



Connecting People Throughout
Kalamazoo County

NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
AUGUST 11, 2025
Regular Meeting

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

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its meeting on Monday, August 11, 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 August 11, 2025*		
	b. Minutes for June 9, 2025*		
3.	Public Comment		
4.	Planning & Development Committee		
	a. Action Items		
	1. Presentation by GRS Regarding Pension Valuation and OPEB Valuation		
	i. Receipt of CCTA Pension Valuation Report of 12/31/24 and City of Kalamazoo OPEB Valuation Report of 01/01/25*	Voice Vote	Voice Vote
	2. Present FT 2026 and FY 2027 Budgets*		
	i. Request to Adopt Resolution 25-006 to Schedule a Public Hearing to Receive Comments Regarding CCTA FY 2026 and FY 2027*	Roll Call	Roll Call
	b. Informational Items		
	1. Planning and Development Committee Notes of July 23, 2025*		
5.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Approve Updated Support Services Agreement with the City of Kalamazoo*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Performance Monitoring Committee Notes of July 15, 2025*		
6.	External Relations Committee		
	a. Action Items		



Connecting People Throughout
Kalamazoo County

	b. Informational Items		
	1. Legislative Breakfast Preview*		
	2. Millage Education Update*		
	3. External Relations Committee Notes of June 18, 2025*		
7.	Board Operations Committee		
	a. Action Items		
	b. Informational Items		
	1. Executive Director Evaluation Process Overview*		
	2. Board Operations Committee Meeting Notes of June 26, 2025 and July 31, 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		
13.	Adjournment	Voice Vote	Voice Vote

*Indicates attachments included in agenda packet

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

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

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Regular Meeting
June 9, 2025**

Place: Metro Administration Building, Kalamazoo, MI
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Sarah Joshi,
Richard Congdon, Vera Younger, Barbara Blissett
Others Present: Earl Cox Sr.

1.) KCTA ROLL CALL

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

KCTA Members Absent: None

**Farmer left the meeting at 12:38 pm.*

1.) CCTA ROLL CALL

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

CCTA Members Absent: None

**Johnson arrived at 11:42 am.*

***Farmer left the meeting at 12:38 pm.*

2.) REQUEST FOR APPROVAL OF AGENDA/MINUTES

*A motion was made by KCTA and CCTA for approval of the joint CCTA/KCTA meeting
agenda for June 9, 2025 with the approval of the CCTA/KCTA meeting minutes from
May 12, 2025.*

Motion: Rosine

Second: Sloan

Motion carried by voice vote.

3.) PUBLIC COMMENTS – None

4.) PLANNING AND DEVELOPMENT COMMITTEE

Chair Ayers reported the Committee would be meeting the following week to begin discussion on the 2026-2027 CCTA/KCTA budget.

5.) PERFORMANCE MONITORING COMMITTEE

Chair Rama shared the Committee had met and discussed upcoming items, roles and responsibilities.

They discussed topics for future meetings which included contract reviews, bus purchases, Metro Connect, Metro Link and Michigan Municipal Risk Management Association (MMRMA).

6.) EXTERNAL RELATIONS COMMITTEE

Chair Mackie reported the Committee reviewed the policy and charge of the Committee. She said they discussed the 2025-2026 plan for community outreach including the community informational report and the Legislative Breakfast scheduled for September 19th and provided an update about the Committee's proposed outreach plans for jurisdictional visits in 2025. Mackie commented that a focus would also be to help recruit vacant rural positions on the CCTA.

7.) BOARD OPERATIONS COMMITTEE

Dir of Support Services Vlietstra shared a PowerPoint presentation explaining the difference between the State and Federal grants, the amounts available and the process to acquire them. He said the percentages awarded are currently Federal at 80% and State at 20%. (A copy of the PowerPoint is included with the meeting minutes.)

Exec. Dir. McBride provided a PowerPoint presentation to refresh/reorient the Board on the Governance Fine-Tuning Initiative, including the importance of the Committee structure.

Exec. Dir. McBride explained that in 2022 the Board conducted a governance process facilitation by consultant Doug Eadie, who specialized in working with public transit agencies on board governance. He said some of the goals for governance reorganization were:

- Ensure adequate attention to governing decisions and judgements;
- Make Board meetings more productive;
- Provide Board members with a more satisfying governing experience;
- Provide forums for mapping out Board member engagement processes;
- Capitalize more fully the On-Board members' experience, expertise, talents, and diverse perspectives; and,
- Develop well-rounded Boardmember experiences to enable and promote regular Board leadership rotation

(A copy of the PowerPoint is included with the meeting minutes.)

8.) EXECUTIVE DIRECTORS REPORT

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

- Route Adjustments
- Human Resources
- Outreach
- Training
- Kalamazoo Arts Council – Mural
- Metro Link Update

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

Exec. Dir. McBride shared that Metro held an open house Job Fair with approximately 66 applicants applying for various positions in Operations and Maintenance.

Exec. Dir. McBride announced that Dep. Dir. of On-Demand Services and Planning Sarah Joshi had accepted the position of Parchment City Manager. The Board wished her well in her new role and thanked her for the excellent launch of the Metro Link project.

9) SUBCOMMITTEE REPORTS

Pension Board – Did not meet.

KATS Policy Committee – Rama and Aardema shared that KATS had approved the Unified Planning Agreement Amendment and staff is working to finalize the 2026 Transportation Improvement Program (TIP) with the Michigan Department of Transportation (MDOT).

Chair Aardema commented that the City of Kalamazoo was beginning the next phase of the two-way street conversion for next year. He said the City has been awarded a grant to study the railroad track configuration on the east side of Kalamazoo. This could help improve the grid lock experiences on Michigan Avenue and Kalamazoo Avenue and possibly moving the tracks to another location as a permanent solution.

Local Advisory Committee (LAC) – Farmer reported the Committee met and approved minutes.

10.) CHAIRPERSON REPORT – Chair Aardema stated that he is working on developing an On-Demand Services Ambassador role and has asked Boardmember Sloan who could report on services and customer experiences.

Chair Aardema thanked Sarah Joshi for her services at Metro and wished her well in her new position in Parchment.

11.) PUBLIC COMMENT – None

12.) MEMBERS TIME – Boardmembers thanked Sarah Joshi for her extensive work on the Metro Link pilot.

13.) ADJOURNMENT

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

Motion: McCormick

Support: Brown

Motion carried by voice vote.

The meeting adjourned at 12:42 PM.

Curtis Aardema
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Curtis Aardema
KCTA Chairperson

Barbara Blissett
KCTA Clerk



Connecting People Throughout
Kalamazoo County

Agenda Item: # 4a1i Meeting Date: 08/11/25

TO: CCTA and KCTA Boards
FROM: Planning & Development Committee
PREPARED BY: Greg Vlietstra, Director of Support Services
DATE: August 5, 2025
SUBJECT: Pension and OPEB Annual Actuarial Valuations

DISCUSSION

Included in the packet is a PowerPoint presentation for the annual pension & OPEB valuations. As a reminder, the CCTA is a subcomponent unit of the City of Kalamazoo Postretirement Welfare Benefits Plan (often referred to as an OPEB plan). OPEB refers to retiree health care for Metro retirees who have enough years of service and age to be vested in the system. The OPEB benefit has been closed to Metro employees hired after 2011. This means the system is closed to new hires, which reduces the long-term financial liability to the organization.

Mike Kosciuk from GRS, the actuarial consulting firm for both the City of Kalamazoo and Metro, summarized findings and answered questions at the July 23 Planning & Development Committee Meeting.

Copies of the CCTA Pension Plan Annual Actuarial Valuation report as of December 31, 2024 and the City of Kalamazoo Postretirement Welfare Benefits Plan as of January 1, 2025 are available at www.kmetro.com/resources/documents.

RECOMMENDATION

It is recommended by the Performance Monitoring Committee that CCTA and KCTA boards receive the CCTA Pension Plan Annual Actuarial Valuation report as of December 31, 2024 and the City of Kalamazoo Postretirement Welfare Benefits Plan as of January 1, 2025.

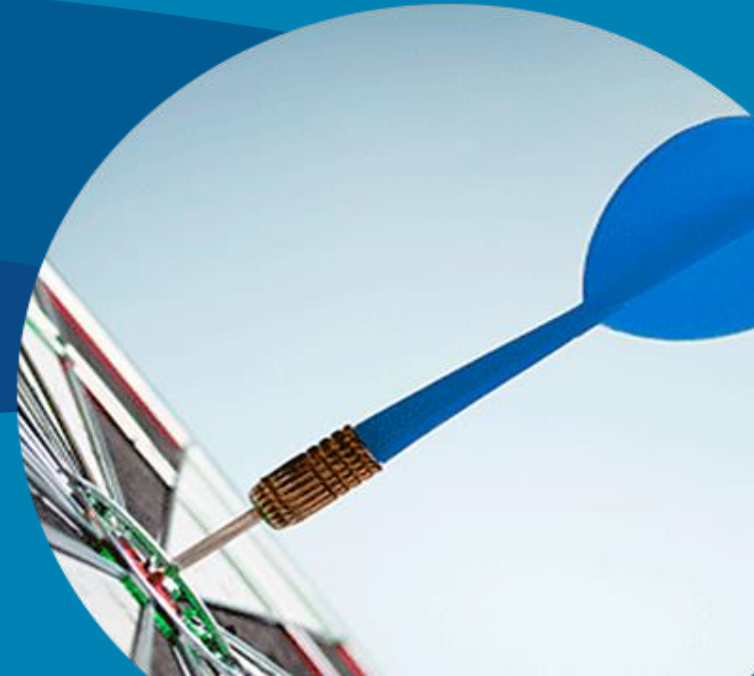
Attachment

1. CCTA Pension & OPEB Plan December 31, 2024 Actuarial Valuations Presentation



CCTA Pension & OPEB Plans December 31, 2024 Actuarial Valuations

CCTA Board of Directors Meeting
July 23, 2025



Agenda

- Actuarial Valuation Process
- Actuarial Cost Method
- Valuation Results
- Valuation Assets
- Projected Employer Pension Contributions
- Appendix – Valuation Trends
- Disclaimers

Plan Overview

- CCTA Pension and Retiree Health Care Plan are defined benefit plans – when certain age and service requirements are met, previously defined benefits are paid.
- As of the valuation date, December 31, 2024, the actuary calculates these benefits.
- Assumptions the actuary might make about future events that impact people and money include:

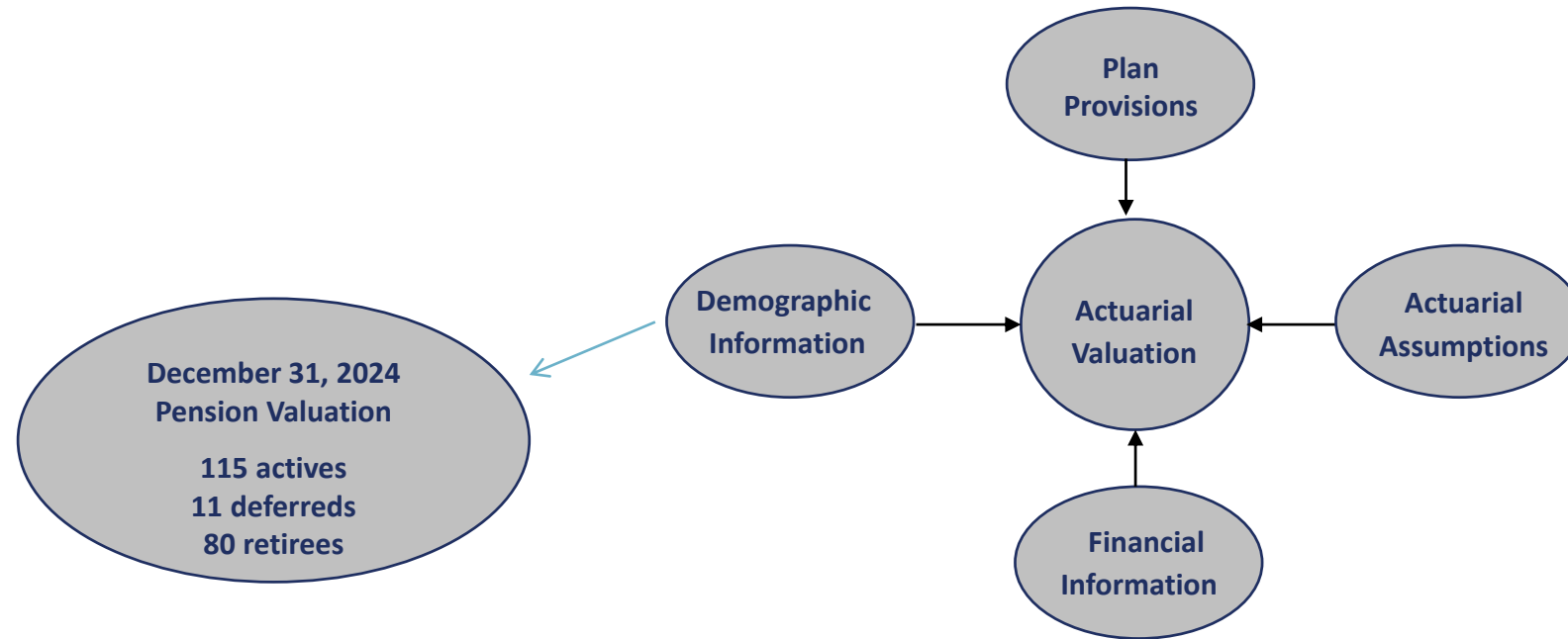
Demographic:

- Retirement
- Withdrawal
- Mortality
- Disability
- Merit and Longevity

Economic:

- Price Inflation
- Wage Inflation
- Investment Return
- OPEB and Trend Inflation
- Merit and Longevity

Actuarial Valuation Process



- Demographic Information, Financial Information, and Plan Provisions are provided by the plan sponsor.
- Actuarial Assumptions are recommended by the actuary and approved by the Board.

