%	11.89	12.28	-3.14%
East Main	4,203	5,558	-24.38%	232.667	232.66	0.00%	18.06	23.89	-24.38%
Parchment	6,607	7,222	-8.52%	450.083	450.08	0.00%	14.68	16.05	-8.52%
Alamo	9,171	8,754	4.76%	537.083	445.08	20.67%	17.08	19.67	-13.18%
Milwood	7,267	6,677	8.84%	462.083	462.08	0.00%	15.73	14.45	8.84%
Gull Road	14,292	14,672	-2.59%	726.583	657.58	10.49%	19.67	22.31	-11.84%
Comstock	4,120	4,655	-11.49%	462.083	462.08	0.00%	8.92	10.07	-11.49%
Stadium Drive	10,550	11,815	-10.71%	729.083	462.08	57.78%	14.47	25.57	-43.41%
Duke	1,121	856	30.96%	138.000	138.00	0.00%	8.12	6.20	30.96%
South Burdick	10,561	9,578	10.26%	739.038	462.08	59.94%	14.29	20.73	-31.06%
West Main	12,956	13,363	-3.05%	715.083	577.08	23.91%	18.12	23.16	-21.76%
Paterson	3,213	3,393	-5.31%	240.750	240.75	0.00%	13.35	14.09	-5.31%
Lovell	12,760	13,675	-6.69%	776.000	776.00	0.00%	16.44	17.62	-6.69%
Ring	3,712	6,400	-42.00%	278.000	266.50	4.32%	13.35	24.02	-44.40%
Solon/Kendall/Lafayette	5,353	8,336	-35.78%	280.000	280.00	0.00%	19.12	29.77	-35.78%
Parkview	10,339	12,326	-16.12%	488.000	472.56	3.27%	21.19	26.08	-18.77%
West Centre	1,889	2,530	-25.34%	280.600	441.25	-36.41%	6.73	5.73	17.41%
East Romence	1,659	2,544	-34.79%	276.000	446.00	-38.12%	6.01	5.70	5.38%
WMU Shuttle	2,899	6,185	-53.13%	-	120.01	-100.00%	0.00	51.54	-100.00%
Total Fixed Route	162,713	182,730	-10.95%	10,004.25	9,642.51	3.75%	16.26	18.95	-14.17%

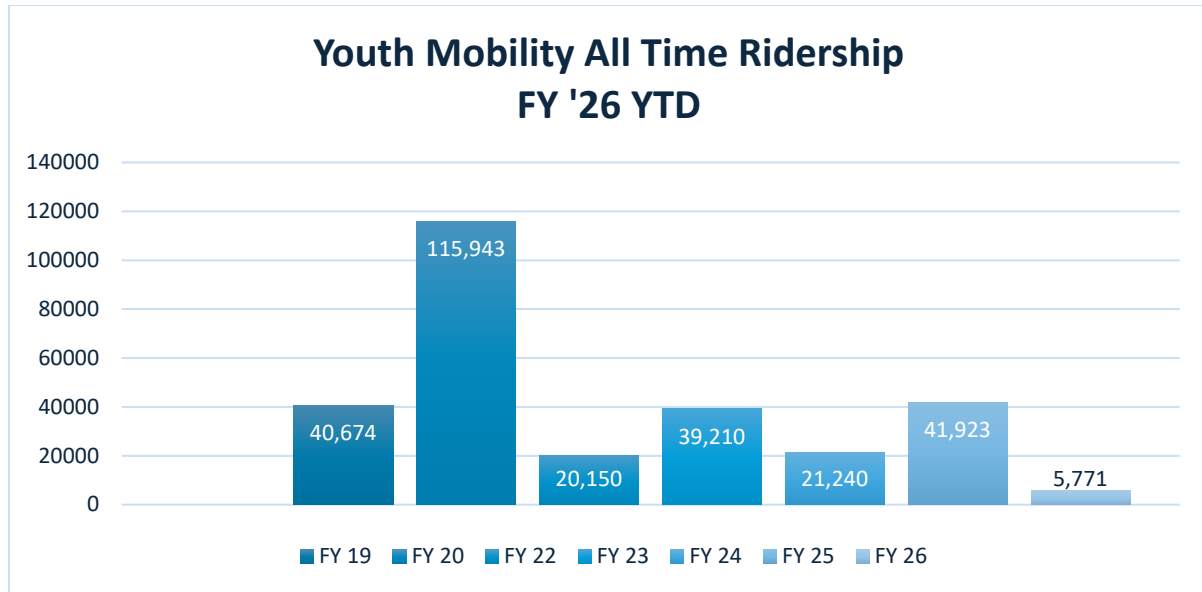
Routes saw fluctuations in ridership due to construction causing detours to more than half the routes as described below:

- Route 19- construction on Ring Road caused half route detour
- Route 21- construction in the Greenwood neighborhood cause no service to half the route

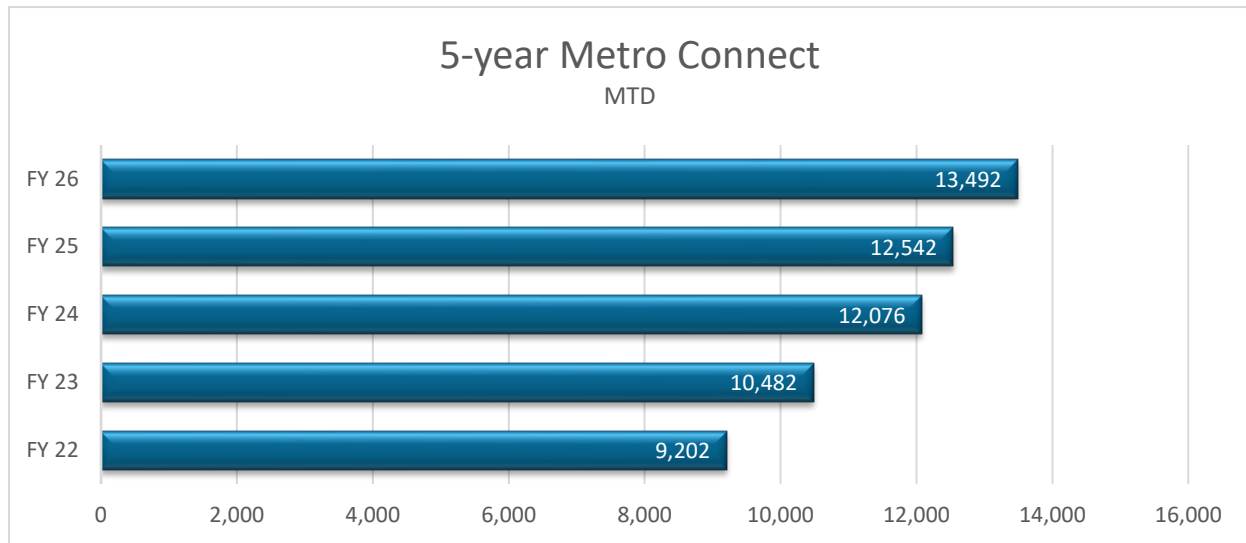
Specialized Pass Programs

Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY26	FY25		FY26	FY25	
WMU	34,383	44,213	-22.23%	34,383	44,213	-22.23%
KVCC	1,383	1,262	9.59%	1,383	1,262	9.59%
Youth Mobility	4,304	4,160	3.46%	4,304	4,160	3.46%





Metro Connect Data



Metro Connect	Year to Date-October 1, 2025 through October 31, 2025								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Demand-Response	13,492	12,542	7.57%	7,278.000	6,136.00	18.61%	1.85	2.04	-9.31%
ADA Trips	4,165	4,464	-6.70%	2,211.000	2,107.00		1.88	2.12	-11.09%

