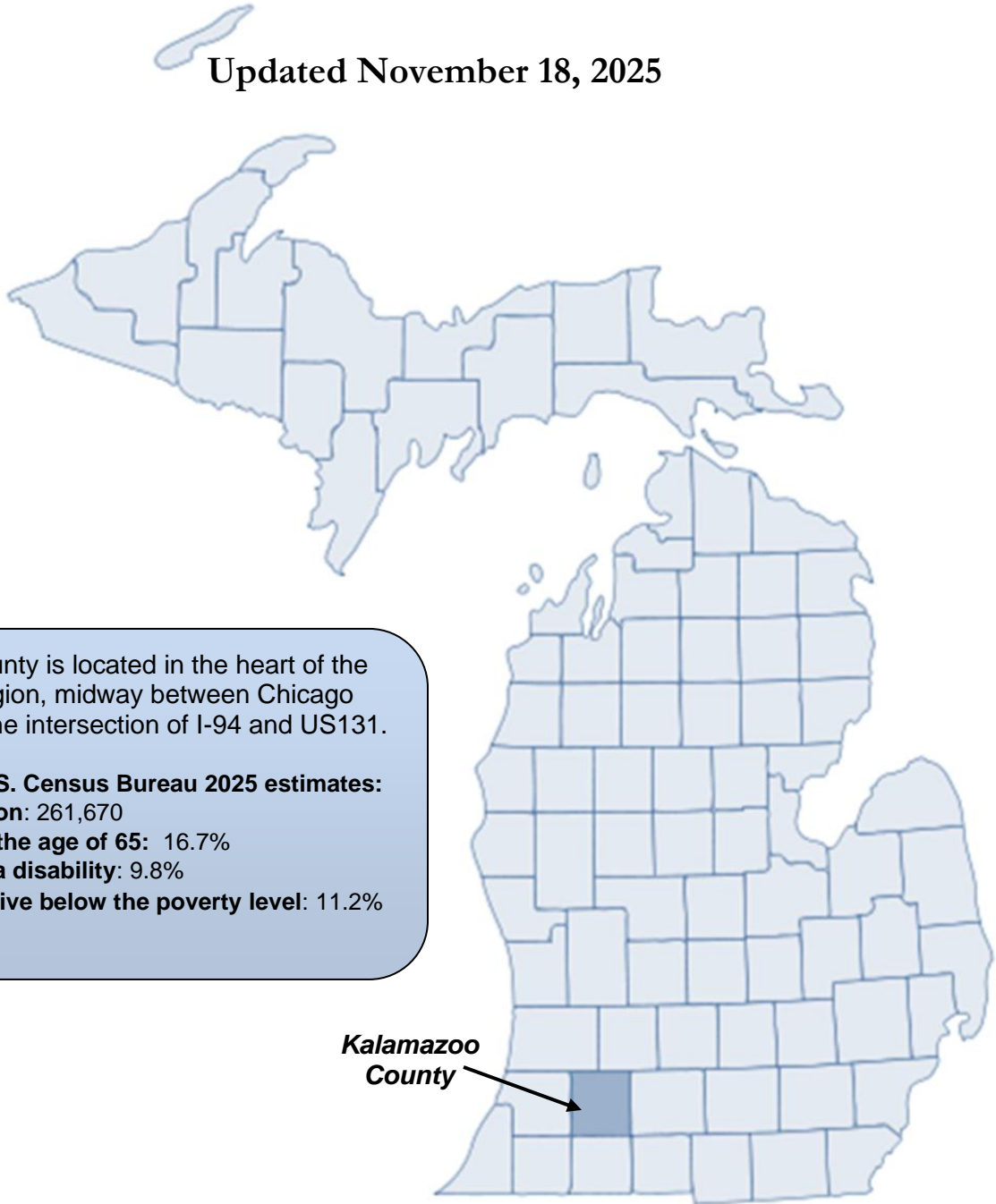




PUBLIC TRANSIT HUMAN SERVICES COORDINATED PLAN

Updated November 18, 2025



Kalamazoo County is located in the heart of the Great Lakes region, midway between Chicago and Detroit at the intersection of I-94 and US131.

According to U.S. Census Bureau 2025 estimates:

- **Total population:** 261,670
- **Persons over the age of 65:** 16.7%
- **Persons with a disability:** 9.8%
- **Persons who live below the poverty level:** 11.2%

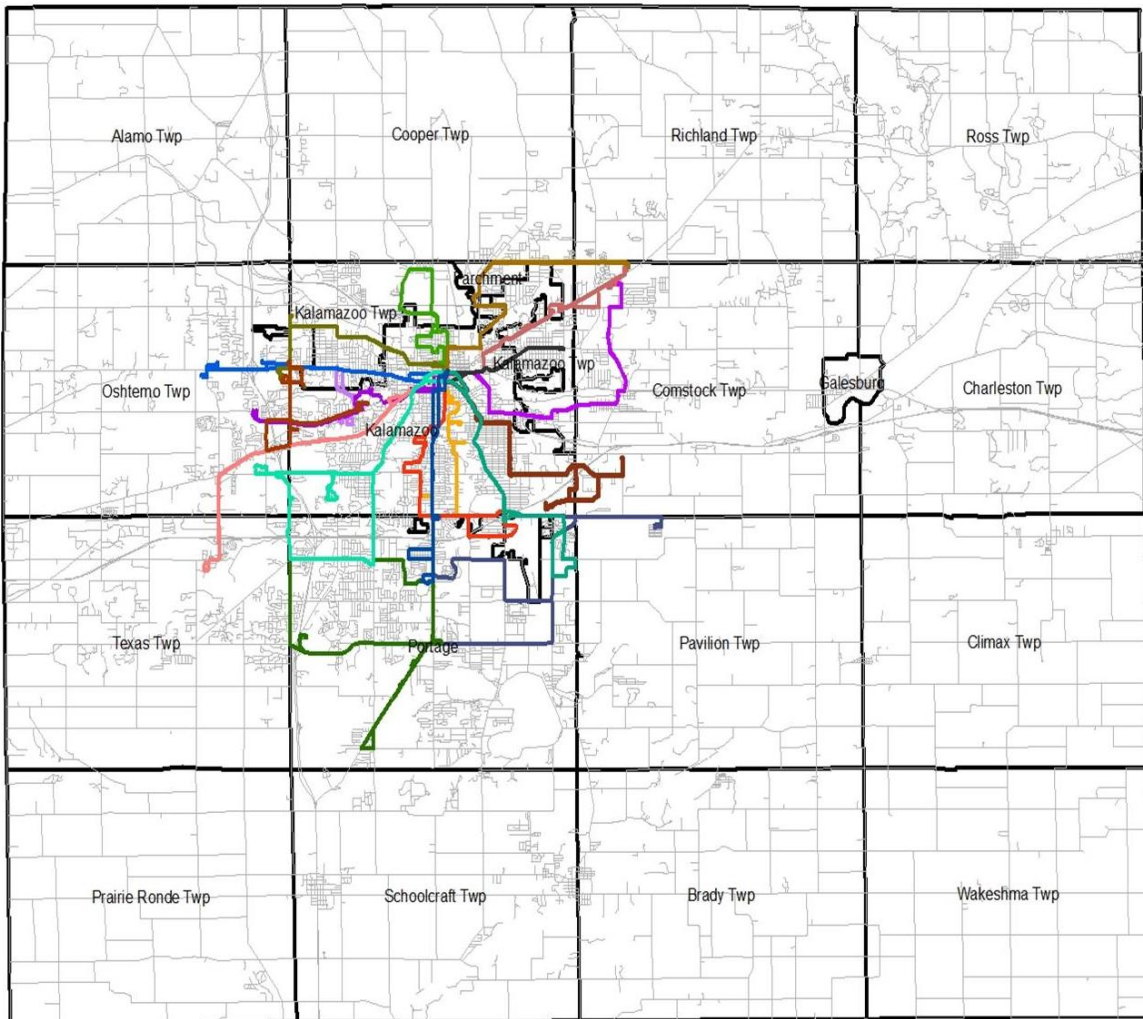
Public Transit Human Services
COORDINATED PLAN

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INTRODUCTION

The demand for public transit service in Kalamazoo County continues to grow. The system is looking for an opportunity to enhance service to meet the evolving transportation needs in the community. A significant percentage of citizens in Kalamazoo County depend on public transit services. Often these riders are seniors, individuals with a disability and people with low incomes. As the population continues to age, many residents will need public transportation to meet their travel needs. It will become imperative that those providing services to vulnerable citizens, including transportation providers, explore all options, both public and private, to find innovative solutions to the growing need for transportation.



PLAN OVERVIEW

The Public Transit Human Services Committee (PTHS) of the Kalamazoo County Transportation Authority (KCTA) was given the task of overseeing the development of the coordinated plan to creatively address the transportation needs of senior citizens, individuals with a disability and people with low incomes. The Federal Transit Administration (FTA) requires a coordinated plan in order to receive funding under Section 5310 – Enhanced Mobility for seniors and individuals with a disability. The following is the FTA definition of the plan for grant recipients.

“A coordinated public transit human services transportation plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs and prioritizes those transportation services for funding and implementation.”

On December 4, 2015, President Obama signed into law the Fixing America’s Surface Transportation Act, or “FAST Act.” This significant legislation sets funding authorization levels for the Federal Motor Carrier Safety Administration (FMCSA) through Fiscal Year 2020 and mandates several rulemakings, reports to Congress, studies and working groups. It is the first law enacted in over ten years that provides long-term funding for surface transportation, meaning States and local governments can move forward with critical transportation projects like new highways and transit lines, with the confidence that they will have a Federal partner over the long term.

The first purpose is to coordinate transportation services with the primary goal of assisting private nonprofit groups in meeting transportation needs of seniors and individuals with a disability.

The second purpose is to provide funding for innovative projects that improve the coordination of transportation services with non-emergency medical transportation services. Eligible recipients are existing partnerships with specific goals for improving coordinated transportation efforts.

Requirements for a Public Transit Human Services Coordinated Plan include:

- An assessment of available services that identifies current transportation providers.
- An assessment of transportation needs for individuals with a disability, older adults, and people with low incomes.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as the opportunity to achieve efficiencies in service and delivery.
- Priorities for implementation based on resources, time and feasibility for implementing specific strategies and/or activities.

This update focuses on developing a coordinated plan to address the transportation needs of low-income populations, older adults and persons with a disability within the urban area.

The Public Transit Human Services Committee is made up of stakeholders who together identify resources and needs to develop the plan. Metro, as the lead agency, must formally endorse the coordination plan and submit it for formal certification by the Federal Transportation Administration.

Metro has agreed that even if federal funds are unavailable for specific projects, the effort to coordinate public and private transit services with human services transportation needs can be a true, long-term benefit to the entire community.