Purpose of the Actuarial Valuation

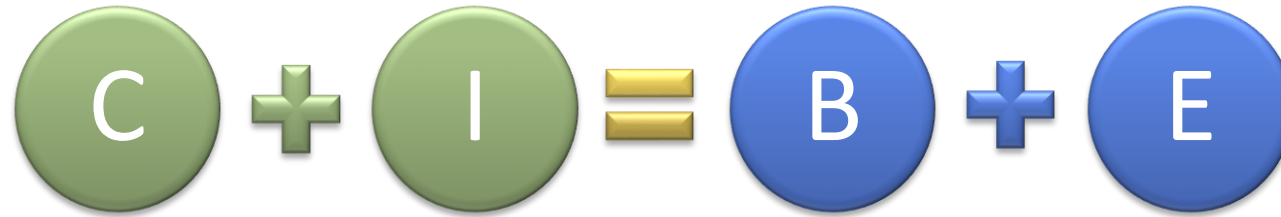
Compute CCTA's
Contribution
Rate

Measure
Funding
Position

Analyze Annual
Experience

Discuss Risks

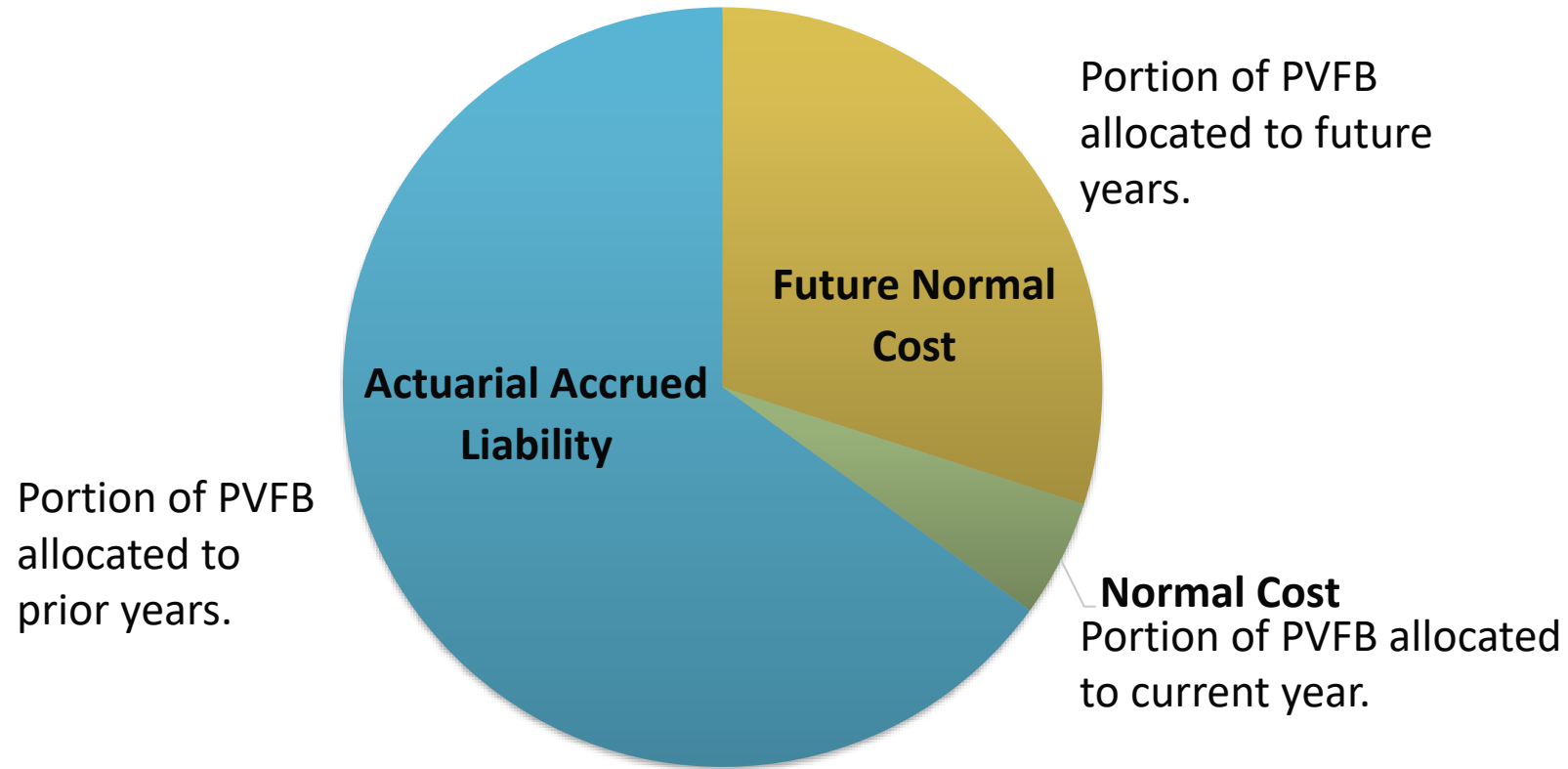
Actuarial Funding Equation

A diagram representing the Actuarial Funding Equation. It consists of five circular nodes arranged horizontally. The first two nodes are green and contain the letters 'C' and 'I' respectively. They are separated by a green plus sign. The third node is a yellow equals sign. The next two nodes are blue and contain the letters 'B' and 'E' respectively, separated by a blue plus sign.
$$C + I = B + E$$

Contribution Income + Investment Return = Benefits Paid + Expenses

“Money In = Money Out”

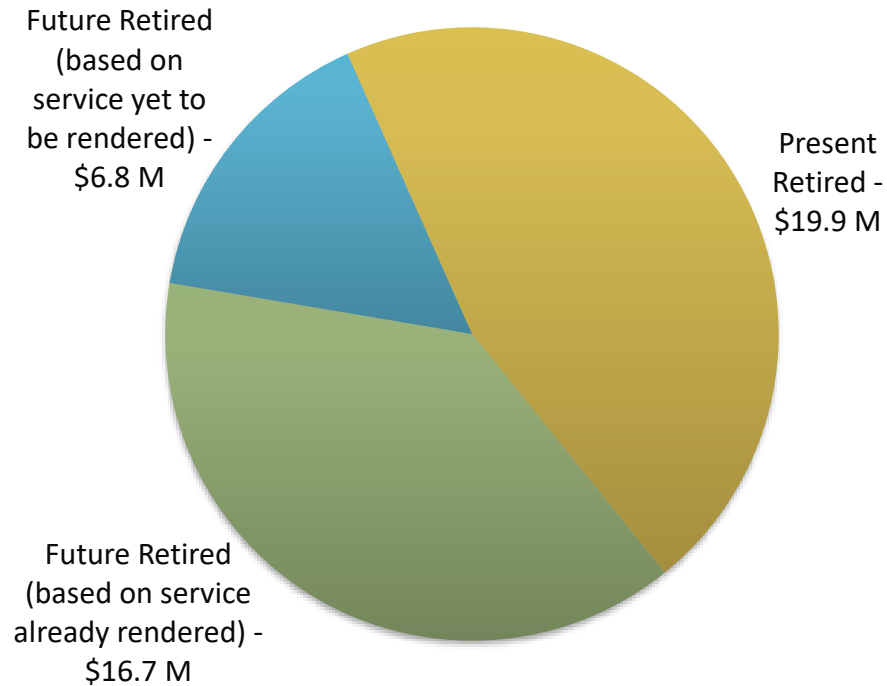
Actuarial Cost Method



Present Value of Future Benefits
Payable to current members (active, retired, terminated vested).

Actuarial Cost Method/CCTA Funded Percentages

Pension Valuation

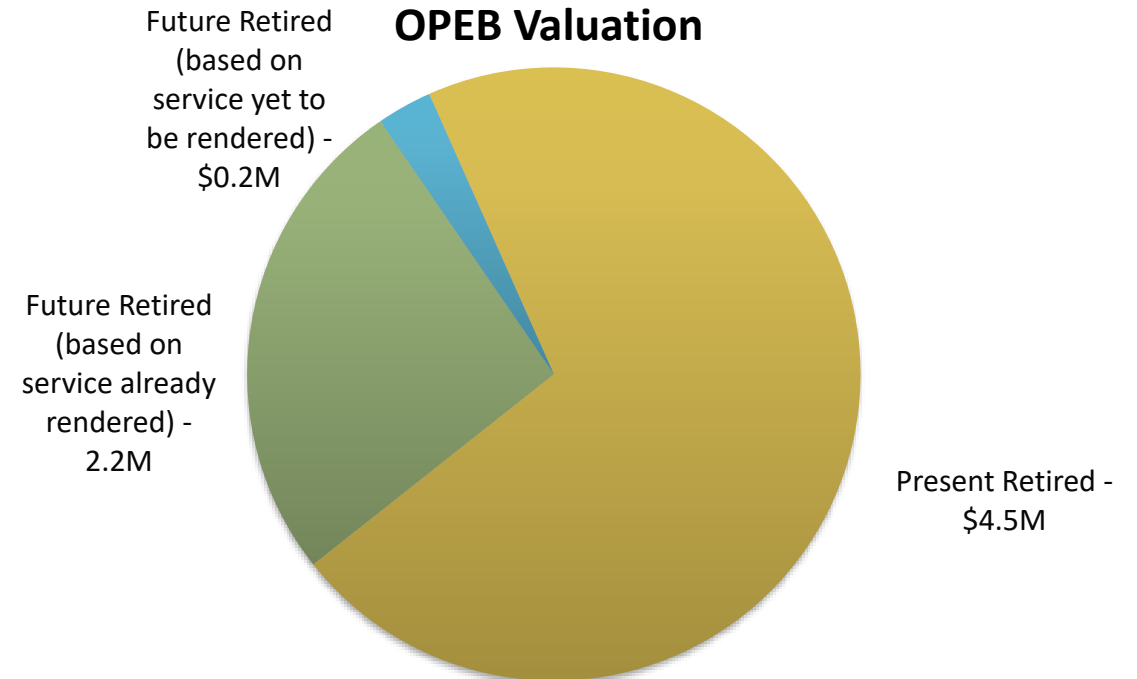


Pension Valuation Liabilities: 36.6 M

Pension Valuation Assets: 38.7 M

Pension Funded Percentage: 105.7%

OPEB Valuation



OPEB Valuation Liabilities: 6.8 M

OPEB Valuation Assets*: 7.1 M

OPEB Funded Percentage: 105.4%

** Does not include \$1.6M CCTA side fund.*

CCTA OPEB results come from Valuation Results by Fund. Employer contribution and funded status are developed on a Plan-wide basis.