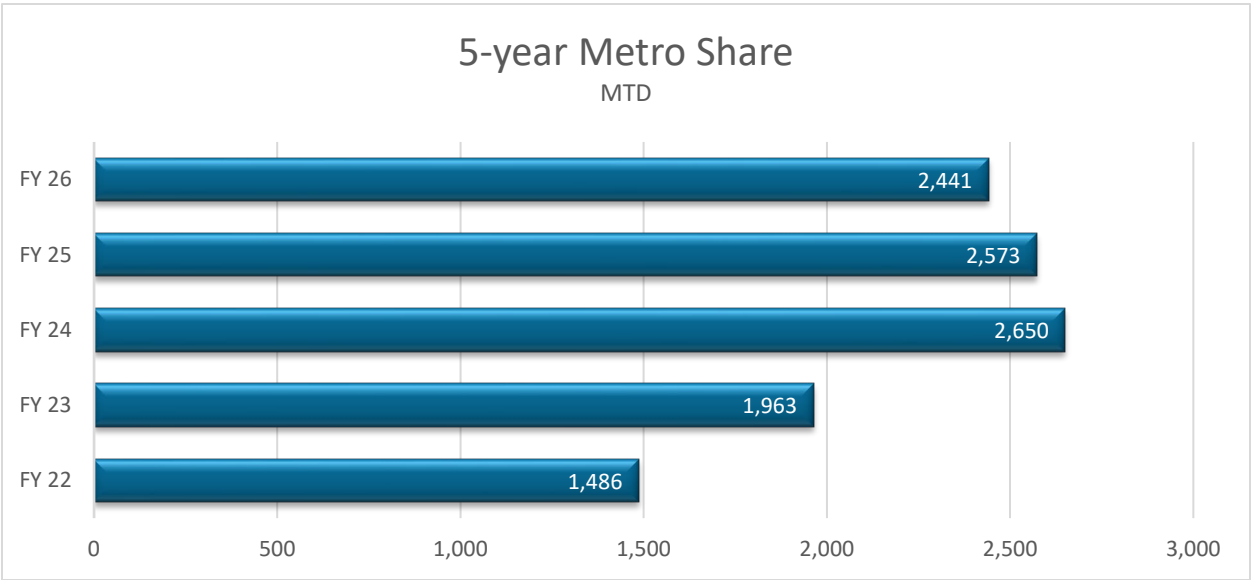
In October 2025, Metro Connect provided 950 more rides than October 2024. The Connect service continues to enhance transportation in the community while showing continuous growth in new ADA and Senior certifications. Connect statistics are below:

- 114 New Certifications
 - 20 ADA
 - 52 Demand Response
 - 42 Seniors
- 13,221 trips provided
- 2,670 cancellations
- 0 denials
- Average call back time of 10 minutes

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

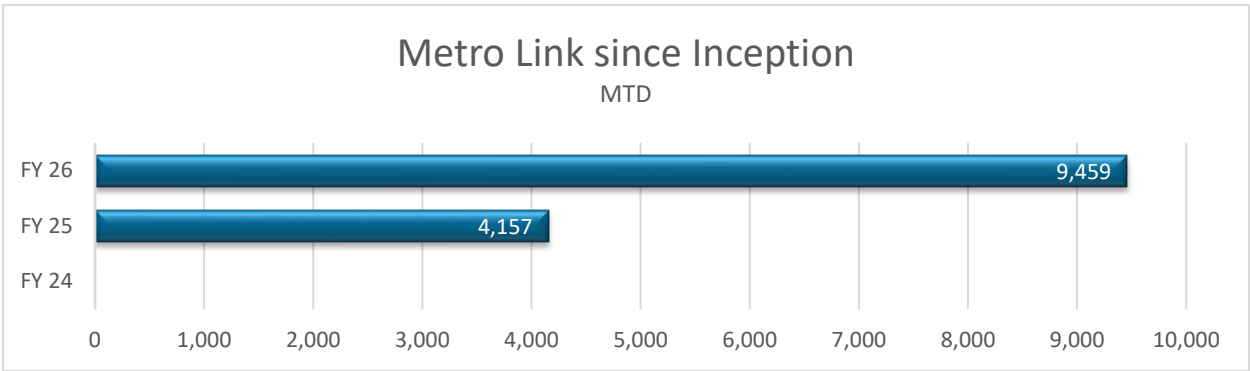
2025		
	Oct	Total
Township		
Alamo	105	105
Augusta	58	58
Brady	30	30
Charleston	28	28
Climax	96	96
Climax -Villiage	11	11
Comstock	609	609
Cooper	650	650
Galesburg	230	230
Kalamazoo Township	1,005	1,005
Kalamazoo City	4,421	4,421
Out Of County	117	117
Oshtemo	1,325	1,325
Parchment	500	500
Pavillion Township	71	71
Portage	2,325	2,325
Prairie Ronde	45	45
Richland	243	243
Richland- Village	0	0
Ross	26	26
Schoolcraft	542	542
School- Village	62	62
Texas	349	349
Vicksburg	361	361
Wakeshma	12	12
	13,221	13,221

Metro Share Data



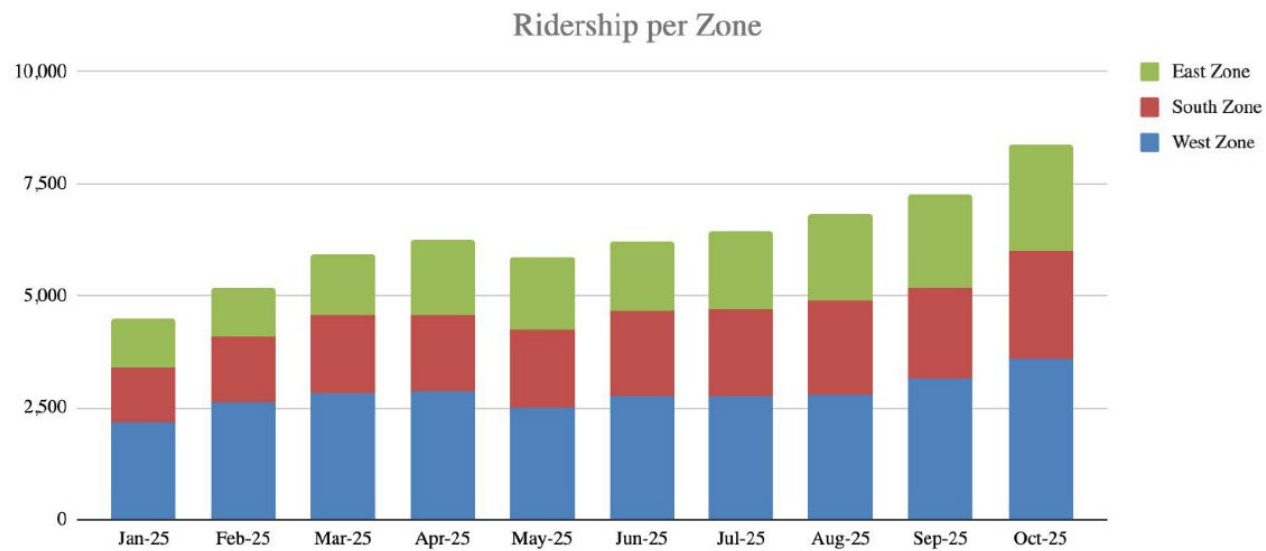
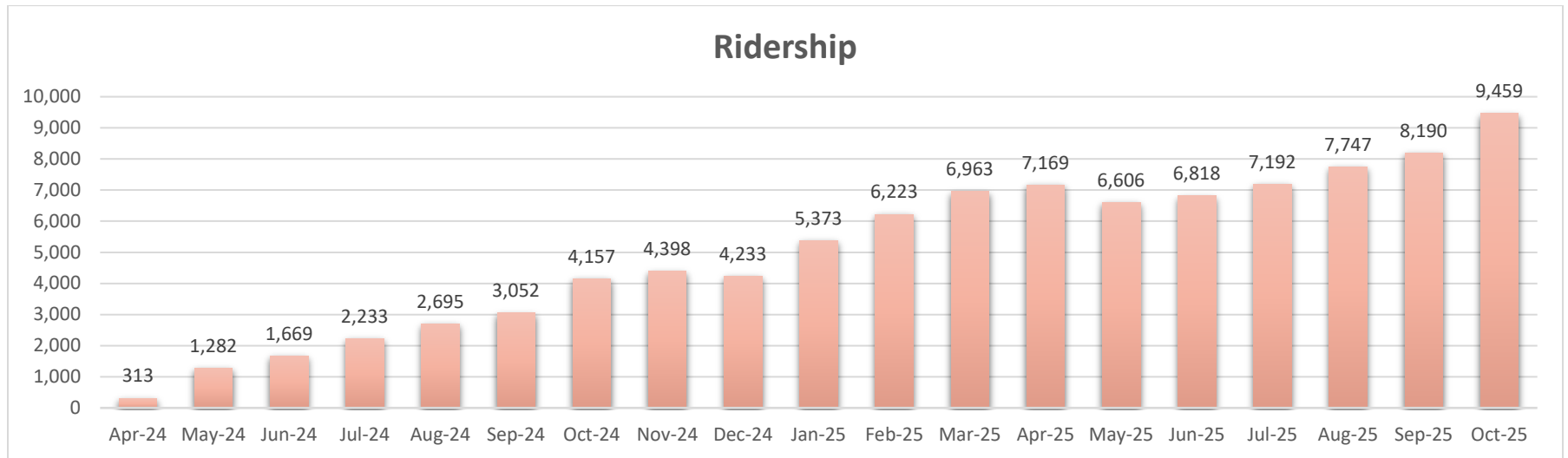
	Year to Date- October 1, 2025 through October 31, 2025								
	# of Rides		Increase / decrease	Revenue Service Hours		Increase / decrease	Rides per hour		Increase / decrease
	FY26	FY25		FY26	FY25		FY26	FY25	
Metro Share	2,441	2,573	-5.13%	298.530	328.68	-9.17%	8.18	7.83	4.45%