Metro convened human service providers and transportation stakeholders from across the county who represent the interests of seniors, individuals with a disability and people with low incomes, to identify the transportation needs of these groups. These stakeholders assisted in identifying resources available in the County to meet those needs and to offer creative solutions to merge resources with needs. The assessment of resources, the description of needs and the creative effort to address those needs is the essence of the PTHS Coordinated Plan. The plan will be divided into the following sections:

- 1) Plan overview; state and federal directives for the plan
- 2) Identification of stakeholders and the process used to convene them around the transportation issue
- 3) Countywide transportation resources and services offered
- 4) Identification of needs
- 5) Prioritization of needs
- 6) Completed needs
- 7) Addressing the prioritized needs
- 8) Ongoing assessment of the plan

Public meetings, announcements, postings and the previous Coordinated Plan are displayed on the Metro website, www.kmetro.com, for public view.

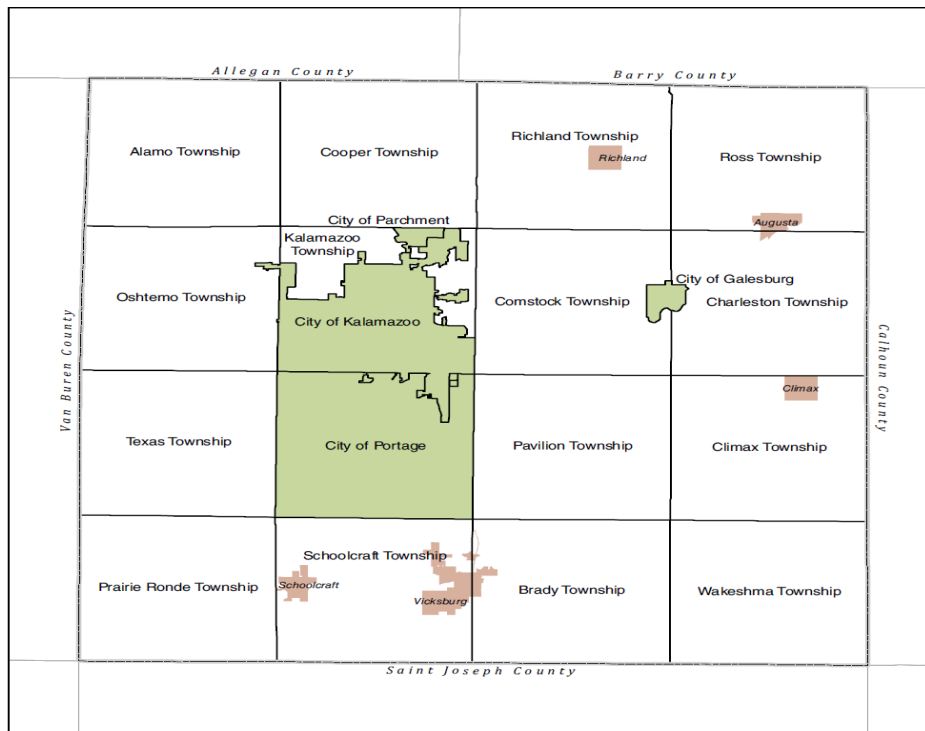
KALAMAZOO COUNTY

Kalamazoo County is located in the southwest corner of Michigan. It measures 561 square miles and is bordered by Calhoun County to the east, Barry and Allegan counties to the north, Van Buren County to the west and St. Joseph County to the south. According to 2024 U.S. Census Bureau estimates, the population of Kalamazoo County is 262,373, the ninth largest in the state. The largest population center in the County is the City of Kalamazoo at 73,290, followed by the City of Portage at 49,975. In terms of at-risk population groups in Kalamazoo County, 16.3 % of the population is over the age of 65, 12.3% of the population has a disability and 13.3% of the population live below the poverty level. Kalamazoo County has 5.6% of the population that were listed as veterans of the military service.

Public transportation in Kalamazoo County is provided by the Metro system. It consists of line haul bus service in the urbanized area with corresponding ADA required complementary paratransit service. Metro bus service is supplemented by the microtransit service, Metro Link. Metro Link operates in three zones in the urbanized area and Pavilion Estates. In addition, the system provides countywide demand/response service through the Metro Connect program. Metro also operates the Metro Share program that provides vans to agencies serving seniors, individuals with a disability and veterans at no cost. Private transportation providers include taxicab companies, charter bus companies, private medical transportation providers and numerous non-profit agencies that provide transportation to their clients and consumers.

In 2005, the Kalamazoo County Board of Commission created a countywide transportation authority that would absorb all public transportation, administration and operations. On August 6, 2014, the Central County Transportation Authority (CCTA) was incorporated by the Kalamazoo County Board of Commissioners under Public Act 196 (the Public Transportation Act P.A.196 as amended). In October of 2015, the Kalamazoo County Transportation Authority (KCTA), Central County Transportation Authority (CCTA), Kalamazoo Transit Authority Board (KTAB) and City of Kalamazoo approved a Comprehensive Transfer Agreement (CTA) for the transfer of the City of Kalamazoo Metro Transit Bus System to the CCTA. The transfer was completed on October 3, 2016.

Kalamazoo County, Michigan



STAKEHOLDERS

The following organizations were convened by Metro, serving as the lead agency, to identify resources and human service transportation needs in Kalamazoo County:

- Area Agency on Aging Region IIIA
- City of Kalamazoo
- Comstock Community Center
- Disability Network SW Michigan
- Douglass Community Association
- Friends of Transit
- Greater Kalamazoo United Way
- Gryphon Place (2-1-1)
- Kalamazoo Area Transportation Study (MPO)
- Kalamazoo County Government
- Kalamazoo County Health and Community Services Department
- Kalamazoo Community Mental Health and Substance Abuse Services
- Kalamazoo County Transportation Authority
- Kalamazoo Regional Educational Service Agency (KRESA)
- Michigan Department of Health and Human Services
- Michigan Works
- Ministries with Community
- MRC Industries
- Portage Community Center
- Portage Senior Center
- Residential Opportunities, Inc.
- Senior Services Inc.
- Shepherd's Center (Volunteer Transportation Service)
- South County Community Services
- Southwest Michigan First
- VA Medical Center -Battle Creek
- WMU Transportation for a Livable Community

Stakeholders were invited based on the population served, transportation service provided, use of public transportation by their constituencies and county geographic location. The stakeholder meetings began in 2007 and have met at least annually since that time. Currently, the PTHS Committee is meeting approximately two times per year. Each was given a Public Transit Human Service Coordinated Plan Survey (**Attachment A**) that compiled information on each agency's transportation capacity, priorities and unmet needs.

PUBLIC TRANSIT HUMAN SERVICE COORDINATED PLAN SURVEY RESULTS

A criteria system was utilized to prioritize which needs should be addressed first. This system was originally collaboratively developed by KCTA board members and key leaders representing seniors, individuals with a disability and individuals with low incomes. Criteria 1-9, listed below, are prioritized in order of importance.

The information below was taken from the surveys that were returned out of the 78 that were mailed on June 14, 2023. The survey was also posted on the website Survey Monkey and emailed to the 29 members of the PTHS Committee. There were four completed surveys returned by mail and nine completed on Survey Monkey for a total response of 13 (12%).

The criteria were ranked based on today's community issues and priorities:

1. Critical to at-risk populations
2. Sustainability
3. Improvement to Customer Service
4. Least Costly
5. Funding Availability
6. Potential to Increase Ridership
7. Universal Design, Ease of Use by All
8. Local economic impact
9. Ease of Implementation

Other criteria requested to be considered were:

1. Quality of drivers.
2. Timeliness of rides.
3. Customer service quality for members with disabilities.
4. It looks like all concerns are covered.

The top five priorities from the 2025 survey were:

1. Linking rural areas to line haul buses with Metro Link
2. Bus stop and shelter improvements
3. Increasing awareness of public transportation in the county
4. Expansion of Metro Share program
4. Linking individuals with transportation
4. A system to help new passengers learn to ride
5. County-to-county transportation

Other priorities:

1. Transportation for people with disabilities.

The barriers that need to be addressed and resolved included:

1. One barrier is the cost of riding public transportation. My agency provides bus tokens because they cannot afford the cost of riding the bus.

2. Riders can be left w/out a ride while the city bus continues to function. People who are disabled often do not have their own transportation & when Metro suddenly cancels it can really affect someone's day.
3. Most are not aware of our services. Most need help navigating their own schedules.
4. Limits on the number of wheelchair accessible vehicles, the amount of time the drivers wait is too short. My patients tend to move slower after their appointment, or need a wheelchair as they are too weak to climb the steps or to step into the vehicle. If the drivers could wait a bit longer or not show up early, my patients would have the time to get on their ride.
5. Affordability – our patients lack income @ times & reduced payment help. Some people need same day appointments to be scheduled & aren't on the bus line or if they are the transfers take them a very long time.
6. Communication with call center. This issues could be resolved by having more people to answer phones and not having to leave a message.
7. Better communication on Metro Connect.
8. Cost associated with transportation. Funding to support transportation assistance.
9. Lack of accessible bus stops – many in neighborhoods are behind curbs with no resting place; reduced bus stops in neighborhoods mean longer distances to ambulate for people with disabilities.
10. Transit priority lanes/stops along major corridors.
11. No response.
12. I believe most county residents still do not have a clear understanding of all the public transportation available. Expanded media and educational programs wherever available still need to be a priority.
13. Continue to improve bus stops.

The unmet transportation needs in the community were identified as:

1. I would like to advocate for keeping the cost of riding public transportation.
2. When Metro is canceled due to weather, but the city bus continues to run.
3. Not aware of any.
4. Some patients need transportation to places outside of the typical Metro boundaries. A resource for lower cost rides out of county or out of boundary locations would benefit patients & community members greatly.
5. Metro does a good job trying to meet community needs.
6. No response.
7. County to County.
8. Cost associated with transportation.
9. Lack of on-time, effective, efficient paratransit – too many issues with late rides, no-shows and having to schedule 7 days in advance, makes paratransit inaccessible to many people.
10. No response.
11. Adequate bus stops and shelters.
12. Older adults still struggling with consistent transportation to medical appointments, activities of daily living (grocery shopping), etc.
13. I still encounter people who don't know about Metro Connection or think it only operates in the cities of Kalamazoo, rather than the county as a whole. They continue to rely on relatives and friends for transportation and live very homebound lives.

Do your clients use the Metro Link microtransit service? How does it benefit them?

1. Yes. It helps them get to/from medical appts.
2. Yes.
3. No, not available in Vicksburg.
4. My patients do not as the bus stop is normally too far for them to get to safely.
5. We are not sure anyone has used this service yet.
6. No response.
7. Yes. They receive food from the pantry and are able to attend programs.
8. Clients may be using and HCS is not aware.
9. No response.
10. N/A
11. Haven't heard.
12. N/A
13. Yes, more immediate transit.