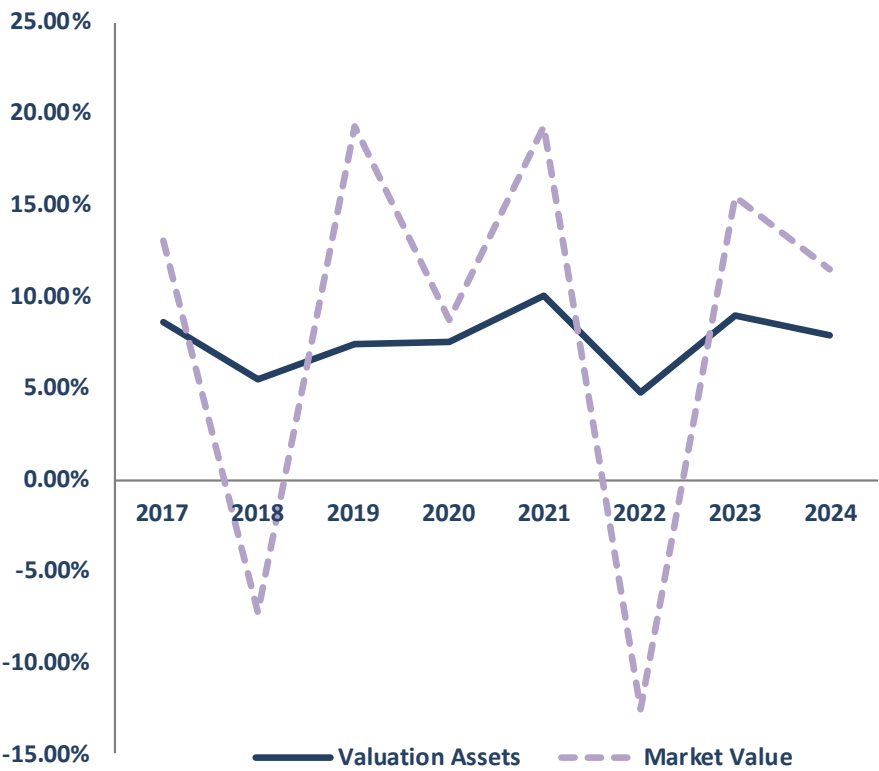
Summary of Key Valuation Results

	Pension Valuation Results		OPEB Valuation Results	
	December 31, 2023	December 31, 2024	December 31, 2023	December 31, 2024
Actuarial Accrued Liability	\$ 33,289,224	\$ 36,578,678	\$ 6,718,412	\$ 6,759,741
Assets - Actuarial Value	37,051,581	38,670,830	6,856,717	7,127,981
Unfunded Liability (Surplus)	(3,762,357)	(2,092,152)	(138,305)	(368,240)
Funded Ratio (AVA)	111.3%	105.7%	102.1%	105.4%
Funded Ratio (MVA)	109.8%	107.7%	100.3%	107.0%
	Fiscal Year 2025	Fiscal Year 2026	Fiscal Year 2024	Fiscal Year 2025
Employer Normal Cost (incl. Admin. Expense)	12.46%	12.17%	\$ 50,383	\$ 55,898
Unfunded Liability Payment	-6.27%	-2.74%	(13,514)	(37,046)
Actuarially Determined Contribution (ADC)	6.19%	9.43%	\$ 36,869	\$ 18,852
Illustrative Dollar Contribution	\$ 437,201	\$ 756,876		

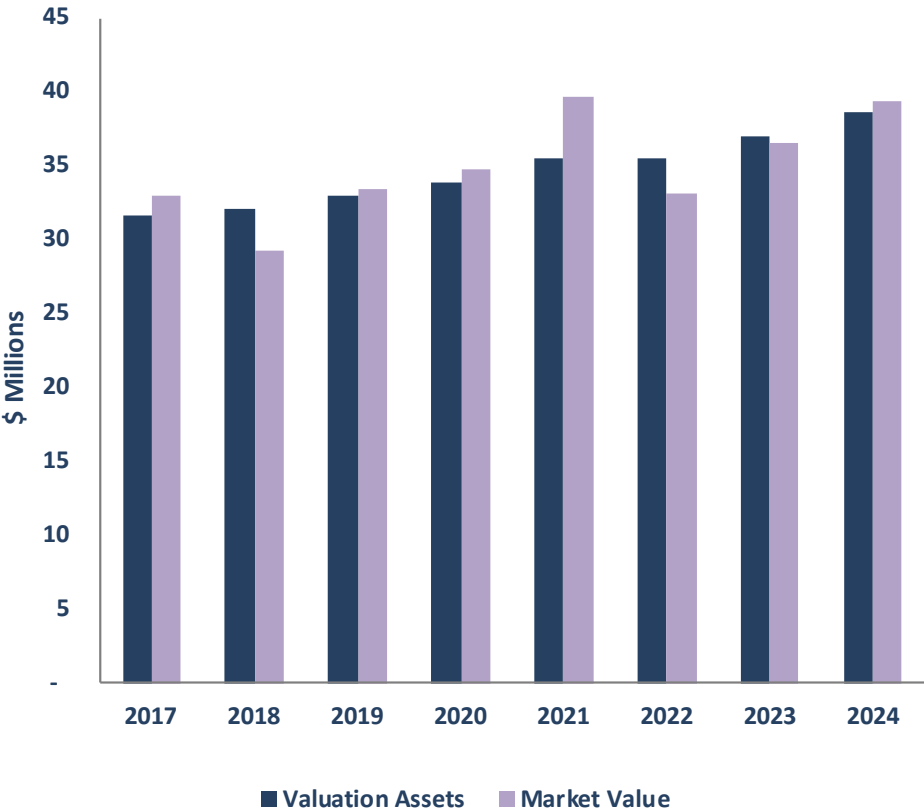
- Over time, the Actuarially Determined Contribution is expected to migrate to the normal cost plus administrative expenses.
- Unfunded liabilities were amortized over 10 years in the 2024 pension valuation and 17 years for the 2024 OPEB valuation.
- OPEB assets shown above do not include CCTA side fund.
- CCTA OPEB results come from Valuation Results by Fund. Employer contribution and funded status are developed on a Plan-wide basis.