Metro Link Data



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

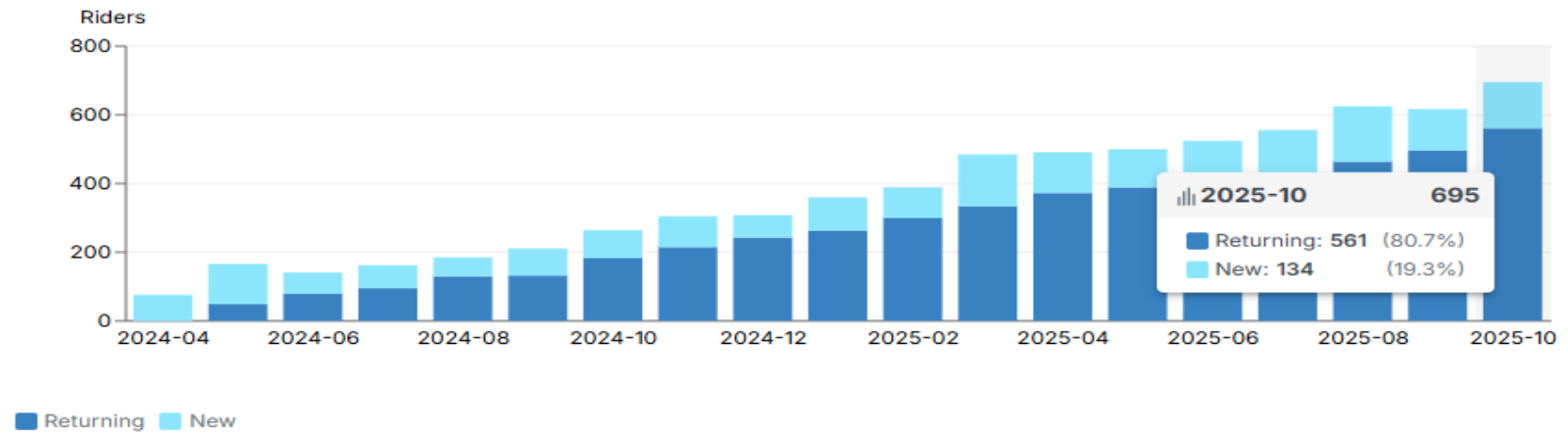
Link Ridership



Rider Growth

Active Riders

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



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

- 13,311 Proposals
 - 10,755 Proposals contained a fixed route option
 - 2044 proposals were Metro Link only
 - 294 riders did not receive proposals

Security

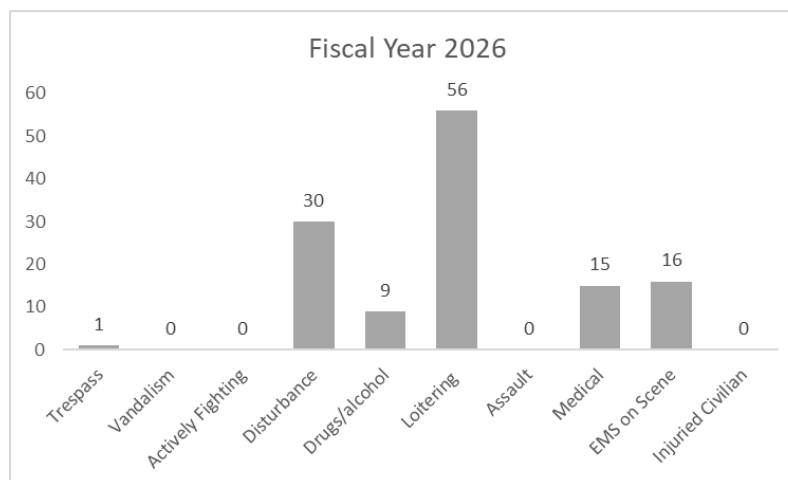
Kalamazoo Department of Public Safety presence at the KTC was consistent throughout the month of November. Their presence typically lasts for a few minutes at a time.

56 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. Additionally, 46 people were asked to move along when found sleeping in the bus bays in the early morning.

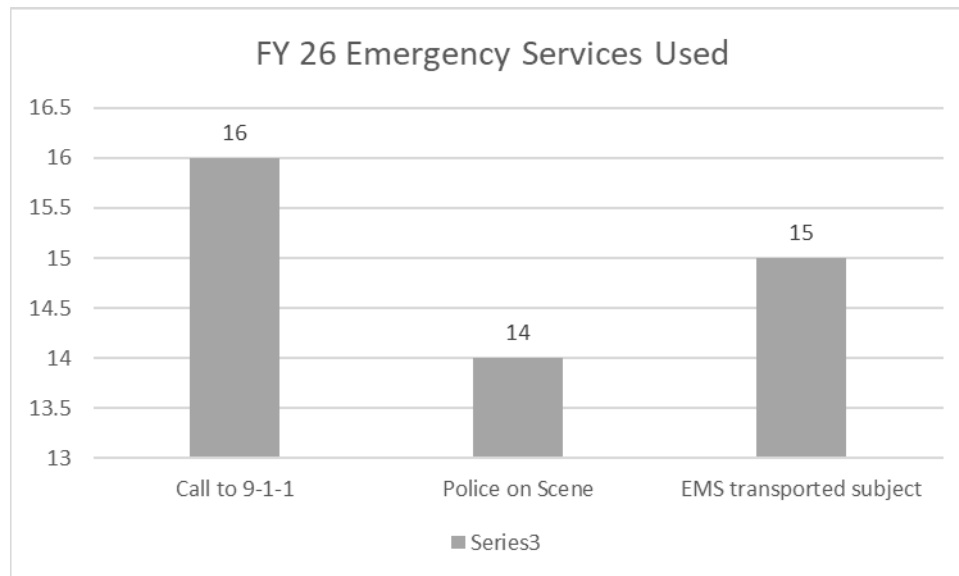
The activity summary for the month of November totals 105 security incidents. The incidents are broken down into categories below:

Incident Types		Definitions
1	Trespass	Asked to leave refused to do so/ trespassed and returned to site
56	Loitering	Significantly overstayed their time on property, sleeping, blocking paths
0	Vandalism	Damage to property
0	Active Fights	Physical altercation between parties occurred
30	Disturbances	Behavior is interrupting other people around them
2	Harassment	Using threatening or degrading language
0	Assaults	Someone physically attacked by another
1	Theft	Property stolen on KTC property
15	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

MEETING NOTES

Performance Monitoring Committee

November 18, 2025 at 3 PM
Microsoft Teams Virtual Meeting

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

Absent: None

Staff: Greg Vlietstra, Keshia Woodson-Sow, Annette Arkush

1. Public Transportation Safety Plan

Notes:

- Woodson-Sow provided an overview of the document and a PowerPoint presentation of the changes.
- The presentation will be provided at the CCTA/KCTA meeting on December 9.
- The Committee recommended approval by the CCTA/KCTA Boards at the December 9 meeting.

2. Performance Metrics

Notes:

- Woodson-Sow reviewed the October Metrics Report, particularly some of the changes in content and format.

The next meeting is scheduled for Tuesday, December 16 at 3 pm.