Would microtransit, by scheduling and providing same-day rides on short notice, assist your clients in getting to work, medical appointments and other services?

1. Yes!
2. Yes.
3. N/A
4. My patients have not told me they use it, more information would be helpful.
5. I only know of one client that has tried this & am unsure if they were able to get a ride.
6. No response.
7. Unknown.
8. Unknown if clients use this service.
9. It is not physically accessible for many people – so no.
10. I'm sure it would if we had clients.
11. Haven't heard.
12. N/A
13. Yes.

The transportation types used by the clients of the agencies surveyed in order of use are:

1. Metro bus service - 11
2. Metro Link - 2
3. Metro Connect - 11
4. Metro Share - 3
5. Non-emergency medical transport - 6
6. Taxi service - 4
7. Uber/Lyft - 7
8. Shepherd's Center - 3
9. Non-profit Transit Provider - 4
10. Other - 3

Other types of transportation:

4. Family/other community resources

Do you have any additional comments or suggestions?

1. NA.
2. Again when you cancel Metro in areas outside the city people cannot get to their jobs. This causes unexcused absences as at this place of employment the business does not close unless the city bus, WMU, or the city gov. close.
3. No response.
4. Patients tend to feel like they need to shorten their treatment because their ride shows up early to pick the patient up, and if they aren't ready, the Metro Connect van leaves early, before the patient should even be picked up, and the patient sometimes has to wait about an hour before the next van can get them. Drivers showing up a half hour early isn't an option for my patients who need their full life-sustaining treatment.
5. No response.
6. Our patients that have disabilities (blindness, wheelchair, walker) need better assistance and someone to come in and grab them. Also a 5 minute wait time when picking up our patients is unacceptable especially when the driver shows up before scheduled pick up time. We have also had a severe problem with drivers just leaving without calling or coming in to see if the member is sitting in our lobby.
7. No response.
8. HCS clients may be using other types of transportation and HCS is just not aware.
9. No response.
10. Use compelling reasons for individuals to choose transit. Buses need to be cleaner and more welcoming.
11. No response.
12. #8 answers are specific to me.
13. Friends and family assisting rides.

Agency Classifications:

1. Not-for-profit private agency - 3
2. Federal/State/local government - 4
3. For-profit private agency - 4
4. Other - 2

The populations served by the agencies in order of use are:

1. Low-income - 5
2. Children ages 12 and under - 2
3. Adolescents ages 13-17 - 1
4. Adults ages 18-59 - 6
5. Seniors ages 60+ - 7
6. Veterans - 6
7. Individuals with a disability - 8
8. General public - 2
9. Seeking job/education - 1
10. All of the above - 3

COUNTY TRANSPORTATION RESOURCES

The following county, public and private transportation organizations were identified as transportation resources in Kalamazoo County:

- ABC Taxi
- ACC Medlink
- Area Wide Transportation
- Auggie Medical Transportation
- Bronco Express
- B & W Charters
- Comstock Community Center
- Ecumenical Senior Center
- Indian Trails Bus Line
- KRESA
- Life Care Ambulance
- Life EMS
- Metro
- Metro Connect ADA/Demand service
- Metro Link
- Metro Share
- MRC Industries
- Portage Senior Center
- Residential Opportunities, Inc.
- Milestone Senior Services, Inc.
- Shepherd's Center
- South County Community Services
- Uber and Lyft
- 5-Star Medical Transportation

These organizations provide the following services:

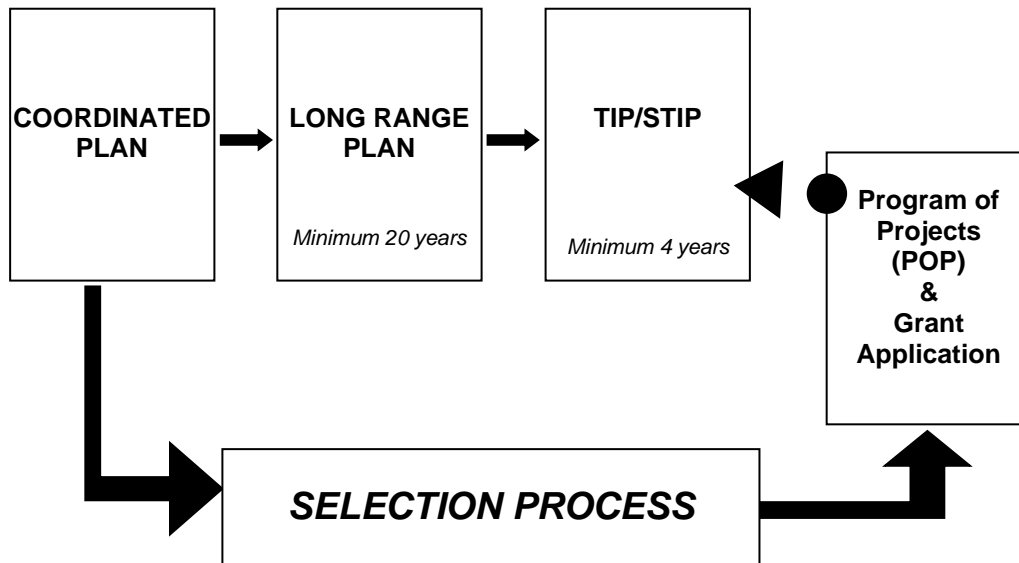
TRANSPORTATION ASSESSMENT TABLE

	# of Vehicles	Rides per Month	Seating Capacity	Fare	Hours in Operation	Are Vehicles Wheelchair Accessible?	Paid/Volunteers
B & W Charter (345-4222)	15	Varies	14-56	Varies	Travel hours are customer driven, Office hours 8:30–5:30 M-F	3	Paid
Comstock Community Center (345-8556)	Uses Metro Services	32-40	1-14	Varies	M-F 6 am-12am Sat 6am-10pm Sun 8am-6pm	Yes	NA
Ecumenical Senior Center (381-9750)	1	Varies	1-10	Free	9:00 am – 3:00 pm Monday - Friday	Yes	Paid & Volunteers
Indian Trails (800-292-3831)	81	Varies	34	Varies	8:00 am – 6:00 pm	Yes	Paid
Metro Bus Service (337-8222)	42	154,000	32-40	\$1.50 \$0.75 for disability or senior	M-S 6 am-10pm Sun 9am-5pm	Yes	Paid
Metro Connect Demand Response (350-2970)	13 Buses 35 Vans	7,400	5 - 25	\$4.00 for certified disability or senior	M-F 6 am-12am Sat 6am-10pm Sun 8am-6pm	Yes	Paid

	# of Vehicles	Rides per Month	Seating Capacity	Fare	Hours in Operation	Are Vehicles Wheelchair Accessible?	Paid/Volunteers
Metro Link (269-388-6373)	12 Vans	8,000	5 - 2	\$1.50 \$0.75 for disability or senior	M-S 6 am-10pm Sun 9am-5pm	Yes	Paid
Metro Share (337-8858)	11 Vans	2,400	5-10	\$0.00	24/7	Yes	Paid & Volunteers
MRC Industries (343-0747)	VANS 3 - 8 Pass. 2 -12 Pass. 1 -15 Pass.	1,200	8-15	\$0.00	Mon - Sat. 8:00-5:30	2	Paid
Portage Senior Center (329-5555)	1 provided by the Metro Share program	42	7	\$3.50 Donation	Mon - Fri. 8:30 am - 1:30 pm	Yes	Volunteers
Shepherd's Center (Volunteer Senior Transportation 383-1122)	Varies Volunteer Provided	150-175	Varies	Donations	M-F 8:30 - 4:30	0	Volunteers
South County Community Services (649-2901)	1 provided by the Metro Share program	77	7	Donation	Mon - Fri. 8:30 am - 1:30 pm	Yes	Volunteers

PLANNING PROCESS

The FTA expects the coordinated planning process to take human service needs into account. The figure below demonstrates the planning process.



COORDINATED PLAN: The development and coordination of the planning process will include:

- Set meeting dates, times and locations
- Review and update the stakeholders list
- Inventory - An assessment of available services that identifies current transportation providers, e.g., public, private and nonprofit
- Survey - An assessment of the transportation needs for individuals with a disability and older adults. Two surveys were designed for the provider, business/agency and user to get a comprehensive outlook on the transportation system
- Develop strategies, activities and projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery
- Prioritize strategies based on resources, time and feasibility for implementing specific strategies and identified activities
- Plan design
- Final plan submittal

METROPOLITAN TRANSPORTATION PLAN: The Metropolitan Transportation Plan extends to the year 2050, with the focus on safety, efficiency and accessibility. It discusses strategies and projects to develop and maintain an integrated multi-modal transportation system. A substantial amount of capital is being planned over the next twenty years to improve the transit system within the urban and rural areas of Kalamazoo County. A complete list of capital improvements and operation funding projects is included in the Financial Plan and the 2050 Transportation Plan. The Financial Plan and 2050 Transportation Plan is available from the KATS office or on-line at www.KATSmpo.org.

TIP/STIP (Transportation Improvement Program (TIP) and State Transportation Improvement Program (STIP): The TIP is a prioritized, financially controlled four-year program of federally supported projects addressing the most immediate priorities. All plans proposed for funding under FTA's human services transportation programs are required to be listed in the TIP. The TIP is included in the statewide prioritized program - STIP, and is consistent with the statewide long-range plan. Plans that receive federal funding are required to be listed in the STIP - referencing the project list in TIPs of metropolitan areas of the state.

PROGRAM OF PROJECTS (POP): Program of Projects (POP) is submitted to the FTA for approval. It must state:

- The sub-recipients and indicate their status:
 - Private nonprofit agency,
 - Governmental authority, or
 - Private operator of public transit services
- Whether they serve urbanized or rural populations
- Identifies Indian tribal agencies
- Brief description
- Total cost of each project and Section 5310 share of each project
- Total funds required for planning, technical, and administration costs

THE COVID-19 PANDEMIC

The Covid-19 pandemic effected the entire world at the beginning of 2020 and Kalamazoo was no exception. The first Covid cases were identified in Michigan on March 10, 2020, and a state of emergency was declared. A stay-at-home order was issued for all non-essential workers on March 23rd. Metro suspended the fixed-route service from April 2, 2020, through May 18, 2020, when they returned with limited service hours.

Metro Connect maintained regular days and hours of service during the shutdown of the fixed-route system and continued to do so throughout the pandemic. Metro Connect transported fixed-route passengers for essential trips when the busses were shut down and when they are operating under limited hours. Metro Connect did limit capacity on the vehicles to maintain social distancing and protect the drivers. There was a limit of one passenger on the vans and three on the busses. The capacity was increased on July 1, 2021, to three on the vans and twelve on the busses. Metro Connect returned to full capacity on December 1, 2021.