Pension Valuation Assets

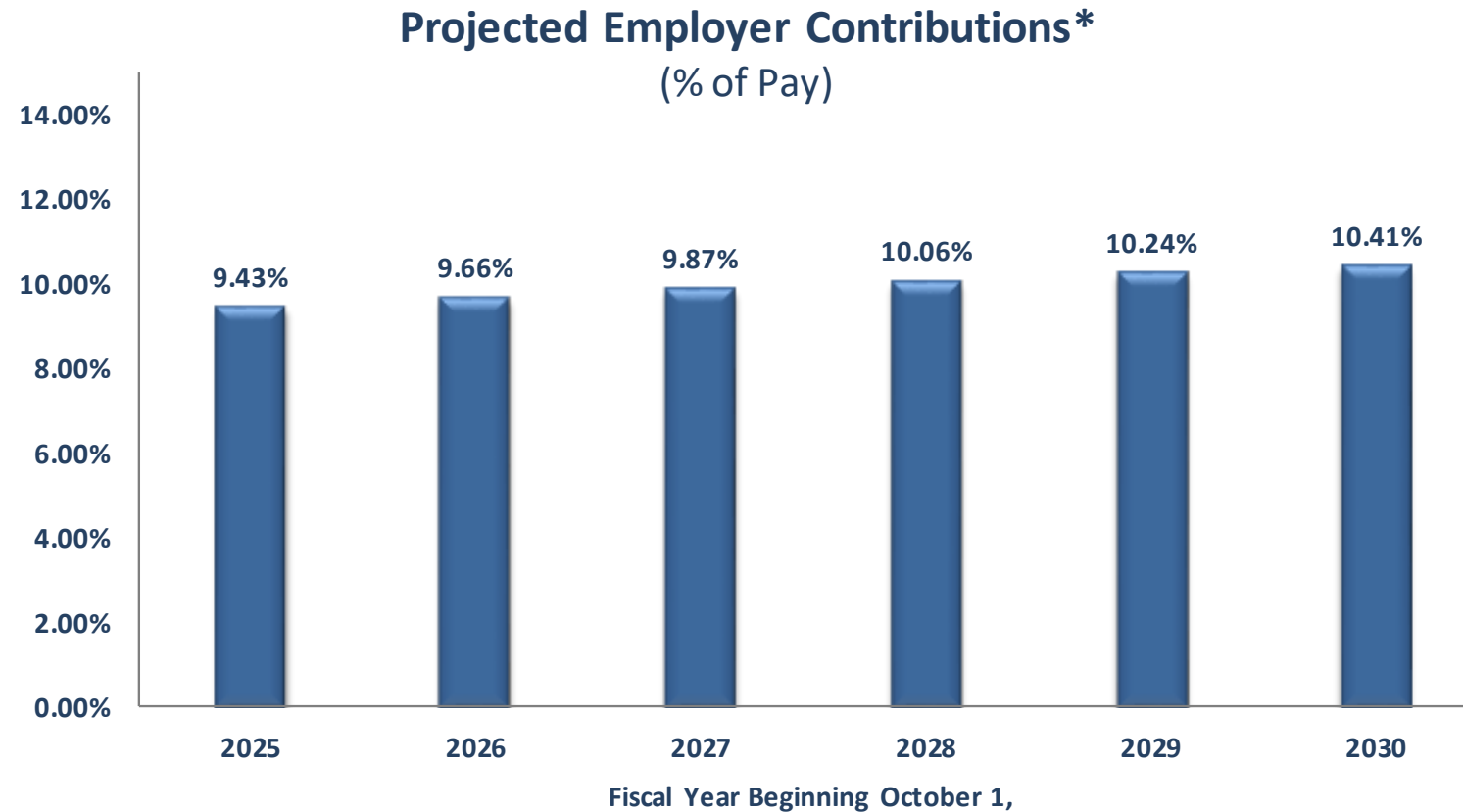
Rate of Investment Return



Value of Assets



Projected Employer Pension Contributions

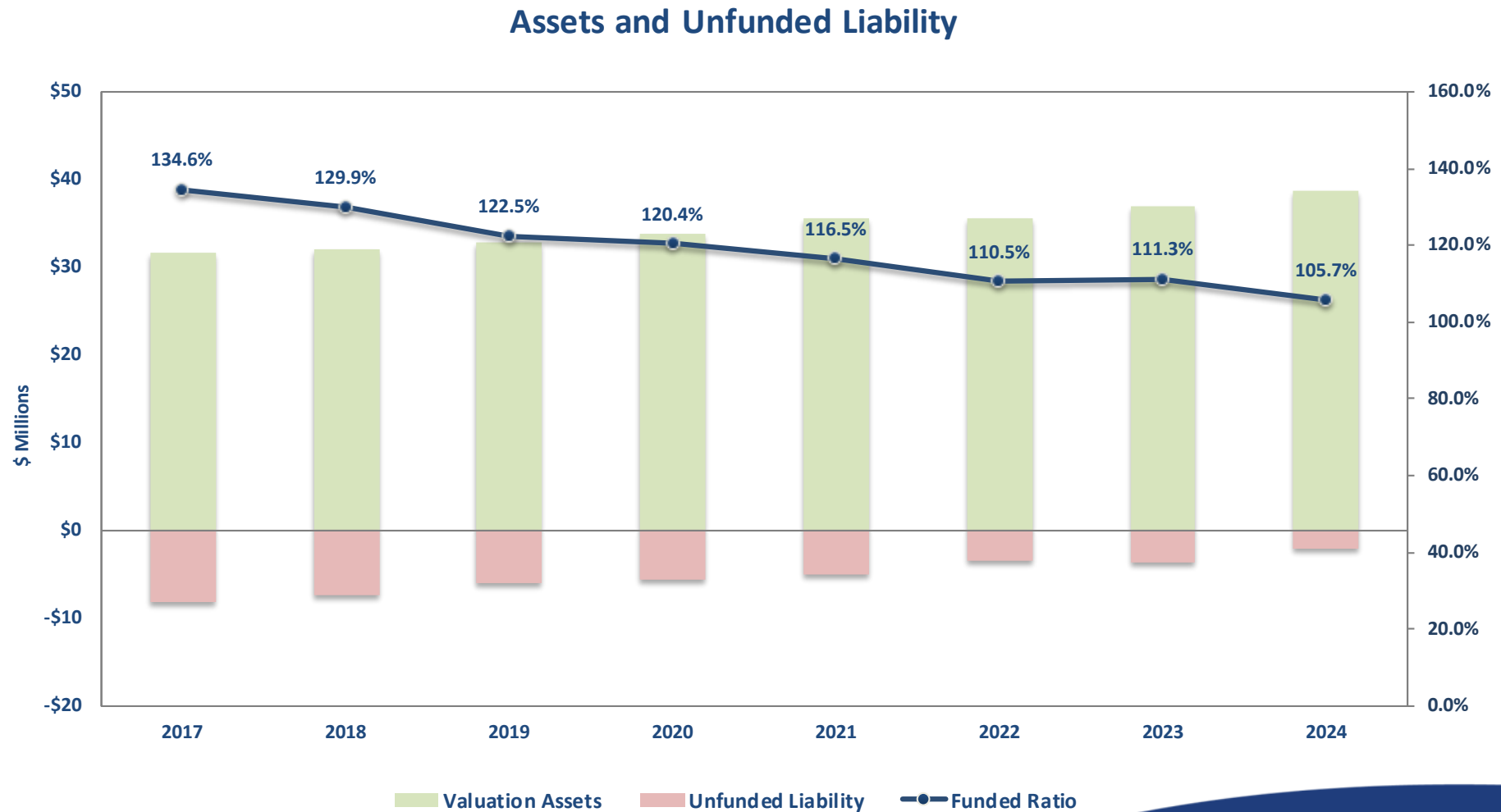


** Based on all assumptions being met in the future.*

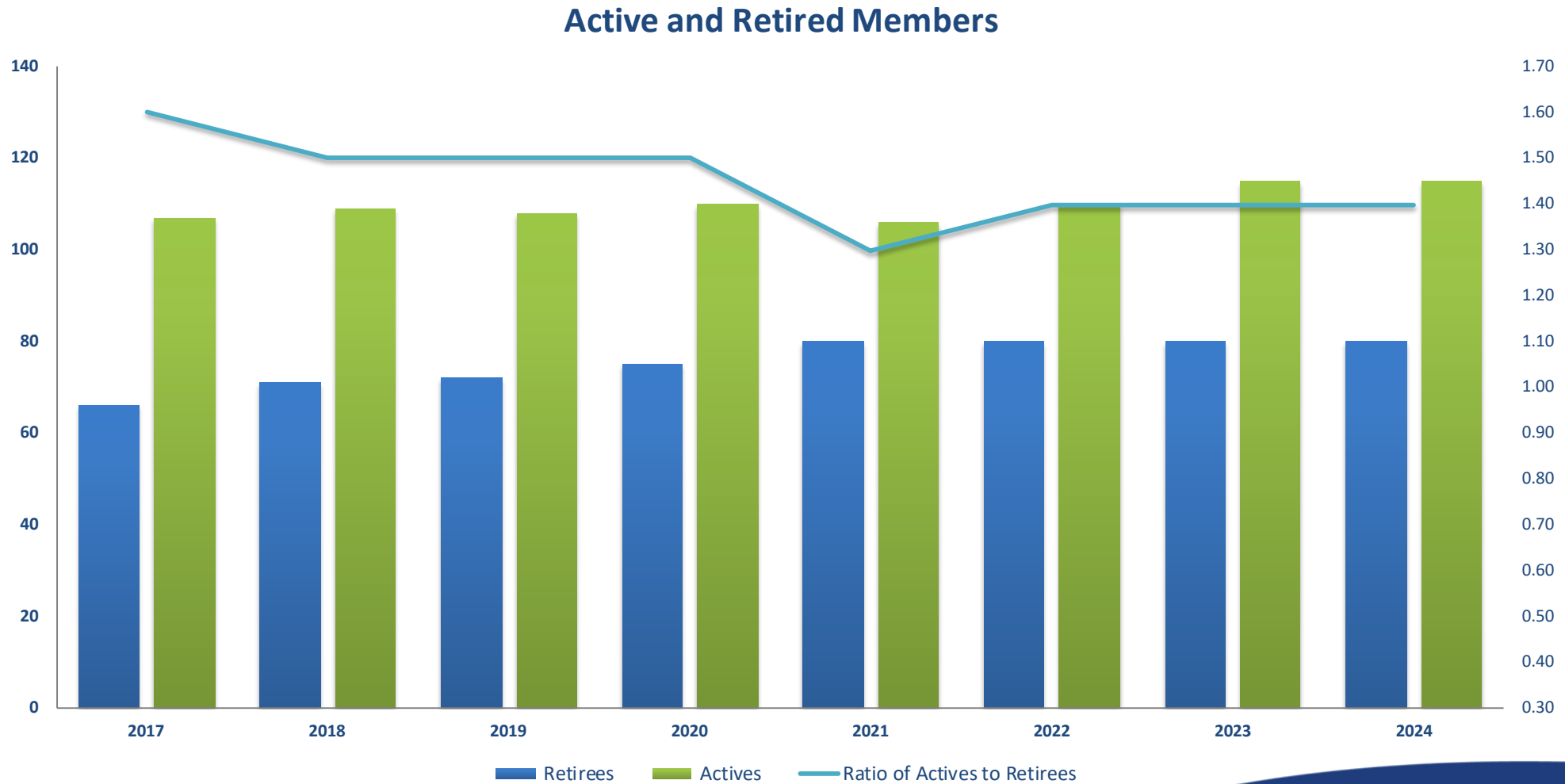
Appendix

- Funded Ratio History
- Population History
- Cash Flow History

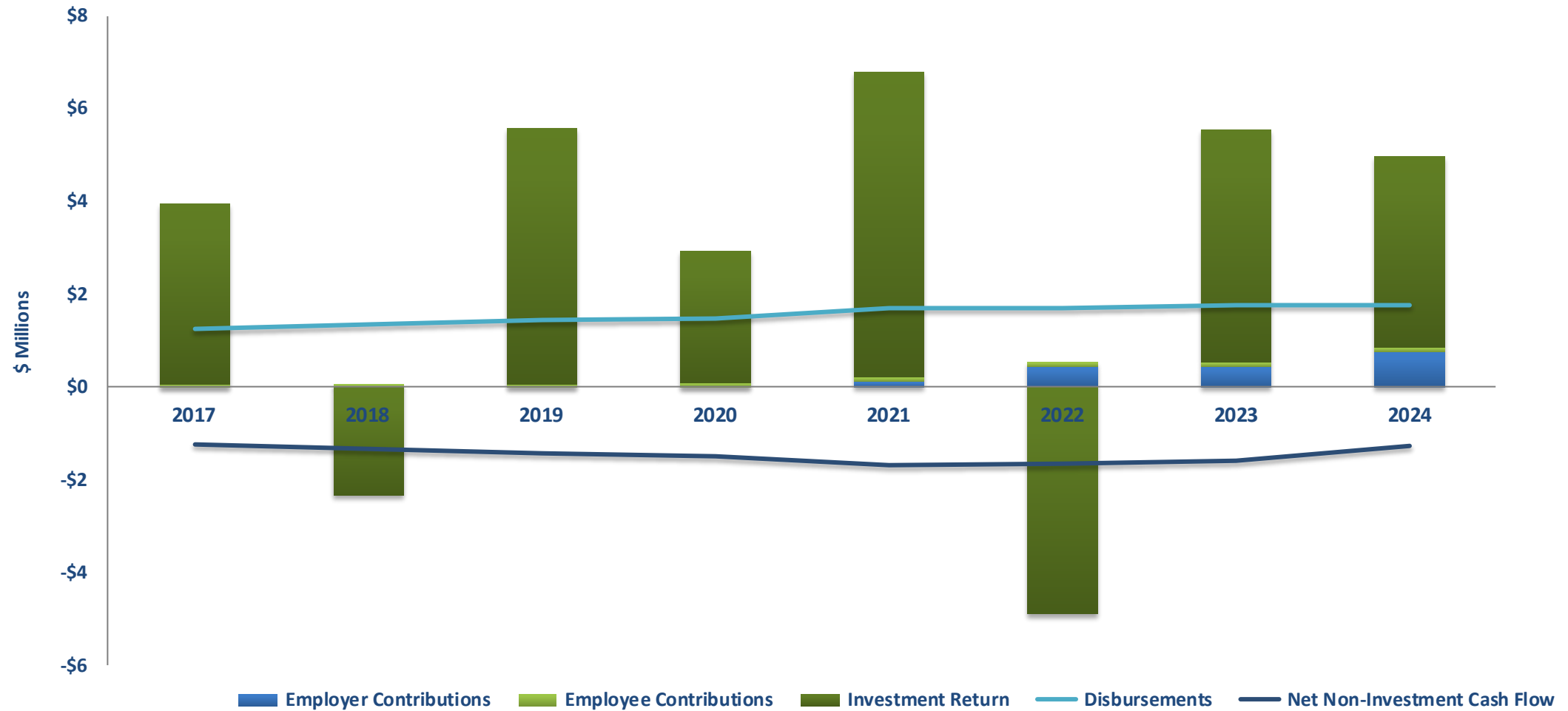
Valuation Trends: Funded Ratio History – Pension



Valuation Trends: Population History – Pension



Valuation Trends: Cash Flow History – Pension



Disclaimer

- This presentation is one of many documents comprising the December 31, 2024 actuarial valuation of the CCTA Pension Plan and the January 1, 2025 actuarial valuation of the City of Kalamazoo Postretirement Welfare Benefits Plan. This presentation should not be relied on for any purpose other than the purpose described in the valuation reports.
- Future actuarial measurements may differ significantly from the current measurements presented in this report due to such factors as the following: plan experience differing from that anticipated by the economic or demographic assumptions; changes in economic or demographic assumptions; increases or decreases expected as part of the natural operation of the methodology used for these measurements (such as the end of an amortization period or additional cost or contribution requirements based on the plan's funded status); and changes in plan provisions or applicable law.
- This presentation shall not be construed to provide tax advice, legal advice or investment advice.
- Michael D. Kosciuk and James D. Anderson are independent of the plan sponsor, are Members of the American Academy of Actuaries (MAAA), and meet the Qualification Standards of the American Academy of Actuaries to render the actuarial opinions contained herein.
- This presentation shall not be construed to provide tax advice, legal advice or investment advice.
- Readers are cautioned to examine original source materials and to consult with subject matter experts before making decisions related to the subject matter of this presentation.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 4a2 Meeting Date 08/11/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: August 5, 2025
SUBJECT: CCTA Budget for Fiscal Year 2026 (October 1, 2025 - September 30, 2026) and Fiscal Year 2027 (October 1, 2026 - September 30, 2027)

BACKGROUND

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

DISCUSSION

The Planning & Development Committee had the first comprehensive review of the budget at its meeting on July 23.

Small Group meetings will be available for board members in late August. These voluntary meetings are an opportunity for Board members to review areas of the budget in detail and ask questions in an informal atmosphere. Ms. Blissett will send out dates via email.

When considering approval of the budget on September 8th, the board will also be considering two related items:

- 1) Transit Asset Management Annual Performance Target and measures. These metrics are on page 39.
- 2) Kalamazoo County Transportation Authority 2026 millage levy resolution. The resolution is found on page 16. Please note the Central County Transportation Authority millage resolution is not included. That resolution will be considered in Spring of 2026 pending successful passage of the CCTA millage on November 4th.

RECOMMENDATION

Adopt the Resolution to set a Public Hearing to Receive Comment on Fiscal Year 2026 and 2027 Budgets for the CCTA/KCTA meeting on September 8, 2025.

Attachments:

1. Proposed Fiscal Year 2026 and 2027 Budgets (Separate item on agenda website)
2. Resolution Setting a Public Hearing Regarding Fiscal Year 2026 and 2027 Budgets

CENTRAL COUNTY TRANSPORTATION AUTHORITY

RESOLUTION: 25-006

**A RESOLUTION SETTING A PUBLIC HEARING TO CONSIDER THE PROPOSED
FISCAL YEAR 2026 and FISCAL YEAR 2027 BUDGETS FOR THE
CENTRAL COUNTY TRANSPORTATION AUTHORITY**

WHEREAS, Article 7, Section 32 of the 1963 Constitution of the State of Michigan requires the holding of a hearing on any budget of local units empowered to prepare budgets of estimated expenditures and revenues; and

WHEREAS, MCL 141.412 requires that a notice of such hearing be given by publication in a newspaper of general circulation at least six (6) days prior to such hearing; and

NOW, THEREFORE BE IT RESOLVED that a hearing will be held on the proposed 2026 and 2027 Budgets for the Central County Transportation Authority at or after 11:30 a.m., local time, on September 8, 2024 and notice of said hearing shall be published at least six (6) days prior to said hearing in the following form:

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
NOTICE OF BUDGET HEARING**

Notice is hereby given that the Board of Directors of the Central County Transportation Authority (CCTA) will conduct a public hearing on the proposed FY 2026 and 2027 Budgets on September 8, 2025 at or after 11:30 a.m. local time. Details to participate are provided on the meeting agenda located on the website. A copy of the said budget is available for inspection at the CCTA office, 530 N. Rose Street, Kalamazoo, MI 49007 and for viewing on the website www.kmetro.com.

The Resolution was offered by _____ and supported by_____.

AYES:

NAYS:

ABSENT:

RESOLUTION DECLARED ADOPTED.