External Relations Committee Notes

November 19, 2025

3:00 PM

Members Present: Lisa Mackie, Chair, Paul Ecklund, Christyn Johnson, Gary Sigman

Staff Present: Sean McBride, Annette Arkush (Committee Support)

Members Absent: Emily Urban, Garrylee McCormick

1. Outreach Events and Social Media

- The 3rd quarter Performance Report from INVERVE is attached. Highlights from June, July and September include:
 - Invitations were sent to individuals and organizations inviting them to join Metro's social media sites.
 - A newsletter-based information piece is scheduled for each month.
 - Facebook pages and Instagram are growing.
 - Social Media traffic is trending well, and discussion continues with regard to attracting more people with visually appealing pages. The committee briefly discussed possible ways to attract attention and ways to engage people (job recruitment, events, important information)
 - Information is forthcoming regarding a new initiative – a training class: "How to Ride the Metro Bus".
 - A brief discussion was held regarding the landing page. Mr. Sigman commented that it is a lot to look at.

2. Future Off-site Board Meeting Locations

The committee is proposing to the board the following locations for 2 off site CCTA/KCTA Board Meetings:

February: Kalamazoo Township (Chair Mackie needs to confirm with the superintendent.)

June: Cooper Township (They need to be contacted)

3. CCTA Millage Debrief

The committee discussed the CCTA millage election and the transition to the KCTA millage election. Currently planning to repeat the activities for the KCTA millage, jurisdictional visits, postcard mailings, social media posts, and holding the Legislative Breakfast in May. Mr. Ecklund asked if the outlying areas are being reached.

4. Jurisdictional Outreach Planning

Chair Mackie asked if we could publish events and meet them where they are. To do elections. Mr. Ecklund asked if the outlying areas are being reached.



Jurisdictional Outreach Assignments –

BOARDMEMBERS ARE NEEDED TO FILL THESE OPENINGS

In December, the committee will bring this item to the full board and ask for volunteers.

Available:

Brady Township

Climax Township

Pavilion Township

Village of Climax

Charleston Township – Mr. Rosine may be able to cover.

Next Meeting: December 17, 2025 @ 3:00PM



Agenda Item: #7 Meeting Date: 10/13/25

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: External Relations Committee
DATE: December 3, 2025
SUBJECT: Jurisdictional Outreach Assignments – Volunteers Needed

Discussion

As we prepare for the 2026 KCTA Millage, jurisdictional outreach is key to educate about the important services provided by Metro and to continue to build strong community support. Please review the attached Jurisdictional Outreach Assignments spreadsheet. The following do not have an assigned Boardmember and a volunteer is requested.

- Brady Township
- Climax Township
- Pavilion Township
- Village of Climax

The External Relations Committee will continue to monitor jurisdictional assignments and presentations. This is an important component of our Board outreach and educational efforts. It is important that these presentations occur over the next few months.

Action

This item is for information only

Attachment

JURISDICTION OUTREACH TRACKING

Jurisdiction	Assigned Members	Scheduled Events	Event Date	Completed	Notes
Kalamazoo County	Aardema/McBride	Board of Commissioners	9/16/25	X	
City of Galesburg	Sigman/Woodson-Sow	City Council			
City of Kalamazoo	Aardema/Rosine/McCormick/McBride	City Commission	9/15/25	X	
City of Parchment	McBride	City Commission	9/15/25	X	
City of Portage	Pearson/Burns/McBride	City Council	8/26/25	X	
Alamo Township	Farmer	Township Board meeting	5/12/25	X	
Brady Township	Boardmember Needed	Township Board meeting			
Charleston Township	Boardmember Needed (Rosine?)	Township Board meeting			
Climax Township	Woodson-Sow/Board Member Needed	Township Board meeting			
Comstock Township	Beauchamp/McBride	Township Board meeting	10/20/25	X	
Cooper Township	Brown	Township Board meeting			
Kalamazoo Township	Mackie/McBride	Work session meeting	8/25/25	X	
Oshtemo Township	Farmer/Sloan/McBride	Township Board meeting	9/9/25	X	
Pavilion Township	McBride/Board Member Needed	Township Board meeting			
Prairie Ronde Township	Rama	Township board meting			
Richland Township	Brown/Congdon	Township board meeting			
Ross Township	Rama/Ayers	Township board meeting			
Schoolcraft Township	Ayers	Township Board meeting			
Texas Township	Rosine	Township Board meeting			
Wakeshma Township	Mackie	Township Board Meeting	7/7/25	X	
Village of Augusta	Vlietstra	Village Council meeting	11/3/25	X	
Village of Climax	Congdon/Board Member Needed	Village Council meeting			
Village of Richland	McCormick/Vlietstra	Village Council meeting			
Village of Schoolcraft	Vlietstra	Village Council meeting	10/6/25	X	
Village of Vicksburg	Rama/McBride	Village Council meeting			

Updated 11/17/25



Agenda Item: # 7a1 Meeting Date: 12/08/25
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: December 3, 2025
SUBJECT: 2026 CCTA/KCTA Meeting Calendar

BACKGROUND

The CCTA and KCTA have been meeting on the second Monday of each month. The Boards continue to express the benefits of holding joint meetings on a regular basis to openly discuss and conduct business matters.

RECOMMENDATION

It is recommended the CCTA and KCTA approve the 2026 CCTA and KCTA Joint Meeting Schedule.

Attachment:
2026 Meeting Calendar



2026
JOINT MEETING SCHEDULE
CENTRAL COUNTY TRANSPORTATION AUTHORITY
AND
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Metro Administration Building
All meetings to take place at 11:30 a.m.

<u>January</u> 12 th Regular Meeting	<u>February</u> 9 th Regular Meeting	<u>March</u> 9 th Annual Meeting
<u>April</u> 13 th Regular Meeting	<u>May</u> 11 th Regular Meeting	<u>June</u> 8 th Regular Meeting
<u>July</u> 13 th Regular Meeting	<u>August</u> 10 th Regular Meeting	<u>September</u> 7 th Regular Meeting 21 nd Regular Meeting
<u>October</u> 12 th Regular Meeting	<u>November</u> 9 th Regular Meeting	<u>December</u> 14 th Regular Meeting

Meetings will be publicly noticed in accordance with the Michigan Open Meetings Act, unless otherwise noticed. Meetings will take place at 11:30 a.m. in the Metro Administration Building, 530 N. Rose St., Kalamazoo, MI 49007.



Agenda Item: #2a&b
Meeting Date: 12/08/25

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 have been reviewed by Attorney Cherry. The relevant agreement has been approved by the City of Kalamazoo and Kalamazoo County at recent meetings.

Actions

1. The Board Operations Committee and the Executive Director recommend that the CCTA and KCTA Boards authorize the Executive Director to execute the First Amendment to Lease between Central County Transportation Authority and the City of Kalamazoo.

2. The Board Operations Committee and the Executive Director recommend that the CCTA and KCTA Boards authorize the Executive Director to execute 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. Lease Between Kalamazoo County Government and the Central County Transportation Authority for the Use of Parking Spaces
3. Church Street Parking Structure Concept

**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 8th day of December 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, Kalamazoo County will construct A parking structure containing approximately 400 parking spaces that is expected to become operational in the spring of 2026. Contained within the parking structure, shall be non-assigned parking spaces available for use by the Kalamazoo County Building, the Judge Charles A Pratt Justice Center, Kalamazoo Transportation Center, the Kalamazoo Event Center, and general parking for the public at large; and

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. **STORAGE ROOM.** Lessor shall also lease to Lessee a room located within the parking structure for the purpose of equipment storage. The inside dimensions of the storage room shall be 15 feet, 8 inches by 41 feet, 3 inches. The total square foot of the storage room shall be 646 square feet.
3. **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.

4. TERM OF LEASE; RENEWAL TERM. The term of this Lease shall commence on December 8, 2025 (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.
5. 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.
6. 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.
7. 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.
8. 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 tenable 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.

9. 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.
10. SUBLEASE. Lessee shall not assign, sublet, or transfer this Lease without the express written consent of the Lessor.
11. ALTERATIONS. Lessee shall not make any alterations, additions, or improvements ("Alterations") to the Parking Spaces without the prior written consent of the Lessor.
12. 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.
13. 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.
14. 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.
15. 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.