Fares were free on both the fixed-route service and Metro Connect from March 24, 2020, until August 2, 2021, to limit contact between passengers and drivers. The driver's area of the fixed-route buses was sealed off with plexiglass and all boarding was done at the rear of the bus. All drivers and passengers are required to wear masks as mandated by the Center for Disease Control for all public transportation.

All Metro vehicles were sanitized twice daily, fogged at night every two weeks with a chemical that kills airborne viruses and lasts up to 30 days. Metro Connect vehicles were wiped after every passenger trip.

Overall, Metro Connect ridership was half of what it was prior to Covid-19. The Americans with Disabilities Act trip numbers were particularly low at the beginning of the pandemic. Prior to the pandemic, Metro Connect did have any trip denials but due to the limited capacity and scheduling

essential trips only there were trip denials. Denials declined significantly when capacity was increased and reached zero again once full capacity was reinstated on December 1, 2021.

While service was not suspended, the Metro Share program ran at very limited capacity because many of the agencies and schools that use the program were closed. Ridership went from a monthly average of 3,608 in 2019 to an average of 163 in 2020. Metro Share was utilized more after many of those agencies and schools went back in-person beginning in August of 2021. There are currently eight agencies using the vans, down only one from 2019. While there has been a sharp rise in ridership in 2023, numbers are still 51% less when compared to 2019.

Driver shortages have been a major issue for the fixed-route service. Limited hours, numbers of busses on a route and no Sunday service continued in 2021. Metro Connect was able to maintain enough drivers so as not to have to cut any service. The Metro bus continues to struggle with employing enough drivers and there have been service cuts due to lack of drivers since the pandemic.

Metro Connect has continued to run regular service. Ridership has steadily grown and the ADA service has come back from the all time lows in ridership and certifications. Overall, ridership is still down 20% from 2019, but ridership has remained steady since 2023.

PRIORITIES IDENTIFIED IN THE COORDINATED PLAN SURVEY

Priorities and unmet transportation needs have been compiled beginning in 2007 and have been revised with updates to the PTHS Plan document. The following is a summary of activities that have resulted from or have supported the recommendations identified through the Coordinated Plan process.

1. Public Awareness-Linking Individuals with Transportation

This strategy speaks to the development of a consistent, ongoing and accessible public awareness campaign designed to create awareness in the community on the benefits and importance of public transportation throughout Kalamazoo County. This strategy addresses most of the identified criteria with emphasis on the Potential to Increase Ridership, Low Cost, Universal Design, Sustainability and Ease of Implementation.

Metro provides a Mobility Specialist that trains new and current passengers on how to use both the fixed-route and Metro Connect services. The program provides instruction on basic public transportation skills including safety, bus rules and trip planning.

Another strategy is to facilitate cross-marketing and collaborative opportunities with non-profit organizations. For example, providing thorough public transit information to Gryphon Place for distribution through the 2-1-1 Help-Line will assist passengers.

Kalamazoo Metro Transit changed the system's name to Metro on January 1, 2018, after holding public input meetings and working with a consultant. A rebranding with new logos and color schemes went with the name change. There was a campaign to make the public aware of the changes.

- The Travel Training/Mobility Management program was brought in-house in February of 2021 after being contracted to the Disability Network since 2015. The Travel Training Program is available at no cost to individuals and groups. The Mobility Specialist teaches passengers how to ride the fixed-route system and Metro Connect, specific bus routes, transfers, fares and how to schedule rides. This program opens services to the public who would otherwise not utilize it on their own.

- Metro developed a marketing campaign to bring attention to Dump the Pump Day in order to get people out of their cars and onto public transportation. Metro joined more than 100 public transportation systems across the nation to help bring awareness of the many benefits of public transportation on National Dump the Pump Day. The awareness campaign is featured on MLive, as well as radio stations such as WKZO. This is an annual campaign that encourages people to ride public transportation instead of driving to save money.
- The Metro website was completely redone in 2018 with the new look of the system. The website features information about all services and includes links to “Track my Bus” where passengers can see where their bus is in real time. Individuals can download bus schedules, plan trips and search bus stops. The website lists changes to service and alerts passengers to service closures and detours. Individuals can download applications for discounted service and file comments about the system.
- Metro bus service and Metro Connect provided free rides for Earth Day in 2017 and 2018 to raise public awareness and get people to ride. Both services also gave free rides on Sundays and weekdays from 10:00 p.m. to midnight in September of 2016 to promote the extended service hours.
- Metro takes part in many community events to promote Metro bus and Metro Connect services such as Senior Expo, Touch-a-Truck, neighborhood events, Earth Day and Project Connect.
- Metro staff along with board members attend many public events throughout the year to speak on services and answer questions.
- Metro Connect conducted passenger surveys in 2022 and 2023 to help identify areas of satisfaction and areas that needed to be improved. Passengers gave their ideas for improvements or changes to the service. Another survey is planned in 2026 to measure passenger satisfaction as an RFP and bid will be done in 2027.
- Metro Link was launched on April 15, 2024. This microtransit service supplements the Metro bus service and provides transportation to passengers that are not directly on a fixed-route bus line.

2. Intercounty Trips

There are many passengers that need to travel outside of Kalamazoo County and passengers that need to travel to Kalamazoo County from other counties. Intercounty agreements are in place with all surrounding counties to allow other systems to bring passengers into Kalamazoo County.

Metro participated in a Universal Reduced Fare Card pilot program sponsored by the Michigan Department of Transportation which began in 2018. The purpose of the program is to allow seniors and individuals with a disability to receive a discounted fare when traveling throughout Michigan without having to be certified by each transit system in the State. Metro passengers with a senior or disability ID card get a sticker that lets them ride at the discount on other systems and passengers from other systems can show their ID card for the discounted fare on Metro bus service and Connect services. This program will assist passengers traveling between counties.

Metro Connect works with other county systems to connect passengers who are traveling between counties. There are established points to transfer passengers from one system to another. Most transfers are between St. Joseph County and Van Buren County but Metro

Connect works with all surrounding counties. There have been 6,000 intercounty trips taken since they began in 2014.

Metro Connect also provides service to the Battle Creek VA Medical Center in Calhoun County. Metro Connect has provided 16,800 trips to the VA since the program began in 2014. From that location, riders can arrange medical transportation with the Veterans Transportation Service where they can ride to Ann Arbor, Detroit, Lansing, Muskegon and Wyoming. In addition, riders can catch a Battle Creek Transit bus at the VA to connect anywhere in their transit system.

3. Bus Stop and Shelter Improvements

A study of Metro's stops and shelters was completed in 2014. That study indicated that a number of stops and shelter locations did not meet the Americans with Disability Act (ADA) guidelines for accessible transit stops. Metro is working to develop a plan to upgrade stops as a part of future road improvement projects as well as part of funding received specifically for transit stop improvements through the Kalamazoo Area Transportation Study. As of 2021, 250 stops have been upgraded to ADA standard.

New shelters have been installed on the system starting in 2017. The shelters will meet ADA guidelines for accessible shelters and measure 9' x 5'. They are made of aluminum with tempered safety glass and have benches and backrests. The installation includes a concrete pad with a roll-off level to the adjacent street to assist passengers in mobility devices.

Metro conducted a bus stop study in 2018 to compile an action plan to improve operational safety, improve the passenger's experience when traveling on the system and to prioritize capital improvements such as shelters and benches at stops. Metro received input from passengers on bus stop improvements through two public meetings and from a website where individuals could leave comments.

Metro began replacing over 750 bus stop signs for the system in August of 2020 based on the recommendations from the 2018 study. The new signs have the bus stop number for use with the myStop mobile app and can be used to provide the passenger's exact location. They have Text to Stop information that can provide arrival times. There is braille information on the bottom of every sign. There is also contact information for Metro. This project was completed at the end of 2021.

4. Linking Rural Areas to Line Haul Buses

Metro Connect travels anywhere in Kalamazoo County and can take passengers to any bus line in the system where they can travel on the fixed-routes. A discounted fare for individuals linking to the fixed-route can be explored.

The Metro bus service ran a pilot route to Galesburg beginning January 7, 2019. The route ran along M-96 and serviced the factories, businesses and greenhouses. It also expanded the ADA service area along the route. The route ended after twelve months due to low ridership.

Metro Link was launched on April 15, 2024, to provide service to areas that are not directly served by the Metro bus and to link those individuals to the entire system. Metro Link passengers schedule rides on an app and the vehicle arrives within an average of 15 minutes. Rides linked to the Metro bus only pay one fare. Metro Link operates in three zones and these zones were expanded in March 2025 to include Pavilion Estates and go to the more rural areas of the zones.

5. A System to Help New Passengers Learn to Ride

The Travel Training/Mobility Management program was brought in-house in February of 2021 after being contracted to the Disability Network since 2015. The Travel Training Program is available at no cost to individuals and groups. The Mobility Specialist teaches passengers how to ride the bus system, Metro Connect, Metro Link, specific bus routes, transfers, fares and how to schedule rides. This program opens services to the public who would otherwise not utilize it on their own.

6. Capacity in the Metro Connect Program

Metro Connect did not deny any rides prior to the Covid-19 pandemic but had to deny rides due to the limited passenger capacity on the vehicles. Denials declined dramatically once capacity was increased and returned to zero once full capacity was reinstated on December 1, 2021.

The scheduling telephones are busy, averaging 350 calls per day. Passengers and agencies can schedule by email as well, which accounts for 40% of all trips scheduled each month. Metro Connect is implementing a Rider Portal and Where's My Ride features as part of the contract extension in 2026 that allows passengers to schedule their rides online and check on their vehicle's location and times.

ACCOMPLISHMENTS – ENHANCED COORDINATION

Since the completion of the 2008 Coordinated Plan, many accomplishments have been made. There are many examples of ongoing coordination of transportation services and activities in Kalamazoo County. Previous and on-going negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. Accomplishments due to enhanced coordination are described below:

1. Expanded Service Hours and Days for the System – Accomplished in 2008/2016

The KCTA approved the expansion of Care-A-Van, now Metro Connect, hours to mirror the hours of operation for the Metro line haul service. Metro Connect is the countywide demand response system. Before the expansion, the system ran from 7 a.m. to 6 p.m., Monday through Friday.

In February 2016, Metro Connect expanded its service hours to include Sunday service from 8:00 a.m. – 5:00 p.m. In September 2016, the fixed-route system also extended its service hours from 8:00 a.m. – 5:00 p.m. Sunday hours were extended to 6:00 p.m. for both services in January 2018.