CERTIFICATE

I hereby certify that the foregoing is a true and complete copy of a resolution adopted by the Central County Transportation Authority at a regular meeting held August 11, 2025 and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Barbara A. Blissett, Clerk – CCTA



COMMITTEE NOTES

Planning and Development Committee

Date: Wednesday, July 23, 2025

Members: James Ayers (Chair), Nicole Beauchamp, Chris Burns, Greg Rosine, Tafari Brown, Keshia Woodson-Sow (Staff Liaison), Sean McBride (Executive Director), Greg Vlietstra (Director of Support Services),

Guests: James Anderson, Michael Kosciuk, (Gabriel, Roeder, Smith & Company), Cheryl Pesti

Committee Support: Annette Arkush

Items for Discussion

1. Pension Presentation by the actuaries from Gariel, Roeder, Smith & Company. They highlighted the valuation of the retiree health program and stated that this was not an audit of the data, but a check for internal reasonability and year-to-year consistency. Key valuation results included the present value of future benefits, accrued liabilities, and the value of assets. They stated the funded ratio is 105.4% and the market value of assets was 99% at the end of 2024.

Mr. Burns inquired about using separate data in the analysis (CCTA v. City) and suggested the determination for contribution amounts is disproportionate and should be calculated based on "our share."

2. The FY 25 and 26 Budget was presented by Cheryl Pesti and Exec Dir. McBride and will be presented for board consideration at the August meeting. A millage rate discussion ensued, and Mr. Burns inquired about vacant positions, working capital and \$8 mill. in liquid funds.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 5a1 Meeting Date:08/11/25

TO: CCTA and KCTA Boards
FROM: Performance Monitoring Committee
PREPARED BY: Greg Vlietstra, Director of Support Services
DATE: August 6, 2025
SUBJECT: Support Services Agreement with the City of Kalamazoo

BACKGROUND

The CCTA entered into a Support Services Agreement with the City of Kalamazoo (COK) in 2015 to provide accounting and financial functions, benefits processing, treasury, information technologies, human resources, and purchasing/risk management, for CCTA. The original Agreement has been extended for three additional years in both 2019 and 2022.

DISCUSSION

Overall, the partnership with COK has remained very positive and steady. Particularly valuable and difficult to replace services include Blue Cross Blue Shield health insurance under the city plan, retirement services for Metro retirees, and the benefits of the City of Kalamazoo information technology proximity and security.

Moving forward with an agreement extension, much of the structure of the original Support Services Agreement remains. As part of the previous extension, the CCTA reduced the role of COK in administering human resources. The role currently is limited to the use of specialized human resources software and the management of employee benefits.

It makes sense to maintain the partnership with the COK. In particular, many of the protocols in these areas are designed using software that has been carried over from the COK. To purchase proprietary software and redesign systems would be very expensive, time-consuming, and impactful to staff. More specifically for this renewal, there is a one-time \$155,390 expense for the conversion to a new Enterprise Resource Planning (ERP) software system. This expense is for all project management of the conversion including travel, training, startup costs, data migration, etc. City of Kalamazoo has accepted a request from Metro to spread this expense over three fiscal years.

After a modest increase last year of 2.5%, the cost of service reflects a 9.8% increase from the final year of the current agreement. The increase for the first year is primarily attributable to the increased cost of software agreements paid by the City of Kalamazoo. Funds are included in the proposed FY 2026 and 2027 budgets for this service. Listed below are the cost per year.

- | | |
|----------------------------------------|---------------------------|
| • October 1, 2025 – September 30, 2026 | \$640,000 (9.8% increase) |
| • October 1, 2026 – September 30, 2027 | \$664,960 (3.9% increase) |
| • October 1, 2027 – September 30, 2028 | \$690,228 (3.8% increase) |

RECOMMENDATION

Memo re: Support Services Agreement with City of Kalamazoo

Date: August 6, 2025

Page 2

The Performance Monitoring Committee and Metro staff recommend approval for a three-year Support Services Agreement with the City of Kalamazoo beginning on October 1, 2025 and ending on September 30, 2028 and authorize the Executive Director to sign all related documents.

Attachment:

1. CCTA Administrative Services Agreement with the City of Kalamazoo

CCTA-City Support Services Agreement

Central County Transportation Authority ("CCTA") 530 North Rose Street Kalamazoo, Michigan 49007 Attn: Executive Director	City of Kalamazoo ("City") 241 West South Street Kalamazoo, Michigan 49007 Attn: City Manager
------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------

The City and CCTA agree:

1. Acknowledged Facts.

- a. CCTA has taken over the operation of the City's public transportation system known as Metro Transit. Before that transition, the City had been providing administrative services to Metro Transit. CCTA is requesting to continue receiving similar services from the City as described below.

2. Term of Agreement.

- a. It is agreed by the parties that the City shall perform certain accounting and financial functions, benefits processing, treasury, information technologies, human resources, and purchasing/risk management, for CCTA for a three-year period beginning on October 1, 2025, and ending on September 30, 2028. The term of this Agreement may be extended by the mutual agreement of the parties.

3. City Responsibilities.

- a. The City shall perform the following accounting services and financial support functions for CCTA:

4. Payroll Vendor Payments.

- a. Provide full payroll services for CCTA employees including the preparation of payroll checks, direct deposits, processing and submission of tax withholding payments and tax reporting documents. CCTA will purchase its own paper stock for payroll checks and stubs. Payroll will be processed in accordance with the City's standard payroll procedures and timekeeping software.
- b. Process and pay CCTA invoices, including payments to vendors. CCTA will purchase its own check stock for payments to be made in accordance with the City's accounts payable procedures.
- c. Process annual information returns including unemployment taxes, W-2's and

1099's as needed.

- d. Work with the Kalamazoo City Treasurer to use CCTA funds to finance payroll and vendor payments.

5. Pension & Retiree Health Care Management

- a. Calculate employee pension benefits, process pension checks, pay retiree health care claims and related expenses, and administer annual reporting and actuarial studies relative to CCTA retirees and active CCTA employees who are eligible to receive pension and/or defined retiree health care benefits.
- b. Administer the assets entrusted to pay CCTA employee and retiree defined benefit pension and retiree health care benefits, as well as related reporting, legal compliance, investments, cash management, payment of expenses, and related ministerial tasks.
- c. Administer retiree healthcare savings accounts for CCTA employees and retirees.

6. Annual Reporting

- a. Coordinate with independent auditors selected by CCTA, to the extent necessary, to assist in the completion of the annual financial statements and single audit of federal awards in accordance with generally accepted accounting practices and applicable statutes.
- b. Consult with CCTA on financial policies and procedures.
- c. Assist CCTA with preparation for triennial review by the Federal Transit Administration (FTA).

7. General Ledger

- a. Prepare and maintain a year-to-date general ledger and provide detailed information supporting financial statement numbers to CCTA, including recording financial activity in the City's financial enterprise resource program (Eden, or another system) and balancing the general ledger module with subsidiary systems.
 - i. Bank account and balance sheet account reconciliations including inventory, and prepaid asset accounts.
 - ii. Update Chart of Accounts based upon input from CCTA.
 - iii. Complete F-60 report in compliance with National Transit Database requirements.

- iv. Regulatory changes such as new GASB implementation may be billed separately from the amount listed in this contract. The City will provide CCTA a proposal for cost of implementation. Complex implementations may require external resources.

8. Treasury

- i. Receive CCTA tax collection funds from the County Treasurer, as well as other CCTA receipts. Deposit CCTA funds into a bank account which has been established solely for CCTA funds.
- ii. Process reimbursements from the CCTA to taxing units as required, identify, and process all eligible reimbursements and rebates from the State of Michigan or other entities to the CCTA (i.e., exempt personal property reimbursements, etc.).
 - 1. File all required property tax-related remiss to various entities including the State of Michigan.
- iii. . Manage CCTA funds to finance CCTA payroll, accounts payable and other CCTA needs. The City will not provide City funds to cover CCTA needs.

9. Information Technology

- a. Will provide the following solutions: Office 365 (0365), Exchange, Active Directory licensing; server availability; VoIP phone service; network de vices; Antivirus software; current software maintenance; IT security and data.
- b. Will provision and administer the accounts as necessary and respond to requests within 48 hours.
 - i. CCTA agrees to abide by the IT security rules and policies enacted by City IT. Exceptions can be implemented where necessary by mutual agreement
 - ii. CCTA agrees to share all data from City supported systems with City IT.
 - iii. Billing related to additional databases and proportionate use, or City software is included in the contracted price. Change in software resulting increased fees will be allocated to CCTA.
 - iv. Migrations from currently supported software solutions to new city standard solutions will be supported by City IT.

- v. Any additional accounts beyond those existing at time of contract signing that are needed will be paid for by CCTA via City IT process.
- c. New hardware as needed, will be purchased by CCTA through the City IT department. CCTA will abide by the city lifecycle management requirements for all hardware, including but not limited to, network hardware, laptops, and PCs.

10. City Clerk

- a. The City Clerk will provide records maintenance according to the retention and destruction schedules established by the City and provide records to CCTA as requested by CCTA.

11. Human Resources

- a. Provide benefit administration, affordable health care reporting, and EEO reporting in a manner consistent with CCT A policies.

12. Purchasing & Risk Management

- a. Purchasing, including support, review and approval of purchase orders, requisitions, competitive bidding, contract management, and vendor qualification, excluding fuel bids.
- b. Risk management including leased underground storage tanks, buildings and, underground storage tanks.
 - i. Notwithstanding termination rights under Section 9 of this Agreement, services under this section may be discontinued in whole or in paid at the discretion of CCTA at any time upon notification to the City.

13. Timeliness

- a. City staff is to be provided 48 business hours to respond to any information request from the CCTA; reasonable requests for expedition by the CCTA will be honored by the City.

14. Planning Meetings

- a. The City's Chief Financial Officer and the CCTA's Executive Director and any appropriate staff and/or consultants will meet on a regular basis to identify outstanding issues, their resolutions and the resources assigned to the same within the scope of this Agreement.

15. CCTA Responsibilities.

- a. CCTA agrees to do the following to assist the City in performing the services and functions being provided under this Agreement:
- b. Provide general information on a timely basis to the City to allow the City to perform its tasks.
- c. Provide hourly and/or salary information for employees as needed to allow City to perform payroll: functions.
- d. Provide a tie out report from CCTA for quarterly OAR report to general ledger. Provide occasional fixed asset additions and deletions.
- e. Timely submission of approved accounts payable documents in a manner provided by the City.
- f. Timely submission of approved payroll forms in a manner provided by the City.
- g. Assist independent auditors with the annual CCTA audit, with support from City.

16. Compensation.

- a. CCTA shall pay \$640,000 to the City in four equal installments payable on October 1st, January 1st, April 1st and July 1st for first year of the Agreement. Fees for years 2 and 3 will be \$665,000 and \$690,000 respectively.
- b. CCTA shall pay a one-time fee related to the installation of Tyler Munis in the amount of \$155,390 on January 1st 2026.
- c. CCTA agrees to contribute a reasonable agreed upon amount towards software system upgrade costs as the City moves forward with other shared software systems and shall be paid to the City upon invoicing from the vendor.
- d. CCTA agrees to split the administration fee charged to the Pension and OPEB trust funds on a percentage of trust allocated basis established October 1 of each preceding year.
- e. In the event that CCTA requests that the City perform any additional services not enumerated in this Agreement, including any transition services and related costs. Such services shall be billed to CCTA at the cost of \$50.00 per hour plus the actual costs of materials and services and shall be payable within 30 days from receipt of an invoice. Additional services shall not be provided by the City without prior written approval from CCTA. The City can decline to provide any additional services requested by CCTA.

17. City as Independent Contractor.

- a. The City, in providing the services set forth in this Agreement, shall be acting as an independent contractor and not as an agent, partner, joint venture or employee of the CCTA. Neither City nor its employees are entitled to benefits provided by the CCTA to its employees. The CCTA is not responsible for any compensation, FICA, withholding taxes, employment compensation or any other similar payment for the City or the City's employees.

18. Non-Discrimination.

- a. City agrees not to discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or any other matter directly or indirectly related to employment, because of sex, color, age, national origin, religion, height, weight, marital status, disability, political affiliation, sexual orientation, or gender identity. City further agrees to require compliance with this paragraph of the Agreement by any of City's subcontractors providing services under this Agreement. Breach of this paragraph of the Agreement may be regarded as a material breach of the Agreement.

19. No Third-Party Rights

- a. This Agreement is made solely for the benefit of the parties who are signatories to it and is not for the benefit of any third party. No third party can enforce any obligations under this Agreement.