16. 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.
17. 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.
18. 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.
19. 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.
20. 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.
21. SUCCESSORS AND ASSIGNS. If this Lease is assigned, then it will bind and benefit the successors and assigns of the parties.
22. 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.
23. 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.
24. APPLICABLE LAW. This Lease shall be governed in accordance with the laws of the State of Michigan.
25. 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.
26. 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.
27. 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.
28. 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.
29. 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 parties 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 party for which they have signed.

KALAMAZOO COUNTY

BY: 

PRINTED NAME: Jennifer A. Strebs

TITLE: Chairperson,
Kalamazoo County Board of Commissioners

DATE: November 18, 2025

CENTRAL COUNTY TRANSPORTATION
AUTHORITY

BY: _____

PRINTED NAME: Sean McBride

TITLE: Executive Director

DATE: December 8, 2025

Approved as to form for KALAMAZOO COUNTY
CORPORATION COUNSEL
By: Edward F. Winkler, Assistant Corporation Counsel
Date: November 10, 2025

FIRST AMEDEMMENT 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: 11/18/25



LANDLORD, CITY OF
KALAMAZOO

BY: 

ITS: City Manager

Dated: _____

TENANT, CENTRAL COUNTY
TRANSPORTATION
AUTHORITY

BY: _____

Sean McBride

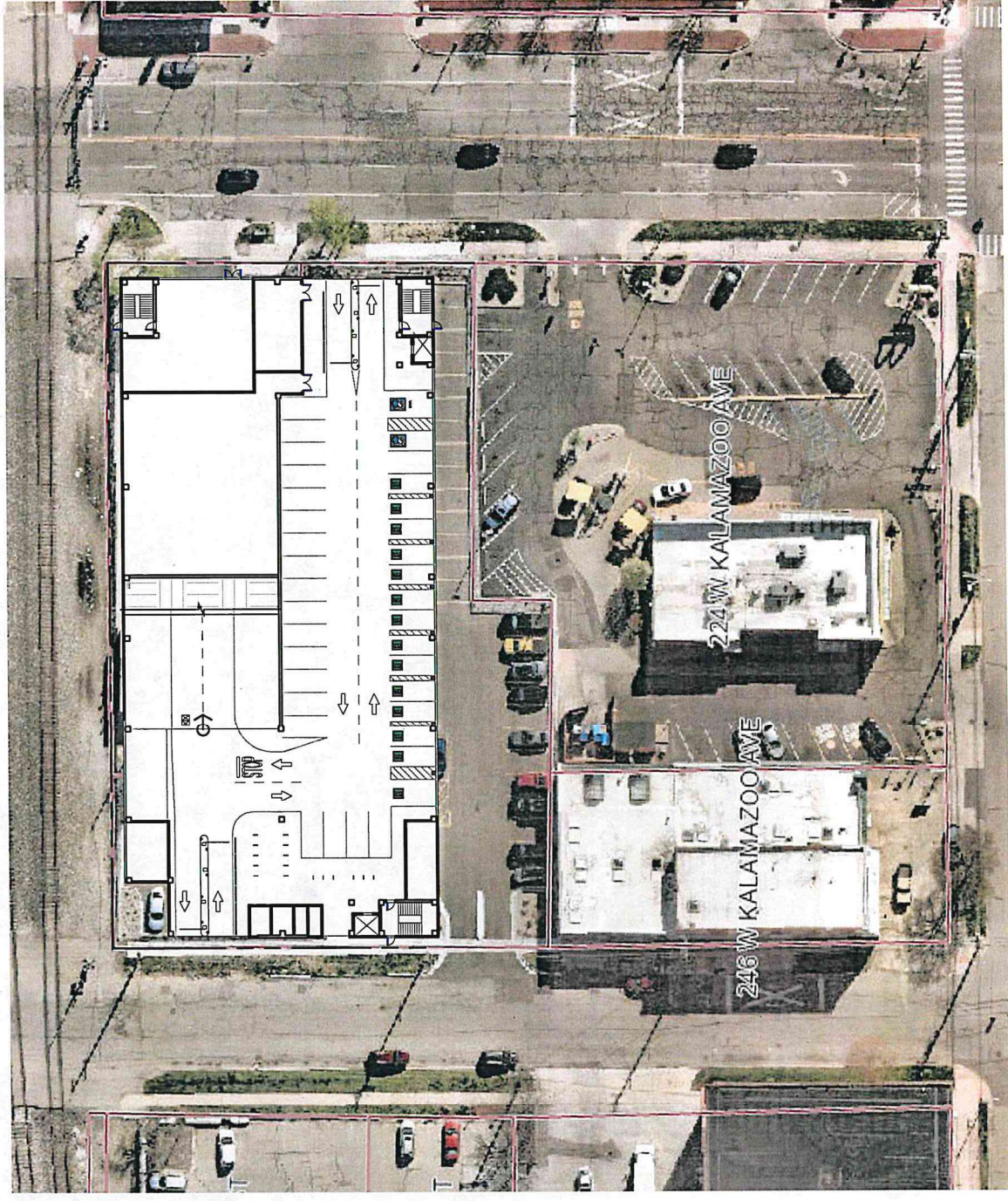
ITS: Executive Director

Church Street Parking Structure

Facade Variations

October 17, 2025

fishbeck



White logo on east and west





Agenda Item: #7s3
Meeting Date: 12/08/25

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: KCTA/CCTA Board Operations Committee
Sean McBride, Executive Director
DATE: November 17, 2025
SUBJECT: **2025 CCTA Millage Election – Date of Election**

BACKGROUND

The current KCTA millage of 0.3124 mils was approved on November 2, 2021, for the period 2022 through 2026. Conducting a KCTA millage election during 2026 will be necessary. The previous KCTA millage of 0.315 mils was approved on May 3, 2016 for the period 2017 through 2021. During the KCTA Millage election:

- 19% voter turnout
- 71.8% yes votes, 28.2% no votes
- 70.2% votes cast as absentee, 29.8% cast day on election day

The most recent CCTA millage election had the following characteristics:

- 23% voter turnout
- 67.6% yes (21,835 votes), 32.4% no (10,461)
- 63% votes cast as absentee, 37% votes on election day

DISCUSSION

The Boards must determine three items related to each millage election:

- 1. When to conduct the election.*
- 2. Amount of millage levy to request.*
- 3. Duration of the millage levy.*

Determination of Election Date

The probable election dates for 2026 include May 6th, August 5th and November 4th.

May

May is not recommended, more time is needed between the CCTA and KCTA millage elections.

August

Based on August 02, 2022, election information:

- 53,056 of 184,319 of ballots were cast countywide
- 28.8% voter turnout
- Primaries for all the elected office positions listed below, delegates to party county conventions
- Comstock Township Senior Millage and local school millage (Mattawan)
- <https://app.enhancedvoting.com/results/public/kalamazoo-county-mi/elections/August022022>
- Key timeline would include:

Memo re: **2026 KCTA Millage Election – Date of Election**

Date: 12/3/25

Page 2

- KCTA Board Approval of Ballot Language – no later than May 11, 2026
- Ballot Language to County Clerk -May 12, 2026
- Absentee Ballots – June 25, 2026
- Election Day -August 4, 2026

November

Based on November 8, 2022 election information:

- 117,583 of 183,940 ballots were cast countywide
- 63.9% voter turnout
- Items on ballot were Governor, Secretary of State, Attorney General, Congressional Representative, State Senator, State Representative, County positions, Township positions, statewide and local educational positions, Library Boards
- Three state-wide ballot proposals, 1 countywide operating millage proposal, two local school millage proposals (Lawton, Plainwell) and one library district millage proposal (Lawrence).
- Straight Party ticket voting was 60% Democratic and 38.5% Republican
- View detailed information at <https://app.enhancedvoting.com/results/public/kalamazoo-county-mi/elections/Nov082022-GeneralElection>
- Key timeline points would follow very closely to this year:
 - KCTA Board Approval of Ballot Language – no later than July 13, 2026
 - Ballot Language to County Clerk – July 28, 2026
 - Absentee Ballots – September 24, 2026
 - Election Day – November 3, 2026

The Board Operations Committee reviewed this item in depth at their meeting of November 20, 2025 and the Committee recommends that the KCTA Board proceed with a millage election on August 5, 2026.

RECOMMENDATION

The Board Operations Committee recommends that KCTA millage question be put before the voters on Tuesday, August 5, 2026.