In September 2016, the fixed-route and Metro Connect extended service hours to include late night service Monday through Friday until 12:15 a.m. The expansion of services was funded by the passing of the CCTA millage in 2015.

Third shift workers and other individuals needing public transportation did not have access after 10:00 p.m. for work, cultural events, entertainment, etc. This identified need represented quality of life issues. Criteria associated with this strategy include Potential to Increase Ridership, Critical to At-Risk Populations, and Improvement to Customer Service.

2. Merging ADA and Demand/Response Systems – Accomplished in 2009

On November 1, 2009, the ADA and demand/response services were combined under one contract and renamed Metro County Connect and became Metro Connect in 2018. The demand/response service policies were brought in line with the ADA policies. The contractor,

Apple Bus Company, was selected through competitive bidding and was awarded the contract. Bringing these two services together created less confusion for the rider and allowed for more efficient scheduling of the service to handle increased ridership. Metro Connect is used primarily by individuals with a disability and seniors. This issue was a top priority in the 2008 Plan.

3. Origin-to-Destination Service - Accomplished in 2009

The Federal Department of Transportation's ADA regulation provides that a complementary paratransit service for ADA eligible persons shall be "origin-to-destination". While the base service is curb-to-curb, individuals that need extra assistance are certified as door-to-door to ensure they can reach their destinations. The needs of the system to provide timely, effective service are taken into account with this regulation. No undue burden will be imposed on the provider but a transportation provider cannot impose a policy to prohibit service beyond the curb if it is possible and warranted. This priority ranked high as critical to individuals with a disability and seniors, as well as Improvement to Customer Service and Universal Design/Ease of Use. "Origin-to-Destination" service has been formalized by the system.

4. Bariatric Lift Capacity – Accomplished in 2012

Service providers in the community have referenced the need for vans capable of transporting individuals that exceed the weight limits of the vehicle lifts, oftentimes in mobility devices. Two Metro Connect vans and two Metro Share vans have lifts that have the capacity for up to 1,000 pounds. The new vans were placed into service on October 1, 2012.

5. Mobility Manager/Travel Trainer – On Going

The Travel Training/Mobility Management program was brought in-house in February of 2021 after being contracted to the Disability Network since 2015. The Travel Training Program is available at no cost to individuals and groups. The Mobility Specialist teaches passengers how to ride the fixed-route system and Metro Connect, specific bus routes, transfers, fares and how to schedule rides. This program opens services to the public who would otherwise not utilize it on their own.

6. Technical Improvements

Public transit in Kalamazoo County is investing in the technology necessary to improve service and increase ridership. That investment included an Intelligent Transportation System Project.

Additional technical improvements include:

- **Completed in 2015** - The bus camera system was updated. Higher quality cameras, along with more storage space, allow better monitoring for security and safety on the buses.
- **Completed in 2015** – Metro established the Trip Planner portion of the previously installed Intelligent Transportation System Project on the Metro website. This section of the online tools enables passengers to enter both their trip origins and destinations, along with dates and times, into the Trip Planner tab. Utilizing Google Transit, the exact times and bus stop locations, as well as detailed routing information will be instantaneously provided back to the passenger. This will greatly reduce the confusion riders may have when trying to determine their local travels via the fixed-route bus.
- **Completed in 2015** - A newly designed Mobile Application for cellular and wireless devices was developed to work in conjunction with Metro's website and the Intelligent Transportation System Project.

- **Completed in 2015** - Eight LED signs have been installed throughout the community. These LED signs announce upcoming arrivals and departures at key or major bus stops in the Metro service area. These electronic signs work with the on-board Global Positions Systems (GPS) already operational on buses. The signs have a Braille button for activation and the information displayed on the LED portion of the sign will be audibly announced after the Braille button has been initiated. This will enable real-time boarding and departing information at these key locations.
- **Completed in 2016** - Avail ITS (Intelligent Transportation System) Software updates were completed. These updates provide a more user friendly interface to work with. Another new feature includes a Yard Management tool for dispatchers to monitor pull times in the mornings.
- **Completed in 2017** - Mobile App improvements were completed. These improvements allow users to plan their trip with the mobile app. The myStop Mobile app lets passengers get real-time bus information and trip planning on their smart phones and links with the Metro website and Avail GPS. The app also announces detours and delays.
- **Completed in 2018** – The Token Transit app allows passengers to buy bus passes on their phones from anywhere using a debit or credit card. The passenger can show the pass on their phone to the driver to pay their bus fare. A similar system is going to be implemented for Metro Connect.
- **Completed in 2018** – The Metro website was updated with the new name and logo and a trip planning feature where passengers can enter their pickup and destination addresses and it will tell them the best bus route and exact times to take their trip. They can be sent alerts to remind them when the bus will be arriving. All bus stops can be searched through the trip planner. Descriptions of all of Metro's programs, printable schedules and applications
- **Completed in 2019** – Metro Connect installed ParaScope Tablets and software on all vehicles. The tablets communicate with the CTS scheduling system and serve as the driver's manifest, mapping system and can be updated for scheduling changes as needed. They are much more user friendly than the old system and have worked out very well. All the tablets are being replaced in June of 2023, along with a new wireless provider for a significant cost savings for Metro.
- **Completed in 2021** – All bus stop signs were replaced with new ones that display the bus stop number, the routes that service the stop, a number to text for bus information and Metro's contact information. There is also braille that indicates it is a bus stop and the number.
- **Completed in 2022** – Metro conducted a Comprehensive Operational Analysis (COA) with the consultant Foursquare Integrated Transportation Planning. The report examined the existing infrastructure of the fixed-routes, Metro Connect, bus stops and ridership. The last COA was done in 2010 and many of the recommendations were implemented. Metro will implement some of the recommendations from the report in 2023.
- **Completed in 2024** – Metro launched the microtransit service, Metro Link on April 15, 2024. This service supplements the Metro bus and most rides are booked on a smartphone app.

- **Ongoing in 2025/26** – Metro Connect will add an online rider portal for passengers, agencies and their designees to request trips. An online service called Where's My Ride will also be included where all rides can be checked for location and times.

7. Expansion of the Metro Share Program

The Metro Share Program is a specialized service providing vehicles to approved agencies serving seniors and individuals with a disability at no cost. Approved agencies include governmental organizations, non-profits serving seniors and individuals with a disability, and others as approved by Metro. This program is funded in part by the Michigan Department of Transportation.

There are nine accessible vans available to community organizations through a reservation system to provide special transit services to their clients. There are two vans that are permanently placed with the Portage Senior Center and South County Community Services. The vans are utilized by area churches, non-profit organizations and the veterans' service office. Organizations provide volunteer drivers and incur no additional expense.

Metro provides all the driver training, maintenance cost and fuel for the vans. Drivers are required to take an annual refresher course once the initial training is done. There are currently 56 agencies and 125 drivers in the Metro Share program.

8. Microtransit

Many transit systems have begun using microtransit as a way to close the gaps that exist in their service. Transit agencies are implementing microtransit solutions that improve the rider's experience by operating small-scale, on-demand public transit services that can offer fixed-routes and schedules, as well as flexible routes with on-demand scheduling.

The Microtransit Request For Proposals was issued on October 23, 2023, with a bid opening on November 21, 2023. The proposal requested a "turn-key" operation where the contractor provides all aspects of service. The implementation of a microtransit program was one of the recommendations in the Comprehensive Operational Analysis.

Metro Link was launched on April 15, 2024, with VIA Transportation, Inc., providing the daily operations, vehicles, drivers, scheduling and reporting. Passengers schedule rides on the Metro Link app and a vehicle arrives within 15 minutes. The service operates in three zones and supplements the Metro bus. Metro Link has provided over 100,000 since its inception.

Microtransit is allowed under the 5310 funding. The 5310 funds for FY 2023 have been updated to include funding for a microtransit program. There was a total of \$189,451 in FY 2023 between the Federal and State shares for the fiscal year that was be used for microtransit (see table on pg. 20).

PRIORITIES FOR FEDERAL TRANSIT ADMINISTRATION SECTION 5310 FUNDING

Metro receives approximately \$500,000 of Section 5310 funds on an annual basis with anticipated slight increases each year. Of this amount, at least 55% must be invested in Capital needs. The remaining 45% may be utilized for additional public transportation projects that exceed the ADA minimum requirements, improve access to fixed-route service and decrease reliance on ADA paratransit service and provide alternatives to public transportation that assist seniors and individuals with a disability with transportation. The definition of how these funds can be allocated in operating funds is defined through FTA Circular 9070.1G. In compliance with these requirements, the priorities identified by the current and past Public Transit Human Service

Committees and the availability of funding, the recommendation for utilization of current year funding is as follows:

Priority 1 – Maintain current levels of service:

- **Maintaining Metro Connect and Metro Share**

At least 55% of funding must be applied to capital costs. The Metro Connect fleet has 48 vehicles with life spans of eight to ten years depending on the type of vehicle. The Metro Share fleet has 11 vehicles with a life span of 10-12 years. These funds are an important component of maintaining a high functioning and safe fleet.

- **Mobility Specialist**

Metro hired a Mobility Specialist in 2021 to maintain the service of a travel trainer. The Mobility Specialist provides education and support to the community by conducting one-on-one training, presentations to large groups such as senior centers, group homes, schools, etc., and meets with medical personnel to explain what transportation options Kalamazoo County offers to their clients. The Mobility Specialist will show the public how to choose, register and schedule the best form of transportation for their individual needs.

- **On-Demand Services**

Continue to operate Metro's On-Demand Services of Metro Connect, Metro Link and Metro Share.

- **Section 5310 Funding**

Based on Section 5310 Funding, the following allocations will be distributed to maintain and enhance the demand-response service:

<i>FY 2022</i>	<i>Traditional Section 5310 Projects – Capital Purchase of MC Vans (55%)</i>	<i>Other Section 5310 Projects – Mobility Management (20%)</i>	<i>2021/2022 Apportionment</i>
Projected Total	\$200,000	\$50,000	\$250,000
Federal Share	\$160,000	\$40,000	\$200,000
State	\$40,000	\$10,000	\$50,000
<i>FY 2023</i>	<i>Traditional Section 5310 Projects – Capital Purchase of MC Vans (60%)</i>	<i>Other Section 5310 Projects – On-Demand Services (45%)</i>	<i>2022/2023 Apportionment</i>
Projected Total	\$260,495	\$213,132	\$473,627
Federal Share	\$208,396	\$170,506	\$378,902
State	\$52,099	\$42,626	\$94,725

<i>FY 2024</i>	<i>Traditional Section 5310 Projects – Capital Purchase of MC Vans (55%)</i>	<i>Other Section 5310 Projects – On-Demand Services (35%)</i>	<i>Other Section 5310 Projects – Mobility Management (10%)</i>	<i>2023/2024 Apportionment</i>
Projected Total	\$159,500	\$101,500	\$29,000	\$290,000
Federal Share	\$127,600	\$81,200	\$23,200	\$232,000
State	\$31,900	\$20,300	\$5,800	\$58,000

FY 2025	Traditional Section 5310 Projects – Capital Purchase of MC Vans (55%)	Other Section 5310 Projects – On-Demand Services (35%)	Other Section 5310 Projects – Mobility Management (10%)	2024/2025 Apportionment
Projected Total	\$160,737	\$102,288	\$29,225	\$292,250
Federal Share	\$128,590	\$81,830	\$23,380	\$233,800
State	\$32,147	\$20,458	\$5,845	\$58,450

Illustrative List

As funding is available, the following items should be considered for future implementation. With the current availability of funds, these areas cannot be pursued with Section 5310 funds.