20. Termination Rights

- a. This Agreement may be terminated by either party at any time, either with or without cause, by providing the other party with the required written notice of the same. The right to terminate this Agreement is not an exclusive remedy.
- b. Termination for Cause. For purposes of this Agreement, "for cause" is deemed to be a material breach by either party of the terms of this Agreement.
- c. For purposes of terminating this Agreement for cause, the terminating party shall provide the non-terminating party with written notice of the default and at least fifteen (15) days to cure the same. The fifteen (15) day period to cure the default shall begin to run when written notice of the default is deemed received by the non-terminating party as determined by paragraph 13 of this Agreement. If, at the end of this fifteen (15) day period, the non-terminating party has failed to cure the default, this Agreement will terminate.
- d. Termination Without Cause. Either party may terminate this Agreement at any time without cause by providing the other party with sixty (60) days advance written notice of the same. This Agreement shall be deemed to terminate sixty

(60) days from the date that written notice is deemed received by the non-terminating party as determined by paragraph 12 of this Agreement.

- e. Compensation. If this Agreement is terminated by either party, CCTA shall have no obligation to pay the City for any work done by the City after the date the Agreement is deemed terminated.

21. Indemnification.

- a. City agrees to fully indemnify and hold harmless CCTA and its employees, officers, directors, and representatives from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, including reasonable attorney fees arising from or relating to any proceedings, actions, demands, causes of action, liability and suits of any kind and nature, made upon CCTA directly or indirectly in any way arising out of or resulting from the willful acts or negligence of City, its agents, employees or contractors.
- b. CCTA agrees to fully indemnify and hold harmless City and its employees, officers, directors, and representatives from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, including reasonable attorney fees arising from or relating to any proceedings, actions, demands, causes of action, liability and suits of any kind and nature, made upon City directly or indirectly in any way arising out of or resulting from the willful acts or negligence of CCTA, its agents, employees or contractors.

22. Severability.

- a. If any provision of this Agreement is determined to be invalid or unenforceable, the other provisions of the Agreement will remain valid and enforceable in accordance with their respective terms, and any such invalid or unenforceable provision will be deemed to be modified with retroactive effect to render such provision valid and enforceable.

23. CCTA Documents.

- a. During the course of this Agreement, the City will have access to information of CCTA. The City agrees that this information will not be used for any purpose other than to carry out the terms of this Agreement. In the event the City receives a Freedom of Information Act ("FOIA") request for any public record of CCTA in the City's possession, the City shall immediately advise CCTA of the FOIA request. The City agrees to work with CCTA in preparing a response to the FOIA request.

24. Notice.

- a. Any notice, consent or approval required or permitted to be given under this Agreement

shall be:

- i. in writing.
- ii. addressed to the recipient at the address of the recipient set forth on this Agreement's first page, or to such other address as that party may hereafter designate in writing to the other party; and
- iii. deemed to have been received upon (i) personal delivery, (ii) one business day after being deposited with Federal Express or another reliable, nationally- recognized overnight courier service for next day delivery or transmission, or (iii) two business days after being deposited in the United States mail, registered or certified mail, postage prepaid, return receipt required.

25. Miscellaneous

- a. This Agreement shall be governed by the laws of the State of Michigan. This Agreement shall be binding upon and inure to the benefit of the parties and their respective successors and assigns. This Agreement is personal to each of the parties and neither party may assign or delegate any of its rights or obligations under this Agreement without first obtaining the other party's written consent. This Agreement may not be amended, altered, or modified except by written agreement signed by both of the parties. The headings contained in this Agreement are for convenience only and shall not affect the interpretation or construction of this Agreement.
- b. IN WITNESS WHEREOF, this Agreement has been duly executed and delivered by the parties hereto as of the date first above written.

The City of Kalamazoo

Central County Transportation Authority

By _____
James K. Ritsema
City Manager

By _____
Sean P. McBride
Executive Director

Date: _____

Date: _____

June 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 June 2024 and 2025

	Fixed-Route	Metro Connect	Metro Share	Metro Link	System Totals
2025	115,899	11,138	2,712	6,818	136,567
2024	118,682	10,967	1,772	1,669	133,090
Difference	-2,783	171	940	5,149	3,477
%Change	-2.34%	1.56%	53.05%	309%	2.61%

System ridership typically fluctuates throughout the year. These fluctuations vary heavily on the weather and temperature outside. Ridership in June is typically lower than other months due to the warmer weather. More people ride their bikes WMU ridership is also lower during this time due to reduced summer service hours and the lower number of students on campus over the summer.

Fixed Route

Metro ridership in the month of June decreased in 2025 when compared to 2024. This decrease is due to a different level of service on the street and fluctuations in WMU's campus break. Some routes saw larger fluctuations in ridership like routes 7-Alamo, 19 Ring Road, and 12 Duke. These routes saw ridership fluctuations between 20 and 70% in the month of June.

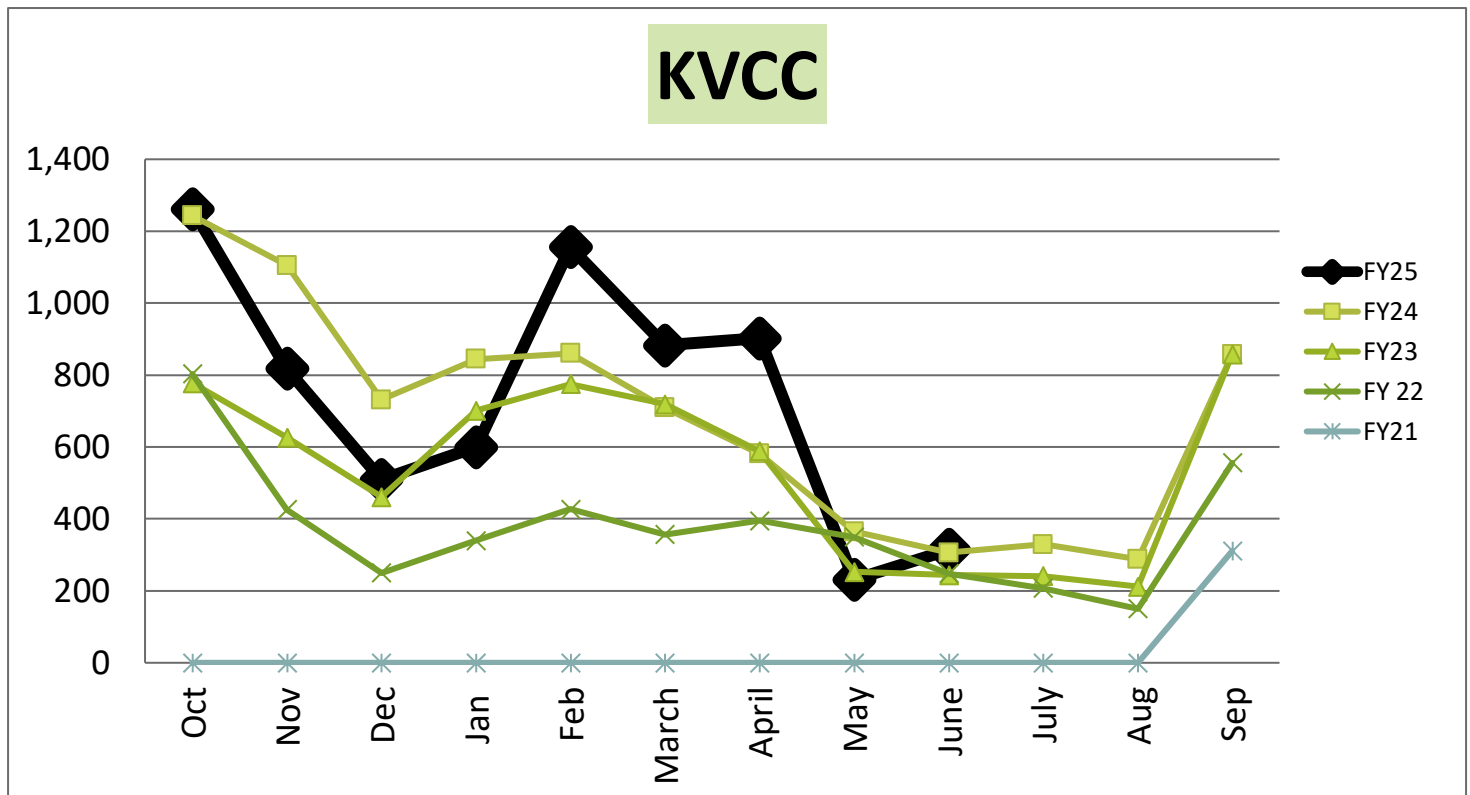
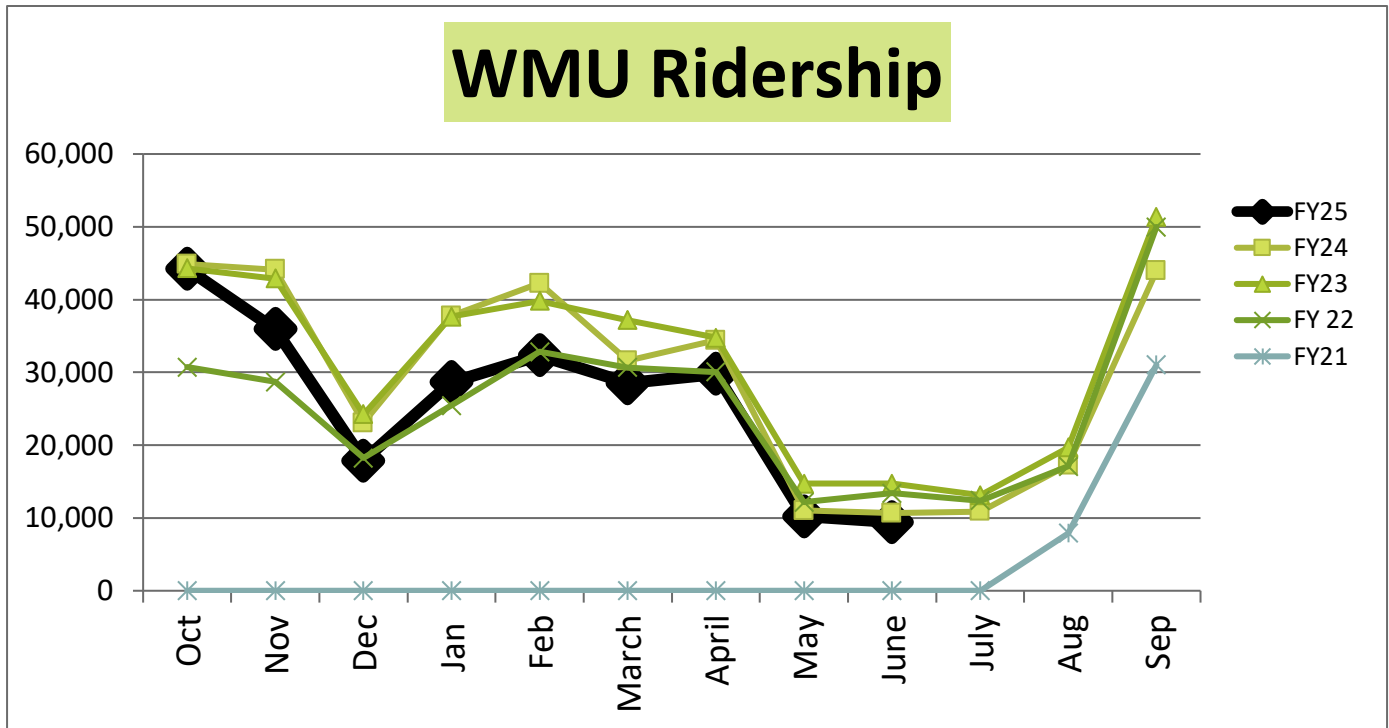
See the chart below for the year-to-date breakdown by route.