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Kalamazoo County

AGENDA and MEETING NOTES

Board Operations Committee

November 20, 2025 at 2:00 PM
Microsoft Teams Virtual Meeting

Members: Curtis Aardema, James Ayers, Dusty Farmer, Lisa Mackie, Aditya Rama
Absent: Chris Burns
Staff: Sean McBride, Barbara Blissett

1. Review CCTA/KCTA December 8th Meeting Agenda

Notes:

- The Committee reviewed the December 8th meeting agenda

2. Review Committee Activities

Notes:

- Chair Ayers stated the Planning and Development Committee met and discussed the Public Transit Human Service Plan (PTHS) Update. He said Richard Congdon would be giving a presentation at the December Board meeting
- Exec. Dir. McBride noted that the PTHS is a FTA Administration requirement to receive 5307 funding and Metro receives about \$300,000 per year.
- Chair Rama noted the Performance Monitoring Committee reviewed the Public Transit Agency Safety Plan. He said it would bring the Plan in alignment with Federal requirements.
- Chair Rama shared the Committee had also reviewed the updated Metric Report
- ERC Chair Mackie reported the Committee shared had met and reviewed the status of the outreach events and information that was being provided on social media including Facebook
- Chair Mackie stated the Committee had reviewed the results of the election and determined the results were very positive
- Chair Mackie noted that the Board jurisdictional outreach had been successful but there were still five areas that had not been visited by a Boardmember including: Brady Township, Charleston Township, Climax Township, Village of Climax and Pavilion Township
- Exec. Dir. McBride stated he would have Barbara draft an email to all Boardmembers saying we have the jurisdictional assignments listed below that need to have a presentation and are looking for volunteers.
- Chair Mackie noted that remote meeting locations were discussed with Kalamazoo Township for February and Cooper Township in June



Connecting People Throughout
Kalamazoo County

- Board Operations Chair Aardema asked if there were any conflicts for the 2026 CCTA/KCTA Board Meeting Calendar before Board approval
- The Board Operations Committee reviewed the parking structure lease agreements with the City of Kalamazoo and Kalamazoo County
- Exec. Dir. McBride stated they had already been approved by the City and County but now needed Board approval

3. Millage Timing

Notes:

- Exec. Dir. McBride presented possible dates for the 2026 KCTA Millage election
- The Committee discussed the pros and cons of available dates and decided on presenting August 4, 2026 to the Board for approval

4. Other Items

Notes:

- Exec. Dir. McBride shared he had been notified that the office of Senator Peters that Metro had been awarded a competitive grant from the federal government. He said it would be used to help replace some mid-sized vehicles in the Metro Connect fleet
- Next meeting dates are December 18, 2025 and January 29, 2026

The meeting adjourned at 3:00 pm



Agenda Item: #8
Meeting Date: 12/08/25

Connecting People Throughout
Kalamazoo County

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

Fixed-Route Service

Please see the attached News Release regarding provision of additional service during the holidays on bus routes #1 – Westnedge, #9 – Gull Road and #14 – West Main.

Outreach

Metro participated in the Maple Hill Holiday Parade on November 22nd. The theme was A Metro Carol, using the Disney version as inspiration. Metro staff and their families joined in handing out candy and waving. Thank you to Boardmembers Tim Sloan and Aditya Rama for coming out with us!



Competitive Grant Awards

I am pleased to share that last month Metro received notification of the largest competitive grant award in the history of the organization. Metro received two Federal Transit Administration (FTA) 5339 grants totaling almost \$11.5 million. One award was a LONO emission consortium grant in partnership with MDOT for \$10,490,424 for the purchase of up to eight gas-electric hybrid 40' buses. The other award was for \$972,000 to purchase up to nine medium-duty buses. Other than the City of Detroit, Kalamazoo Metro received more competitive funds than any other agency in the State of Michigan. Greg Vlietstra deserves recognition for these grant awards, having written the medium-duty grant, and was responsible for providing information to MDOT for the consortium grant.

Federal Audit

Metro received notice of an audit this week from the Federal Motor Carrier Safety Administration to conduct an on-site audit this week regarding our training of employees to receive their Commercial Drivers License. Attached is a statement from Transportation Secretary Duffy regarding the audit process. The limited notice and the collection of documents have required significant staff allocation of time. Staff expect that we are in full compliance of FMCSA rules.

Winter Weather Update

With the first significant weather this past week, please see the attached Winter Safety Overview.

Construction Projects

Staff continues to meet regularly pertaining to the key projects around the Kalamazoo Transportation Center including the one-way street conversion of Kalamazoo Avenue, the Downtown Events Center, and the new parking garage. Staff will provide a detailed construction overview in the first quarter.

Attachments

1. News Release – Metro Running Extra Buses for the Holidays
2. Winter Safety Overview
3. Metro Link Update

NEWS RELEASE

FOR IMMEDIATE RELEASE

December 3, 2025

Media Contact: Keshia Woodson-Sow

Director of Operations

530 N. Rose St. Kalamazoo, MI 49007

269-337-8222 | woodsonsowk@kmetro.com

Metro Running Extra Buses for the Holidays

Additional service will be added to three of Metro's busiest routes during December

December 3, 2025 (KALAMAZOO, MI) — Metro will be temporarily adding extra buses to three major routes during the month of December. Beginning on Monday, December 15th and running through Sunday, December 28th, Metro will offer additional bus service between the hours of 10am - 6pm Monday through Friday on the following routes:

- 1 - Westnedge
- 9 - Gull Rd
- 14 - West Main

"These routes serve major retail areas and therefore have some of our highest ridership rates," said Executive Director Sean McBride. "People are going to work; people are going shopping. The holidays increase the need for transportation to these areas. Increasing service to match those needs keeps our community moving."

"This service addition is designed to help our community during the busiest shopping season of the year. We recognize that traffic and weather cause delays to bus routes and we want to keep the community moving as safely and efficiently as possible," added Metro Director of Operations Keshia Woodson-Sow. "This is also an opportunity for more people in our community to explore what Metro can do."

For anyone interested in learning how to use Metro services, Metro's travel trainer will meet with you, answer questions and ride along on vehicles to show new riders the ins and outs of public transportation. Learn more at kmetro.com/plan-your-trip/travel-training-and-tours or email MyMetro@kmetro.com to schedule.

Metro is on track to provide 2 million rides across its four transportation services at the end of 2025. The Metro Bus system, public transportation's flagship service, works together with Metro Link, Metro Connect and Metro Share to provide mobility solutions for all of Kalamazoo County.

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disability, please dial 7-1-
1 to access
telecommunications relay
services.

Trump's Transportation Secretary Sean P. Duffy Cracks Down on Illegal Providers of Commercial Driver's License Test Training Centers

Monday, December 1, 2025

WASHINGTON, D.C. — U.S. Transportation Secretary Sean P. Duffy has announced the removal of nearly 3,000 commercial driver's license (CDL) training providers from the Federal Motor Carrier Safety Administration's (FMCSA) Training Provider Registry (TPR) for failing to equip trainees with the Trump Administration's standards of readiness. Another 4,500 training providers were placed on notice due to potential noncompliance.

"This administration is cracking down on every link in the illegal trucking chain. Under Joe Biden and Pete Buttigieg, bad actors were able to game the system and let unqualified drivers flood our roadways. Their negligence endangered every family on America's roadways, and it ends today," said U.S. Transportation Secretary Sean P. Duffy. *"Under President Trump, we are reigning in illegal and reckless practices that let poorly trained drivers get behind the wheel of semi-trucks and school buses."*

The Training Provider Registry lists all providers authorized to offer federally required Entry-Level Driver Training for CDL students. This is the first step in FMCSA's review of the 16,000 training providers listed on the TPR to identify and remove noncompliant providers. CDL Training Providers are being removed from the TPR due to:

- Falsifying or manipulating training data
- Neglecting to meet required curriculum standards, facility conditions, or instructor qualifications
- Failing to maintain accurate, complete documentation or refusing to provide records during federal audits or investigations

"If you are unwilling to follow the rules, you have no place training America's commercial drivers. We will not tolerate negligence," added FMCSA Administrator Derek D. Barrs.

This is the latest action Secretary Duffy and FMCSA have taken to root out unqualified drivers and corrupt operators from the trucking industry. Under President Trump, USDOT is focused on raising the standard for roadway safety through accountability, compliance, and enforcement.