1. Identify Unmet Needs for Linking Employers with Potential Employees

One key benefit of public transportation is to link individuals with employers. Data and input should be obtained from both employees and employers on the demand and needs of these groups for public transportation services. Based on the data and input, specific strategies can be identified to better meet the public transportation needs of employers and employees. The ability to travel to and from work is an essential component of community and individual wellness and can be a positive component in decreasing poverty levels. A specific action may include partnering with organizations like the Michigan Department of Human Services, Michigan Works, Kalamazoo Regional Educational Service Agency and others.

Exploring other ways to meet the unmet needs could include:

- Enhancing services to urban, rural, and adjoining counties.
- Expanding service to include linking students to Job Programs, Technical Training and Education.
- Developing a downtown loop that would connect employees to employers.

2. Coordinating and Enhancing Multi-County Trips

The need for riders traveling between two or more counties is increasing. Currently, Metro Connect works with Calhoun, St. Joseph and Van Buren Counties to provide this service. Metro Connect has provided 6,035 intercounty trips since 2014. There are set transfer points where passengers can safely transfer from one service to the other. A marketing strategy is needed to promote, educate and enhance the ability to travel to surrounding counties.

3. Linking Rural Areas to Line Haul

A common theme for citizens living in the rural areas of Kalamazoo County is a service option linking them with the line haul routes in the urban area. In its meetings with community stakeholders, CCTA/KCTA Board members and transportation advocates have heard this idea repeatedly. The Comprehensive Operations Analysis recommended the implementation of a microtransit program to link passengers with the bus system that was launched on April 15, 2024.

4. Metro Connect Transportation

The Metro Connect contract is in the first year of a two-year extension. The original contractor, Apple Bus Company, was bought by First Student on January 1, 2023. They maintained all of the staff and there was no apparent change for passengers. The contract

with First Student was extended twice and a 21-month extension was approved and will be in place from January 1, 2026, through September 30, 2027. An RFP will be issued during this time with the possibility of combining Metro Connect and Metro Link under one contract.

5. Improve Service to the Regional Airport

Public transportation benefits the public by providing access to the Kalamazoo-Battle Creek International Airport. Currently, Metro bus service buses provide limited service to the airport Monday – Friday 6:40 a.m. – 8:40 a.m. and 2:40 p.m. – 6:40 p.m. There is no Saturday or Sunday service. Enhanced service hours and routes should be implemented to better serve the community.

6. Bus Stop & Shelter Improvements

Metro replaced over 750 bus stop signs throughout the system for the rebranding and to include more information about routes, the website and system. Additional shelters were placed that have a bench, solar panel and garbage cans in 2022. Bus stops and shelters were upgraded for ADA compliance.

7. Technology

Exploring new technologies will help meet challenges that will dramatically change how the public use transit, vehicles operations, information and record keeping, and service enhancement.

Technologies to explore (*but not limited to*) include:

- Fare Box Technology – Can provide benefits such as convenience, lower operating costs, improved record keeping and greater security.
- Communication – Transit related technology can keep riders informed, secure and safe which will enhance service for riders and improve efficiency. Such technologies could include items such as improved web and phone interfaces that allow riders to find information on transit services. Examples of this could include routing, services delays, and trip planning.

8. Service Options for Low-Income Populations

Explore service options that will help address challenges that low-income individuals are experiencing in Kalamazoo County. This may include individuals and families that have relocated to Kalamazoo County. Challenges that these individuals may face include language barriers, traveling outside the current service areas, and the expense to travel with their families.

ASSESSMENT AND ADOPTION OF THE COORDINATED PLAN

A committee shall be made up of key stakeholders with a vested interest in the long term success of transit, both private and public in Kalamazoo County and will be responsible for providing direction on the Coordinated Plan. Included on that committee will be a representative rider(s) of the system and a member of the Local Advisory Committee for Metro, as well as representatives from county non-profit organizations that need or provide transportation for their consumers. The committee shall meet twice a year and review progress made in addressing the agreed upon priorities and related objectives and strategies, recommend needed updates to the plan, reset priorities if necessary, and provide input on grant applications through FTA Section 5310 - Enhanced Mobility for Seniors and Individuals with Disabilities as well as other applicable funding sources.

The Coordinated plan must first be endorsed by the PTHS Committee followed by the CCTA/KCTA Boards and area Metropolitan Planning Organization (KATS) prior to submitting it to MDOT and finally to the FTA for approval.

Each proposed component of the Coordinated Plan is a service addition designed to enhance the overall performance of the system. The system references transportation provided through both the public and private sectors. Each requires resources over and above what is currently allocated to the system from current funding sources.

CONCLUSIONS

The Kalamazoo County Public Transit Human Service Coordinated Plan is a comprehensive view of transportation needs in Kalamazoo County, Michigan, and is an assessment of resources both public and private to address needs, a prioritization of those unmet needs in the community and a set of strategies to address them with special focus on the needs of senior citizens, individuals with a disability and individuals with low incomes.

A prioritization of the plan is an effort to increase awareness of the transportation resources available to at risk populations in the community, strategies to link these populations with available resources and services and to do so in a customer friendly fashion that ensures an increase in ridership.

ATTACHMENT A: COORDINATED PLAN SURVEY

The following results were based on 13 surveys returned in September of 2025.

1. Review the 2023 priority criteria and make any changes based on today's community issues and priorities.
 - 1) Critical to At-Risk Population
 - 2) Potential to Increase Ridership
 - 3) Funding Availability
 - 4) Universal Design, Ease of Use by All
 - 5) Improvement to Customer Service
 - 6) Sustainability
 - 7) Lease Costly
 - 8) Ease of Implementation
 - 9) Local Economic Impact

Number of Ranked	1	2	3	4	5	6	7	8	9	10	11	12	13
Critical to At-Risk Populations	1	2	1	1	1	1	2	-	-	3	1	1	1
Potential to Increase Ridership	8	7	6	2	5	7	7	-	-	4	6	5	7
Funding Availability	7	9	5	7	3	6	4	-	-	7	5	3	5
Universal Design, Ease of Use by All	4	5	9	3	6	4	6	-	4	6	9	6	6
Improvement to Customer Service	5	1	3	6	4	2	8	-	-	2	4	4	3
Sustainability	2	6	2	4	7	3	1	-	-	9	3	2	2
Least Costly	3	3	4	9	2	5	3	-	-	8	2	9	4
Ease of Implementation	6	4	8	5	8	9	9	-	-	5	8	8	9
Local Economic Impact	9	8	7	8	9	8	5	-	-	1	7	7	8

2. Should any other criteria be considered?

1. No.
2. Quality of drivers. Drivers come inside the business & in some cases have become a pest. We don't mind if a driver has to use the powder room, but grabbing a seat & cup of coffee is a little unprofessional, especially when they're not signing in as a visitor.
3. No response.
4. Timeliness of rides.
5. No response.
6. Customer service quality for members with disabilities.
7. No response.
8. No response.
9. No response.
10. No response.
11. No response.
12. No response.
13. It looks like all concerns are covered.

3. The following list is priorities identified in the prior PTHS Coordinated Plan. Please choose your top 5 from the list below in order of priority from high to low.

- 1) A system to help new passengers learn to ride
- 2) County-to-county transportation
- 3) Linking rural areas to line haul buses
- 4) Transporting children to and from school/daycare
- 5) Linking individuals with transportation
- 6) Increasing awareness of public transportation throughout the county
- 7) Coordination of employers and employees
- 8) Bus stop and shelter improvements
- 9) Transportation to work
- 10) Expansion of Metro Share program
- 11) Other

Number of Ranked	1	2	3	4	5	6	7	8	9	10	11	12	13
A system to help new passengers learn to ride	4	5				3			1		3		1
County-to-county transportation	5	3		1	1	1						3	2
Linking rural areas to line haul buses with Metro Link	3			5	2	2	3	2	3	1	4	2	3
Transporting children to and from daycare	2									2			

Linking individuals with transportation			1	2	3	4		3	2		2		
Increasing awareness of public transportation in the county			2			5	2		4	3		1	4
Coordination of employers and employees		4					4						
Bus stop and shelter improvements				4	4		5	1	5	4		4	
Transportation to work	1	1						5					
Expansion of Metro Share program			3	3	5		1	4			1		
Other		2											

Other priorities:

1. No response.
2. Transportation for people with disabilities.
3. No response.
4. No response.
5. No response.
6. No response.
7. No response.
8. No response.
9. No response.
10. No response.
11. No response.
12. No response.
13. No response.

4. What barriers to accessible transportation do you see that need to be addressed? How should they be resolved?

1. One barrier is the cost of riding public transportation. My agency provides bus tokens because they cannot afford the cost of riding the bus.
2. Riders can be left w/out a ride while the city bus continues to function. People who are disabled often do not have their own transportation & when Metro suddenly cancels it can really affect someone's day.
3. Most are not aware of our services. Most need help navigating their own schedules.
4. Limits on the number of wheelchair accessible vehicles, the amount of time the drivers wait is too short. My patients tend to move slower after their appointment, or need a wheelchair as they are too weak to climb the steps or to step into the vehicle. If the drivers could wait a bit longer or not show up early, my patients would have the time to get on their ride.
5. Affordability – our patients lack income @ times & reduced payment help. Some people need same day appointments to be scheduled & aren't on the bus line or if they are the transfers take them a very long time.
6. Communication with call center. This issues could be resolved by having more people to answer phones and not having to leave a message.
7. Better communication on Metro Connect.
8. Cost associated with transportation. Funding to support transportation assistance.

9. Lack of accessible bus stops – many in neighborhoods are behind curbs with no resting place; reduced bus stops in neighborhoods mean longer distances to ambulate for people with disabilities.
10. Transit priority lanes/stops along major corridors.
11. No response.
12. I believe most county residents still do not have a clear understanding of all the public transportation available. Expanded media and educational programs wherever available still need to be a priority.
13. Continue to improve bus stops.