Route	Year to Date- Oct 1, 2024 to June 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Westnedge	175,086	169,823	3.10%	29.96	28.68	4.48%
Portage	79,380	79,009	0.47%	18.14	16.86	7.58%
West Michigan	43,735	47,873	-8.64%	11.39	11.99	-5.00%
Oakland	44,199	43,052	2.66%	11.52	10.78	6.78%
East Main	41,237	39,328	4.85%	19.71	19.57	0.72%
Parchment	57,649	48,609	18.60%	15.51	12.66	22.52%
Alamo	68,437	65,538	4.42%	18.24	17.09	6.71%
Milwood	54,870	55,809	-1.68%	14.36	14.04	2.28%
Gull Road	118,561	115,889	2.31%	21.48	20.93	2.65%
Comstock	38,693	38,449	0.63%	10.08	9.64	4.65%
Stadium Drive	80,093	82,981	-3.48%	14.17	14.82	-4.37%
Duke	7,754	9,228	-15.97%	7.33	7.97	-7.98%
South Burdick	72,298	66,448	8.80%	17.94	16.65	7.75%
West Main	105,913	106,427	-0.48%	23.56	22.47	4.84%
Paterson	27,041	29,035	-6.87%	12.08	13.88	-12.96%
Lovell	96,406	106,944	-9.85%	16.53	17.44	-5.25%
Ring	33,636	52,193	-35.55%	16.51	22.03	-25.07%
Solon/Kendall/Lafayette	43,340	42,606	1.72%	26.61	24.74	7.53%
Parkview	56,798	68,966	-17.64%	16.43	20.04	-17.99%
West Centre	18,911	19,798	-4.48%	6.10	5.19	17.51%
East Romence	17,761	19,884	-10.68%	5.67	5.16	9.89%
WMU Shuttle	1,088	1,850	-41.19%	6.00	0.00	0.00%
Total Fixed Route	1,282,886	1,309,739	-2.05%	16.56	16.23	2.01%

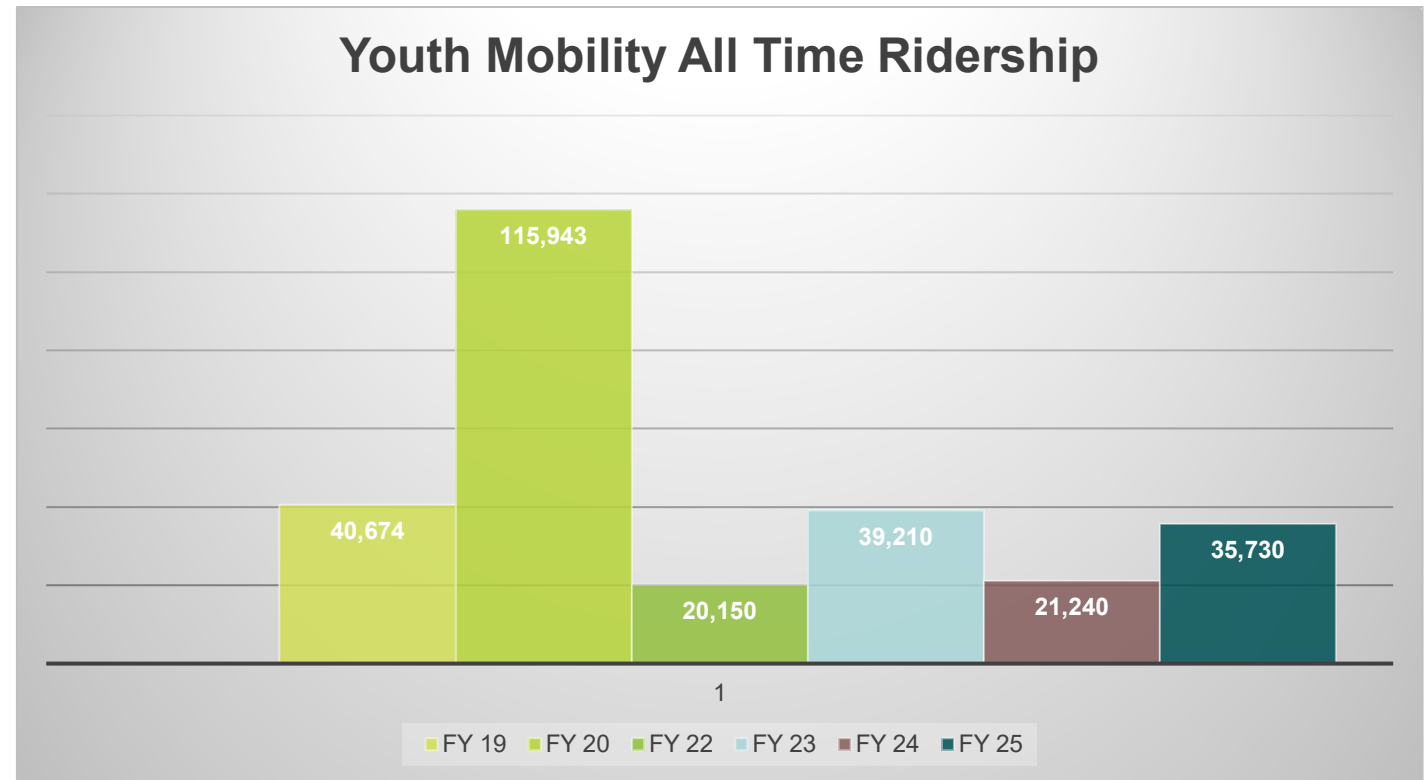
The fixed route provides service through a series of specialized pass programs. These programs include Western Michigan University (WMU), Kalamazoo Valley Community College (KVCC), and the Youth Mobility Program. The chart below provides a breakdown of the ridership from these specific programs.

Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY25	FY24		FY25	FY24	
WMU	9,441	10,674	-11.55%	236,904	284,279	-16.66%
KVCC	314	306	2.61%	6,675	6,760	-1.26%
Youth Mobility	2,472	1,571	57.35%	35,730	17,525	103.88%

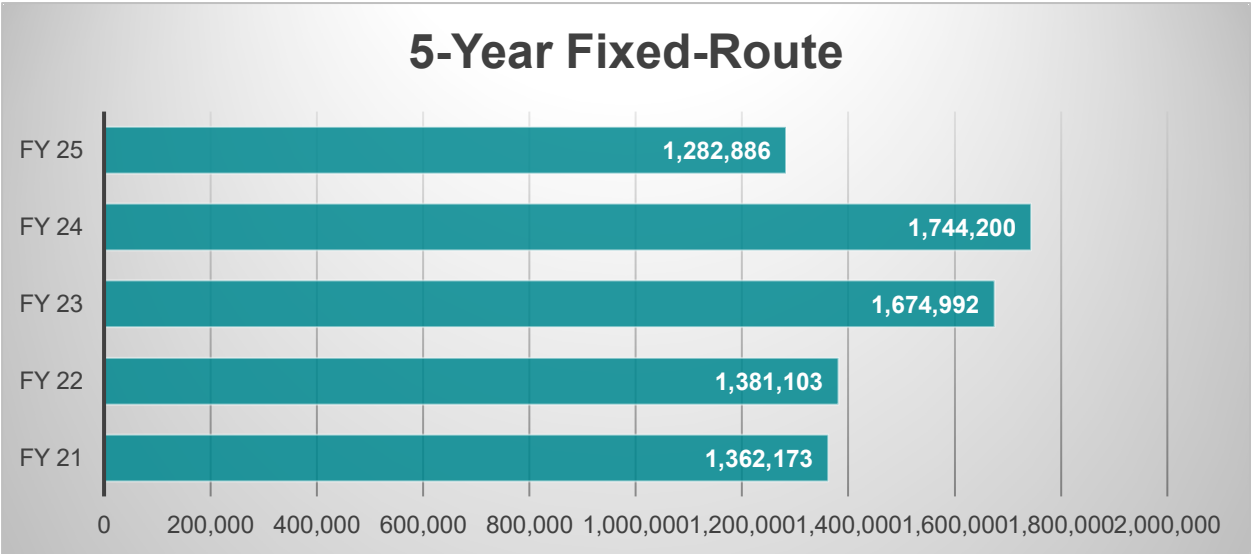
The chart below shows WMU and KVCC ridership over a five-year time frame.



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



Below is the five-year ridership data for the fixed route system. FY 25 is ridership to date.



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

Metro Connect

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

Metro Connect	Year to Date- Oct 1, 2024 to June 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Demand-Response	100,554	101,406	-0.84%	1.97	1.93	2.41%
ADA Trips	33,846	37,349	-9.38%	2.02	1.98	1.88%

In June 2025, Metro Connect service saw a decrease due to weather fluctuations in the area. Ridership data shows that although there were **3,079 cancellations**, **10,322 trips** were completed in June 2025.

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

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Township										
Alamo	92	71	68	72	56	61	90	68	59	637
Augusta	74	69	60	79	68	65	69	43	43	570
Brady	38	28	18	26	28	27	24	32	32	253
Charleston	28	24	13	18	19	24	26	27	31	210
Climax	84	66	52	64	66	77	71	73	62	615
Climax -Village	4	8	2	6	13	13	7	19	13	85
Comstock	536	495	444	459	511	567	553	479	489	4,533
Cooper	621	549	447	525	532	649	716	654	681	5,374
Galesburg	219	235	193	221	198	238	220	262	227	2,013
Kalamazoo Township	796	696	563	699	708	822	825	805	735	6,649
Kalamazoo City	4,107	3,573	3,083	3,490	3,502	3,957	4,049	3,699	3,612	33,072
Out Of County	81	77	45	49	50	46	72	48	45	513
Oshtemo	1,320	1,100	884	991	947	1,174	1,192	1,125	1,080	9,813
Parchment	405	315	276	317	367	420	410	395	408	3,313
Pavillion Township	79	80	75	104	70	61	52	47	42	610
Portage	2,383	2,114	1,732	2,115	2,066	2,231	2,310	2,078	2,132	19,161
Prairie Ronde	56	44	29	32	33	40	44	41	39	358
Richland	204	166	174	171	174	188	157	152	158	1,544
Richland- Village	2	0	0	0	0	0	1	2	1	6
Ross	54	35	25	28	40	39	56	39	37	353
Schoolcraft	373	290	217	285	309	367	429	441	365	3,076
School- Village	38	35	28	38	34	28	42	31	32	306
Texas	415	301	227	271	285	319	311	337	313	2,779
Vicksburg	301	278	229	213	242	271	275	232	251	2,292
Wakeshma	8	20	12	4	4	5	10	10	8	81
	12,318	10,669	8,896	10,277	10,322	11,689	12,011	11,139	10,895	98,216

Other data from Metro Connect shows that in June 2025, no passenger was denied a ride that was requested and passengers for demand response requests were given an

offer when they called. Telephone data shows that the average call back time was seven minutes.

New certifications for the month of June include five ADA Certifications, twenty-three Demand Response Certifications, sixteen Senior Certifications for a total of forty-four new Certifications for the Metro Connect service.

Metro Share

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

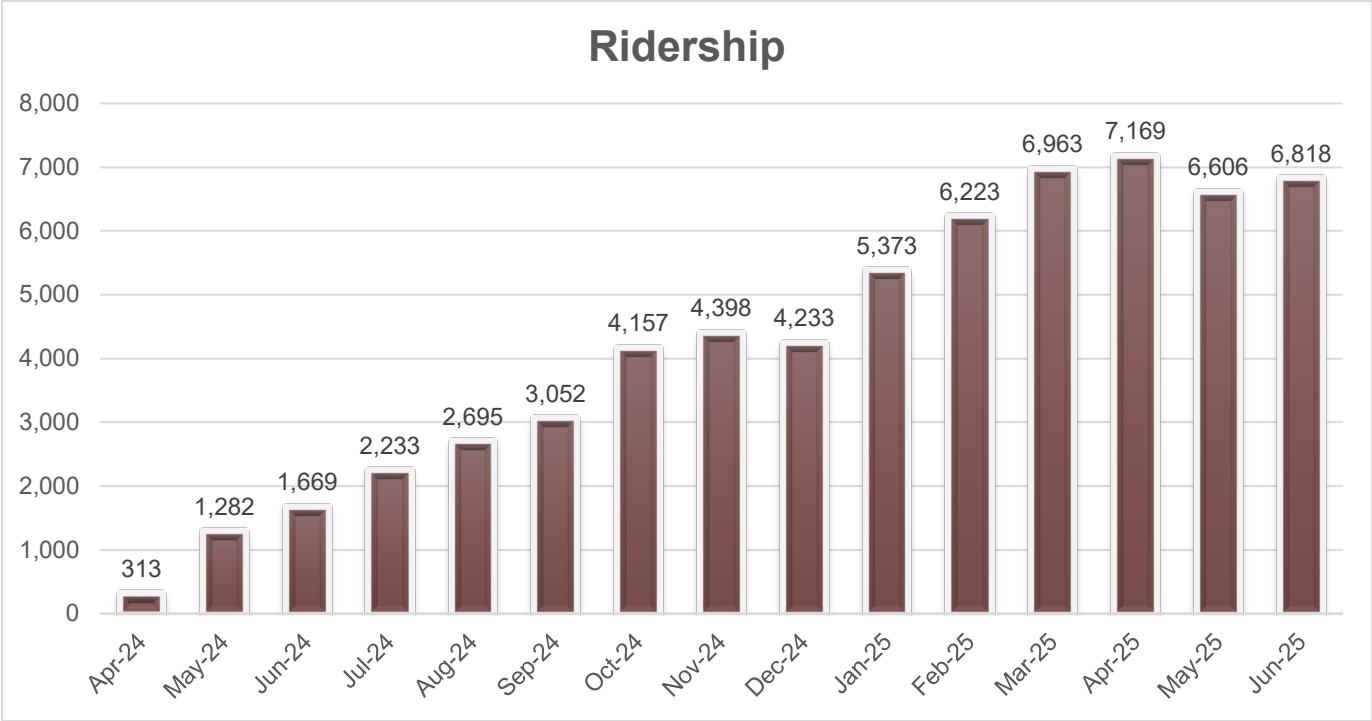
	Year to Date- Oct 1, 2024 to June 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Metro Share	21,322	17,350	22.89%	9.66	7.90	22.35%

Metro Link

Metro Link is a pilot program launched on April 15, 2024. Link is an alternative on-demand mobility solution to assist passengers with transportation needs including first mile last mile connections to the fixed-route system and point to point services within each of three zones. Since launch, the Link program has shown growth in multiple areas month to month, including the number of completed rides, rides per hour, proposals, and ridership growth. Ridership in June 2025 for Metro Link shows 6,818 rides.