Training providers that receive a notice of proposed removal have 30 days to respond to FMCSA and provide evidence of compliance to avoid removal from the registry. During this period, the provider's name will be included on the TPR Proposed Removal List, and the provider must

notify all current and scheduled driver-trainees of its proposed removal status.

For more information about FMCSA's Training Provider Registry, visit:

<https://tpr.fmcsa.dot.gov>

###

The Federal Motor Carrier Safety Administration's (FMCSA) primary mission is to prevent crashes, fatalities, and injuries involving large trucks and buses. FMCSA develops safety and regulatory standards for commercial driver's licenses; analyzes data and sponsors research; and conducts enforcement and education. FMCSA partners with nonprofit organizations, local and State governments, and other stakeholders to support innovative commercial driver training, safety inspections, and enhanced compliance and enforcement initiatives. In addition, FMCSA provides education on household goods consumer protection and conducts enforcement to protect consumers.



U.S. DEPARTMENT OF TRANSPORTATION

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Connecting People Throughout
Kalamazoo County

TO: Performance Monitoring Committee
FROM: Greg Vlietstra, Director of Support Services
DATE: December 4, 2025
SUBJECT: Winter Safety Overview

BACKGROUND

The information below is provided as an overview of how Metro manages snow and ice events for the safe and efficient mobility of our passengers. Not only does the information below serve as a historical reference, it also is a guide for future winter safety management at Metro. At the request of the CCTA and KCTA boards in December of 2021, the Metro administrative team has put extra attention and focus on winter safety – particularly snow and ice removal. Although recent winters have had below average snowfall totals (see attachment), the Metro Maintenance department has still had 27 snow and ice events the past three years (four so far this winter season) where an outside contractor was utilized to clear all 92 shelters.

TRAINING ACTIVITIES FOR COACH OPERATORS

When a new coach operator starts working for Metro, they go through the rigorous CDL training to obtain the full CDL license. During that training the coach operator is provided with classroom instruction and depending on the time of year or the weather during training they are taught processes that can keep them safe during inclement weather situations. The Taptco training videos focus on lowering speed and keeping distance while teaching them ways to get out of situations when a bus starts to hydroplane. The training program also teaches drivers that the weather is not the cause of a collision, but that the way people drive in weather conditions are the cause of the collision. The operations team does a series of quarterly trainings throughout the year and focus on different topics; weather is included in at least two of those trainings. During a weather event if a drop-off or pickup location is unsafe, often due to snow/ice berms, the coach operator is trained to find the next safe location (often a driveway).

STOP, SHELTER, BENCH, KTC SNOW & ICE MANAGEMENT PRACTICES

Requests for bus stop snow removals are handled on an as needed situation. This practice is very similar to other agencies in the state.

The Deputy Director of Fleet and Facilities or designee monitors current and forecasted weather conditions. They determine when snow or ice removal will be needed. Procedure for removal is as follows for Metro's 92 shelters and 5 benches. Procedure shall consist of hand shoveling to ADA specified path width of 36 inches to curb. Snow removal is provided by Metro maintenance staff and outside contractors.

Criteria for ice/snow removal for shelters are as follows:

1. Up to one inch of ice shelters will be salted. This will be completed for all shelters within 36 hours after weather event ordered by Fleet and Facilities Manager or designee.
2. Up to two inches of snow the shelters will be salted, and snow removed within 48 hours after weather event ordered by Fleet and Facilities Manager or designee.
3. Over two inches of snow but less than 4 inches, shelters will be salted, and snow removed within 72 hours after weather event ordered by Fleet and Facilities Manager or designee.
4. Over 4 inches but less than 6 inches, shelters will be salted, and snow removed within 96 hours after weather event ordered by Fleet and Facilities Manager or designee.

5. Over 6 inches, shelters will be salted, and snow removed within 120 hours after weather event but could be extended due to severe weather or unsafe conditions as ordered by the Fleet and Facilities Manager or designee.

Optics of snow removal efforts may not be evident after snow removal of street onto our shelters and pathways. We can order additional services if this happens. Time for this procedure varies from amounts and type of snow/ice accumulated.

The Fleet and Facilities manager or designee will request the staff or contractor to start the snow removal, they will document in the spreadsheet found in the K drive in metro maintenance/ shelters with the following information:

1. Date of request.
2. Staff or contractors performing the service.
3. Locations of shelters or benches.
4. When the service has been completed.
5. How much accumulation fell on the ground during that current snow event.

WHEN WE MIGHT ALTER SERVICE DUE TO CONDITIONS

FIXED ROUTE

During a weather event the operations team runs through a lengthy process to ensure we can keep service on the street. Supervisors and managers with cable access turn televisions to weather stations and work on up-to-date information as it comes in. Drivers notify dispatch of road conditions and dispatch communicates with the road commission for problem areas. The team uses one email thread per weather event to keep everyone up to date on what is happening including changes to Greyhound, Indian Trails, Miller Transportation, Metro Connect and Metro Link. This email thread triggers communications on social media and the website as well as internally.

The weather event will determine what will happen for service, for example, when the snow is coming down fast and freezing cars start to have problems making it up hills. That usually will trigger a change to service for routes with big hills like Westnedge, the bus will be detoured down the flattest road that can safely keep them close to their route. Passengers are then advised on Mystop, the website, and Facebook for alternative loading locations.

METRO CONNECT

In the event of inclement weather, the following procedures are to be followed for Metro Connect:

- The contractor will contact the Metro Connect Program Manager to assess the weather situation. If the fixed-route buses are operating their normal routes, Metro Connect will maintain regular service as well in the ADA service area and assess out-county trips as needed.
- The Metro Connect Program Manager will monitor fixed-route service for detours from normal routing due to weather. The Metro Connect Program Manager and Metro Dispatch will assess what areas are serviceable for Metro Connect.
- All service cuts, deviations and service suspensions are to be approved by Metro. In the event of any service suspensions, it is the responsibility of the contractor to contact any riders who are awaiting transport and provide transport to riders who were previously transported back to their residences, safety permitting. If it is unsafe to transport riders to their residences, the contractor will ensure that such riders are transported to a safe location approved by Metro. Under no circumstances shall the contractor leave any rider stranded at any time.
- Metro will post any Metro Connect service cuts on the Metro website and social media. Local media will not be contacted unless there are extensive service cuts or if all service is suspended.

MICROTRANSIT

In the event of inclement weather the following procedures are to be followed for Metro Link:

- The contractor will contact the Metro On Demand Services Manager to assess the weather situation. If the fixed-route buses are operating their normal routes, Metro Link will maintain regular service as well. Rural areas of the three Zones will be assessed individually.
- The Metro On Demand Services Manager will monitor the Metro bus service for detours from normal routing due to weather. The Metro On Demand Services Manager and Metro Dispatch will assess what areas are serviceable for Metro Link.
- All service cuts, deviations and service suspensions are to be approved by Metro. If a passenger needs to return home, Metro Link will take them to their residence as long as it is safe to transport them. If it is unsafe, the contractor will ensure that such riders are transported to a safe location approved by Metro. Under no circumstances shall the contractor leave any rider stranded at any time.
- Metro will post any Metro Link service deviations or cuts on the Metro website and social media. Metro Link passengers will be notified by Push Notification on the app. Local media will not be contacted unless there are extensive service cuts or if all service is suspended.

MY STOP MOBILE APPLICATION

There are two ways within the app to inform passengers and the public about potential delays due to weather or detours:

1. Public Service Message Section

This allows Metro to post a general message visible to all users. It's ideal for notifying the public about upcoming bad weather, road conditions, or system-wide delays.

2. Route-Specific Messaging

You can also place a message directly within a specific route. This is useful for alerting passengers about detours or weather impacts affecting only certain routes.

HOW WE COMMUNICATE SERVICE CHANGES/INTERRUPTIONS

- Communication Protocol for Weather Emergencies
- Management makes decision regarding service delays/interruptions;
- Alert email detailing delays/interruptions to any/all services;
- Outreach Coordinator will post details to social media sites via HubSpot and website.