5. What transportation needs are not being met in the community?

1. I would like to advocate for keeping the cost of riding public transportation.
2. When Metro is canceled do to weather, but the city bus continues to run.
3. Not aware of any.
4. Some patients need transportation to places outside of the typical Metro boundaries. A resource for lower cost rides out of county or out of boundary locations would benefit patients & community members greatly.
5. Metro does a good job trying to meet community needs.
6. No response.
7. County to County.
8. Cost associated with transportation.
9. Lack of on-time, effective, efficient paratransit – too many issues with late rides, no-shows and having to schedule 7 days in advance, makes paratransit inaccessible to many people.
10. No response.
11. Adequate bus stops and shelters.
12. Older adults still struggling with consistent transportation to medical appointments, activities of daily living (grocery shopping), etc.
13. I still encounter people who don't know about Metro Connection or think it only operates in the cities of Kalamazoo, rather than the county as a whole. They continue to rely on relatives and friends for transportation and live very homebound lives.

6. Do your clients use the Metro Link microtransit service? How does it benefit them?

1. Yes. It helps them get to/from medical appts.
2. Yes.
3. No, not available in Vicksburg.
4. My patients do not as the bus stop is normally too far for them to get to safely.
5. We are not sure anyone has used this service yet.
6. No response.
7. Yes. They receive food from the pantry and are able to attend programs.
8. Clients may be using and HCS is not aware.
9. No response.
10. N/A
11. Haven't heard.
12. N/A
13. Yes, more immediate transit.

7. Does Metro Link microtransit, by scheduling and providing same-day rides within 20 minutes, assist your clients in getting to work, medical appointments and other services?

1. Yes!
2. Yes.
3. N/A
4. My patients have not told me they use it, more information would be helpful.
5. I only know of one client that has tried this & am unsure if they were able to get a ride.
6. No response.
7. Unknown.
8. Unknown if clients use this service.
9. It is not physically accessible for many people – so no.
10. I'm sure it would if we had clients.
11. Haven't heard.
12. N/A
13. Yes.

8. What type of transportation do your clients use (check all that apply)?

	1	2	3	4	5	6	7	8	9	10	11	12	13	Total
Metro bus service	x			x	x	x	x	x	x	x	x	x	x	11
Metro Link					x								x	2
Metro Connect	x	x	x	x	x	x	x		x		x	x	x	11
Metro Share	x		x										x	3
Non-emergency medical transport				x	x	x	x	x					x	6
Taxi service	x	x			x								x	4
Uber/Lyft	x	x		x	x	x						x	x	7
Shepherd's Center							x				x		x	3
Non-profit Transit Provider				x					x		x		x	4
Other				x					x				x	3

Other types of transportation:

4. Family/other community resources.

9. Do you have any additional comments or suggestions?

1. NA.
2. Again when you cancel Metro in areas outside the city people cannot get to their jobs. This causes unexcused absences as at this place of employment the business does not close unless the city unless the city bus, WMU, or the city gov. close.
3. No response.
4. Patients tend to feel like they need to shorten their treatment because their ride shows up early to pick the patient up, and if they aren't ready, the Metro Connect van leaves early, before the patient should even be picked up, and the patient sometimes has to wait about an hour before the next van can get them. Drivers showing up a half hour early isn't an option for my patients who need their full life-sustaining treatment.
5. No response.
6. Our patients that have disabilities (blindness, wheelchair, walker) need better assistance and someone to come in and grab them. Also a 5 minute wait time when picking up our patients is unacceptable especially when the driver shows up before scheduled pick up time. We have also had a severe problem with drivers just leaving without calling or coming in to see if the member is sitting in our lobby.

7. No response.
8. HCS clients may be using other types of transportation and HCS is just not aware.
9. No response.
10. Use compelling reasons for individuals to choose transit. Buses need to be cleaner and more welcoming.
11. No response.
12. #8 answers are specific to me.
13. Friends and family assisting rides.

Which of the following classifications best describes your agency.

	1	2	3	4	5	6	7	8	9	10	11	12	13	Total
Not-for-profit private agency		x	x				x							3
Federal/State/local government	x							x		x	x			4
For-profit private agency				x	x	x							x	4
Other									x			x		2

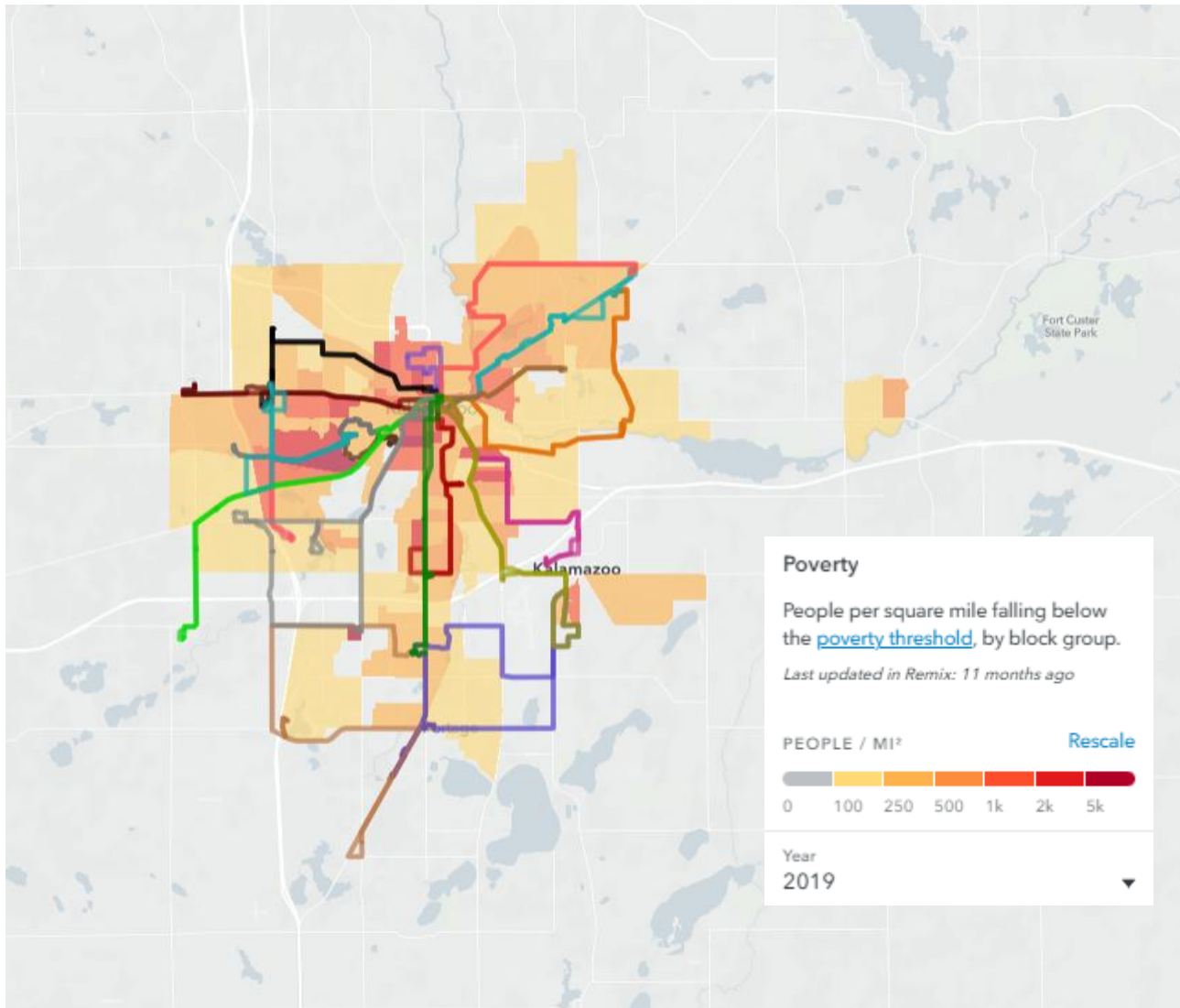
Other type of agency:

9. Education
10. Myself and LAC

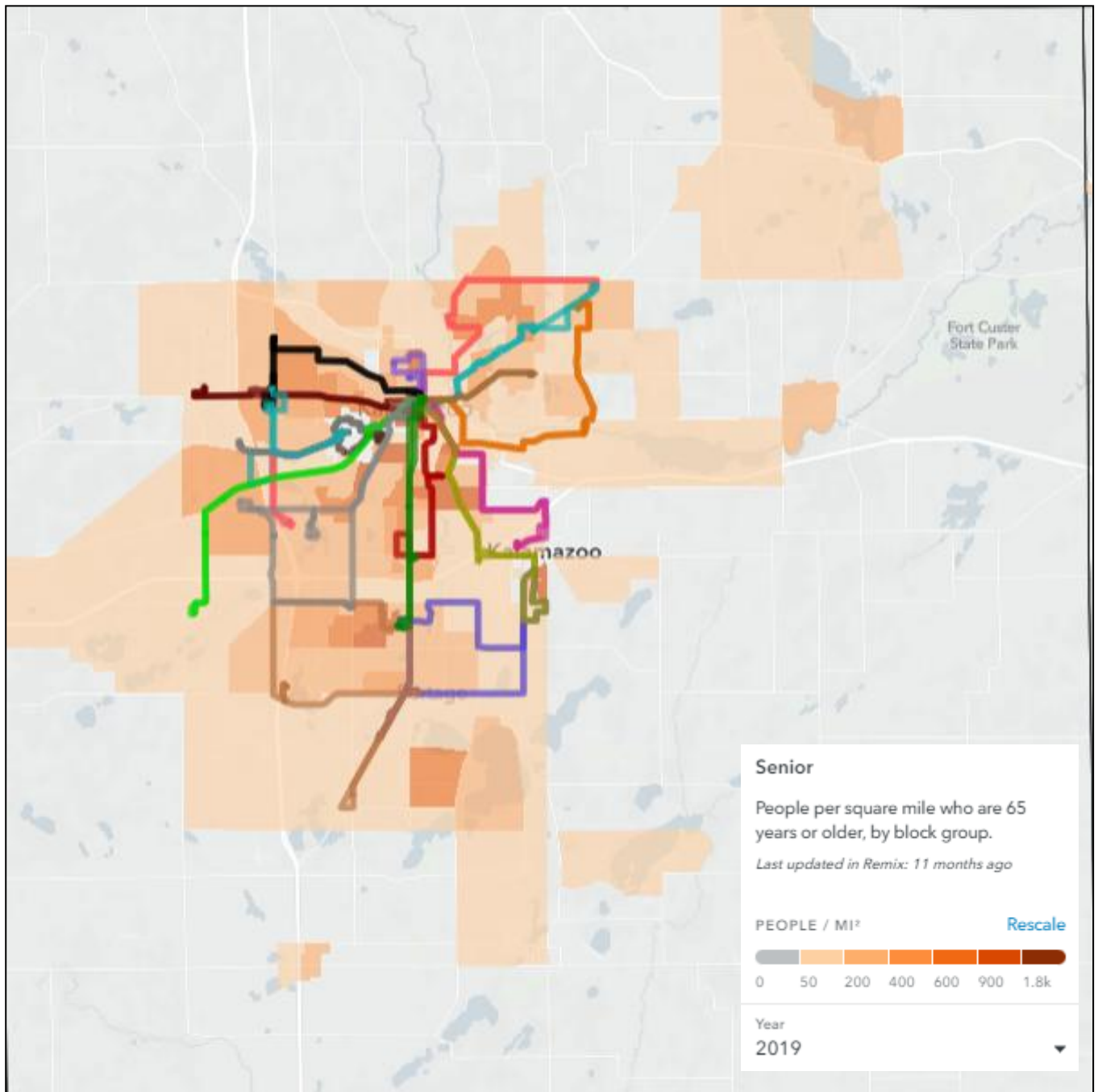
Which of the following populations do you represent/serve (check all that apply)?