Attachments

1. Historical Snow Fall Totals for Kalamazoo Since 1998-99
2. Rider Communication Examples

Monthly Snowfall Totals in Inches

Western Michigan University

Kalamazoo, Michigan

October 1998 through current

This page contains monthly snowfall totals in inches for all winters since 1998-99. Download this data:

[Microsoft Excel format](#)

CoCoRaHS Data (October 1998 - April 2022)

	October	November	December	January	February	March	April	May	Annual
1998-99	0.0	0.1	6.2	39.6	8.0	10.9	0.0	0.0	64.8
1999-00	0.0	Trace	14.9	19.1	8.5	0.3	6.7	0.0	49.5
2000-01	0.1	23.2	46.6	3.7	11.5	12.6	0.3	0.0	98.0
2001-02	0.3	Trace	36.1	18.0	20.4	23.6	1.6	0.0	100.0
2002-03	Trace	8.2	15.8	21.7	13.5	6.9	3.5	0.0	69.6
2003-04	0.0	6.8	8.8	34.1	8.0	7.1	Trace	Trace	64.8
2004-05	Trace	6.5	16.2	27.1	12.2	13.6	2.3	0.1	78.0
2005-06	0.0	13.7	27.3	9.9	10.4	6.8	Trace	0.0	68.1
2006-07	7.3	1.3	15.7	19.3	22.2	9.7	14.1	0.0	89.6
2007-08	Trace	1.3	21.8	28.3	29.4	13.8	Trace	0.0	94.6
2008-09	Trace	7.1	43.1	37.3	12.1	0.5	3.8	0.0	103.9
2009-10	Trace	0.5	31.2	14.6	23.4	0.5	0.1	0.0	70.3
2010-11	0.0	Trace	13.6	25.2	26.0	1.8	4.0	0.0	70.6
2011-12	0.0	6.8	4.2	32.6	15.7	4.5	Trace	0.0	63.8
2012-13	0.0	Trace	5.7	20.4	30.4	10.1	0.7	Trace	67.3
2013-14	0.6	2.6	30.7	42.8	25.0	11.8	1.8	0.0	115.3
2014-15	0.2	23.0	0.3	21.2	25.7	2.6	Trace	0.0	73.0
2015-16	Trace	9.7	5.2	16.5	23.1	12.4	6.3	Trace	73.2
2016-17	0.0	1.5	39.4	15.1	4.5	6.5	2.4	0.0	69.4
2017-18	Trace	Trace	33.7	11.4	22.4	4.3	5.4	0.0	77.2
2018-19	Trace	17.4	2.5	32.7	20.1	6.1	5.2	0.0	84.0
2019-20	0.4	6.7	12.4	9.5	19.5	2.9	5.7	0.0	57.1
2020-21	0.0	1.5	5.7	12.1	25.2	Trace	0.2	0.0	44.7
2021-22	Trace	10.2	3.3	18.5	24.4	10.5	1.3	0.0	68.2
Average	0.4	6.2	18.4	22.1	18.4	7.5	2.7	Trace	75.6

Modern Data (October 2022 - present)

	October	November	December	January	February	March	April	May	Annual
2022-23	0.0	21.7	11.5	9.1	0.7	17.1	0.9	0.0	60.8

2023-24	0.5	4.4	2.2	16.5	1.7	3.9	Trace	0.0	29.2
2024-25	0.0	7.6	11.0	19.1	M	M	M	Trace	M
2025-26	0.0	14.5	14.5

METRO Social ANNOUNCEMENTS USING HUBSPOT


**MetroKzoo** @MetroKzoo

SERVICE DISRUPTION - METRO LINK 🔊❌

Due to the weather, Metro Link will NOT be operating this morning. We will reassess conditions at noon. Buses are running as usual, however, the weather may cause delays. If you have questions or concerns, please call 269-337-8222

Created by You

Published on
Dec 12, 2024 8:31 AM

**MetroKzoo** @MetroKzoo

GOOD NEWS! 👍🔊

1 - Westnedge detour is coming to an end! 🚌

👤👤👤👤

Route 1 - Westnedge will return to full regular routing Thursday, December 12.

Check myStop Mobile or Track My Bus tomorrow morning!

Created by You


Published on
Dec 11, 2024 10:59 AM

**Metro Transit**


SERVICE RESUMINGAs road conditions appear to be improving, Metro Link will resume regular service starting at 2pm today, Thurs, Dec 12. Thank you for your patience! Safe travels!

Created by You


Published on
Dec 12, 2024 12:52 PM

**Metro Transit**

Metro Link is one of many mobility solutions Metro offers Kalamazoo County. We all win when we all have access to our community. Metro is here to help! Let's go Metro!




Book a Metro Link ride and go where you want.


 Image

Created by You


Published on
Dec 16, 2024 2:08 PM

**Metro Transit**

Metro Link es una de las muchas soluciones de movilidad que Metro ofrece al condado de Kalamazoo. Todos ganamos cuando todos tenemos acceso a nuestra comunidad. ¡Metro está aquí para ayudar! ¡Vamos Metro!



Planifique todos sus viajes en Metro con la nueva aplicación Metro Link.

 Image

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Published on
Dec 16, 2024 2:08 PM



Connecting People Throughout
Kalamazoo County

Agenda Item: 8a Meeting Date 12/8/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard G Congdon, On-Demand Services Manager
DATE: December 1, 2025
SUBJECT: October 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

October typically has high ridership because schools are fully back in session, agency programs have resumed and there are 31 service days after the fewer of the summer months. Metro Link set records in almost every service statistic:

- Total trips: 8,190
- Total miles: 44,099
- Passenger miles: 27,491
- Revenue miles: 38,966
- Revenue hours: 2,723
- Total requests: 13,076

These records were all set while maintaining an average wait time of 14 minutes and having an all-time high utilization of 2.5. The average distance travelled was 3.4 miles with a duration of 9.9 minutes.

There were 374 new passenger registrations and 695 active riders in October. There were 206 wheelchair trips taken. The average rating was 4.9 and there were 1,436 five star ratings given in October.

The expanded service to Pavilion Estates saw a total of 24 rides in October and a total of 160 trips since Metro Link began going there in March of this year. The overlaps to the Zones saw 424 trips in October. The West Zone had 3,996 rides, the South Zone 2,498 and the East Zone 2,426. Metro Link provided 91 trips that used the Metro bus as well.

Fiscal Year 2025

Metro Link completed the first full fiscal year of service on September 30, 2025. Trip numbers have grown almost every month since the service was launched. Metro Link provided 75,069 trips in fiscal

year 2025, for an average of 6,256 trips per month. There were 121,433 trip requests made and 61.5% of those were taken. Metro Link vans travelled 435,576 miles in the three zones for a total of 36,229 hours. Two thousand, seven hundred and fifty-nine trips were taken that required a wheelchair accessible vehicle.

Metro Link had an overall utilization of 2.1, with an ultimate goal of 3.0. Utilization is measured by the number of passengers transported during service hours. Metro Link had a utilization of 2.6 in October of 2025 and this number has steadily grown since the beginning of service.

Metro Link operates in three zones, the East, West and South, and began servicing Pavilion Estates in March after receiving a grant from MDOT. The West Zone consistently has the highest ridership due to Western Michigan University students using the service. There are also two overlaps in the East and West Zones with the South Zone so that passengers can travel between them.

There were 4,328 new registrations for Metro Link in the fiscal year. Passengers travelled an average of distance of 3.1 miles for an average duration of nine minutes, after waiting an average of 13.6 minutes for their van to show up after scheduling the ride. The overall average rating for Metro Link was 4.9 out of 5 stars.

Metro Link service had a successful fiscal year. Ridership and service statistics continue to grow on a monthly basis as service is promoted and new passengers learn about the service. The contract with VIA Transportation was extended for an additional 21-months.

RECOMMENDATION

This item is for informational purposes only.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 9d Meeting Date: 12/08/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: KCTA Boardmember Tim Sloan
SUBJECT: On-Demand Services Report
DATE: December 3, 2025

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 Link

I would like to introduce you to James he has been working for Metro Link since it started. James is very professional, always kind and greeting you with a huge smile. James understands when he comes to a building of senior adults, it can take a couple of extra minutes to get to the door and he never complains!

James, like me, is foodie and we talk about good places to eat. When I ask how he likes his job he said, "It is a good job, you have to be a people person and it is not just driving."

I have an on-going scheduling problems during hours of 2 pm to 5 pm frequently. It took as long as 30 minutes to schedule a ride. and another 30 minutes to get the ride. I have talked to several drivers, and the answer is always the same, lack of vehicles or drivers. I am not the only person who has had this problem; it has happened to several people.