	1	2	3	4	5	6	7	8	9	10	11	12	13	Total
Low-income	x		x	x	x	x								5
Children ages 12 and under	x		x											2
Adolescents ages 13-17			x											1
Adults ages 18-59	x		x	x	x	x			x					6
Seniors ages 60+			x	x	x	x					x	x	x	7
Veterans			x	x	x	x					x	x		6
Individuals with a disability	x	x	x	x	x	x						x	x	8
General public			x	x										2
Seeking job/education	x													1
All of the above							x	x		x				3

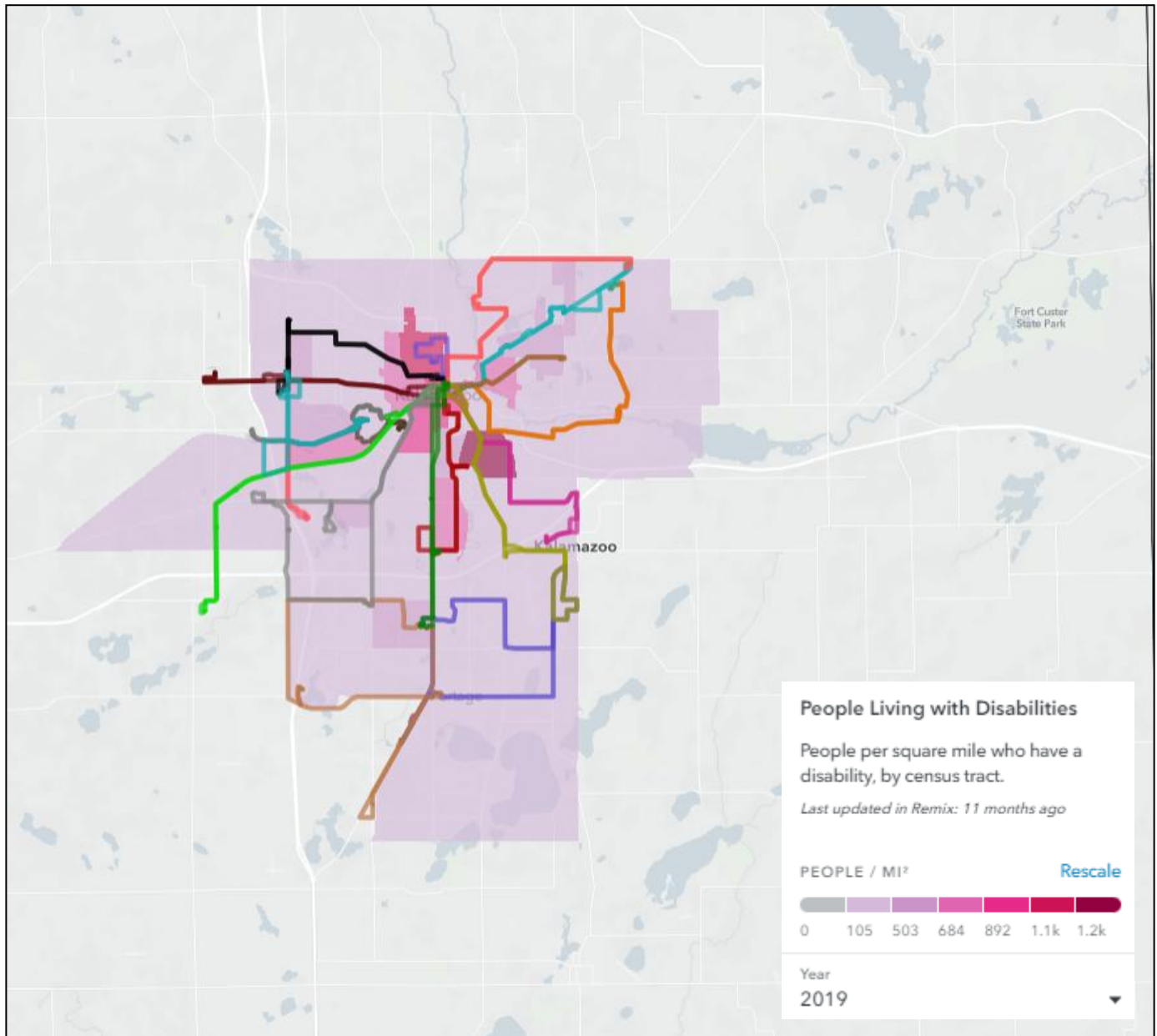
Population Below 150% Poverty Level – Kalamazoo County 2019



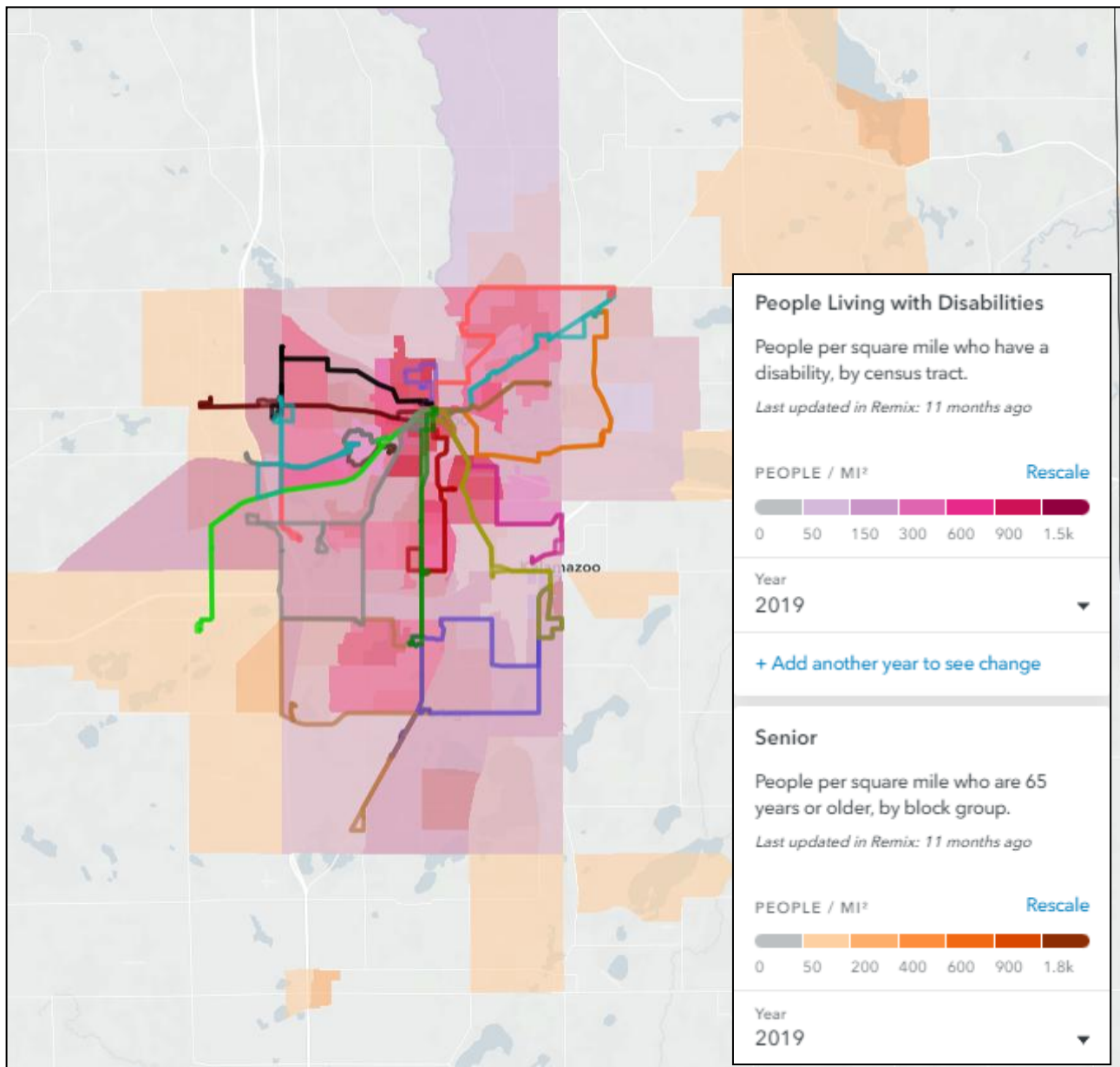
Population 65+ – Kalamazoo County 2019



People Living with Disabilities – Kalamazoo County 2019



People Over 65+ Living with Disabilities – Kalamazoo County 2019



ATTACHMENT C: ABBREVIATIONS

ADA – Americans with Disabilities Act

ARRA – American Recovery and Reinvestment Act

AVL – Automated Vehicle Location System

CBD – Central Business District

CCTA - Central County Transportation Authority

CTA - Comprehensive Transfer Agreement

FAST ACT – Fixing America’s Surface Transportation Act

FTA – Federal Transportation Administration

KATS-MPO – Kalamazoo Area Transportation Study-Metropolitan Planning Organization

KCHCS – Kalamazoo County Health and Community Services Department

KCTA – Kalamazoo County Transportation Authority

KRESA – Kalamazoo Regional Educational Service Agency

KTAB - Kalamazoo Transit Authority Board

LAC – Local Advisory Committee

LED – Light Emitting Diode

MAP-21 – Moving Ahead for Progress in the 21st Century Act

MDOT – Michigan Department of Transportation

POP - Program of Projects

PTHS – Public Transit Human Services

ROI – Residential Opportunities, Inc.

SAFETEA-LU – Safe, Affordable, Flexible, Efficient Transportation Equity Act-A Legacy for Users

STIP - State Transportation Improvement Program

TIP - Transportation Improvement Program