	Year to Date- Oct 1, 2024 to June 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Metro Link	51,940	3,264	1491.30%	3.58	0.00	100.00%

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

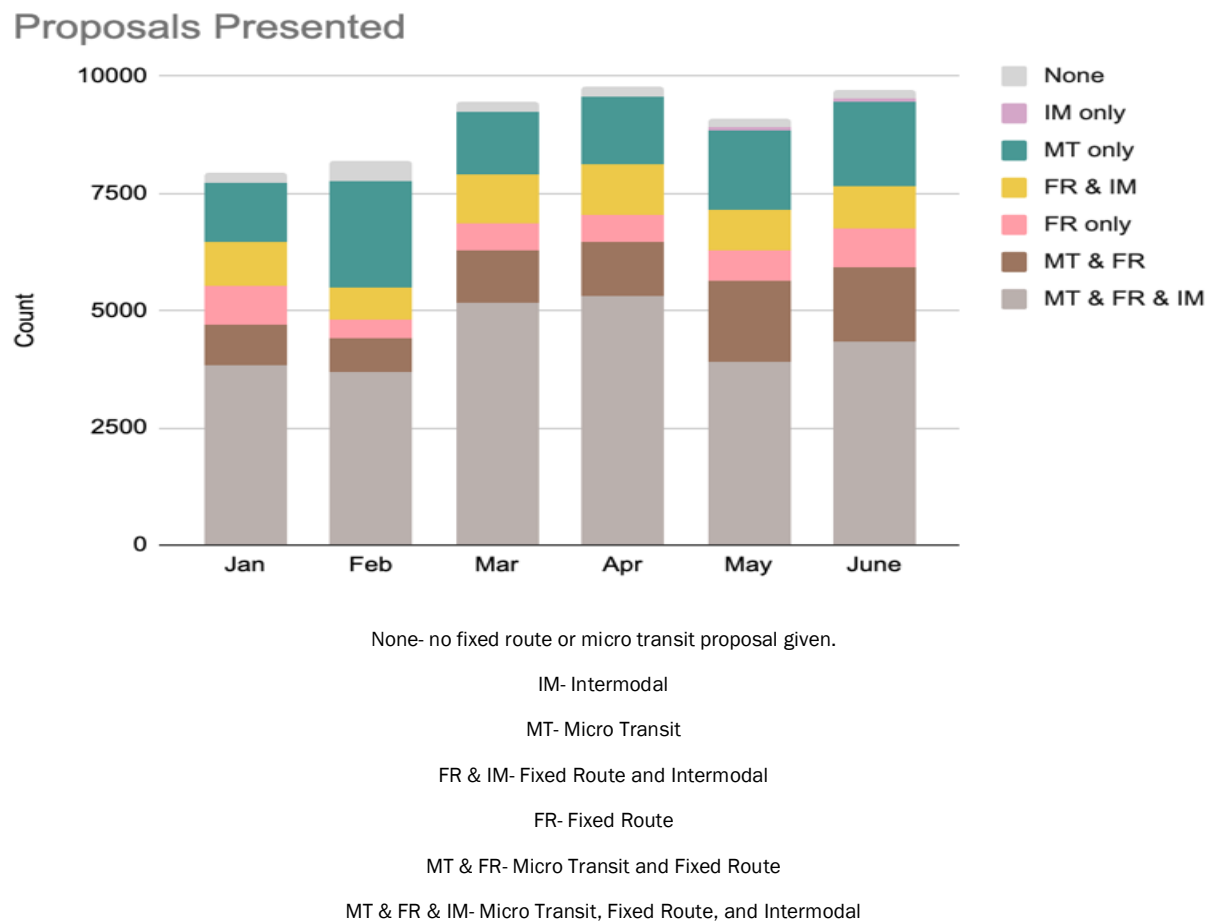


Metro Link operates within three zones: East, West, and South, while also allowing overlaps between the South and East and the South and West zones. The data below show ridership per zone.

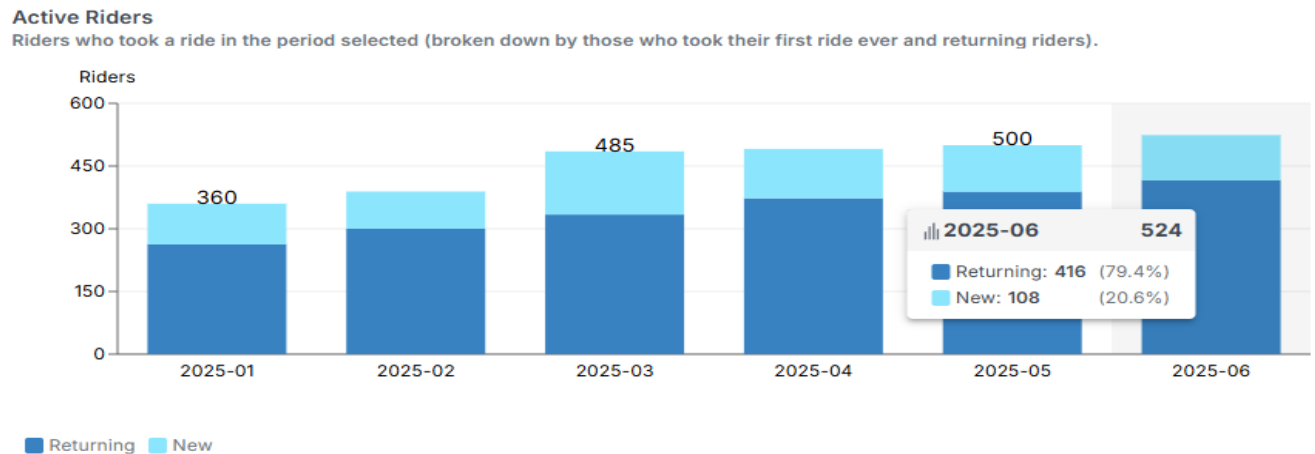
ZONE	12/1/2024	1/1/2025	2/1/2025	Date View 3/1/2025	4/1/2025	5/1/2025	6/1/2025
East_Zone	936	1,200	1,251	1,651	1,960	1,784	1,644
South_Zone	1,267	1,421	1,684	1,917	1,876	1,868	1,992
West_Zone	2,016	2,698	3,234	3,336	3,226	2,782	2,977

The average wait time is consistently around 14 minutes. The goal is to reach each rider within 20 minutes, although a wait time of 30 minutes is acceptable.

In June 2025, Metro Link riders received a total of 9,705 proposals. Of those 7,669 proposals contained a fixed route option. 1,708 proposals were Metro Link only and some proposals informed passengers that they could use fixed route, Link, and walk to get to their destination. In addition to the proposals listed, 163 riders did not receive a proposal.



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



Security

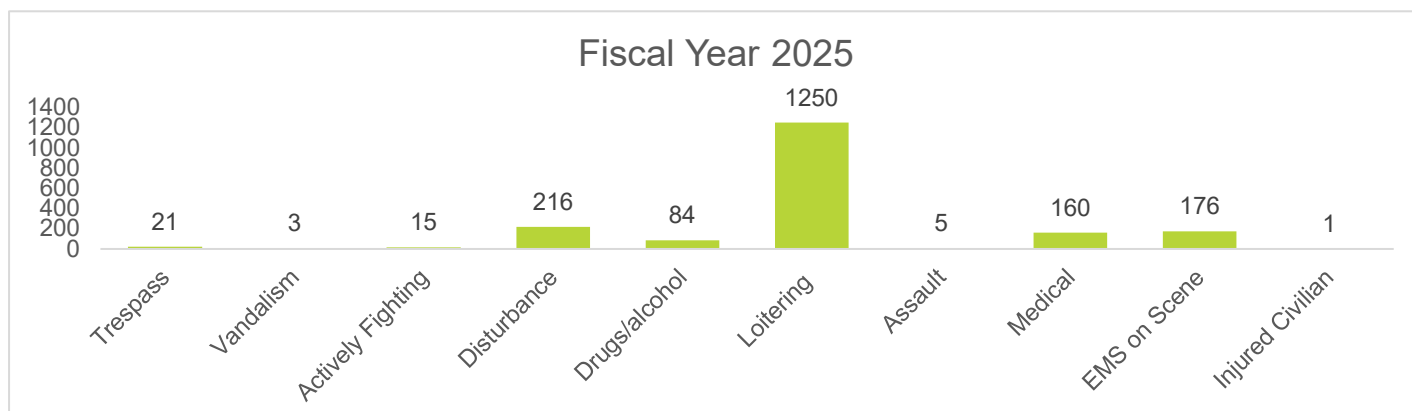
KDPS presence at the KTC was consistent through the month of May. Their presence typically lasts for a few minutes at a time.

184 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. Additionally, 47 people were asked to move along when found sleeping in the bus bays in the early morning.

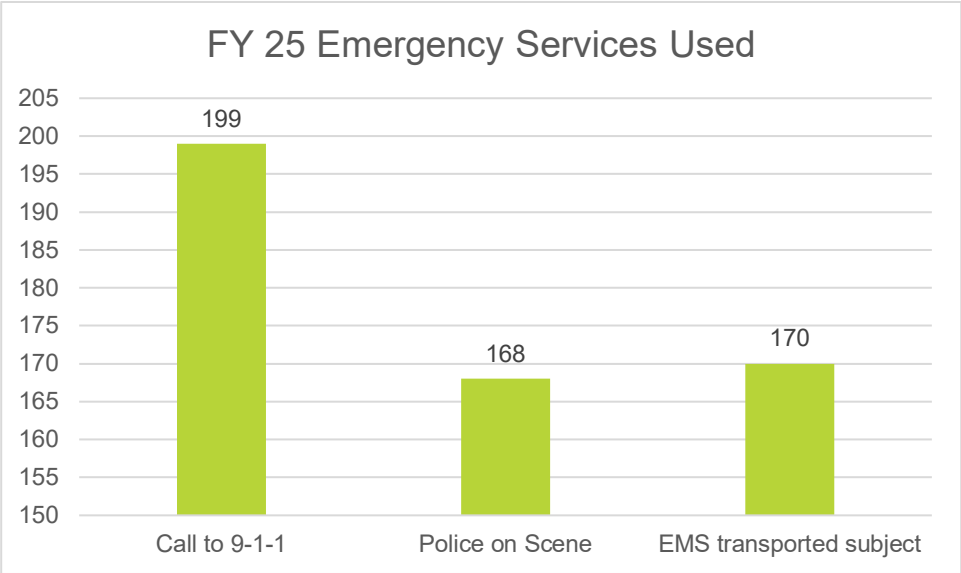
The activity summary for the month of June totals 238 security incidents. The incidents are listed below:

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

FY 2025 cumulative data show the totals listed below:



Emergency services used per month vary and the data is based on three categories: Calls to 9-1-1 made by security or KTC staff, Police on Scene, and People transported by EMS away from the KTC. The data below shows FY 2025 Emergency services used as provided by security data.



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



Connecting People Throughout
Kalamazoo County

MEETING NOTES

Performance Monitoring Committee

July 15, 2025 at 3 PM

Microsoft Teams Virtual Meeting

Members: Aditya Rama (Chair), Dusty Farmer, Jim Pearson, Tim Sloan
Absent: Dusty Farmer, Jim Pearson, Tim Sloan
Staff: Greg Vlietstra, Barbara Blissett

1. Committee Roles and Function

Notes:

- Chair Rama briefed the Committee members of the roles and responsibilities of the Committee and asked for input whether they continued to be in-line with the Governance process

2. Draft Committee Work Plan

Notes:

- Vlietstra provided the Committee with an updated Board Agenda Planning and Tracking Chart. The Committee reviewed items for placement on the Board's Agenda in the coming months

3. City of Kalamazoo Support Services Agreement

Notes:

- Vlietstra noted the since the CCTA had acquired Metro in 2016, there has been a Support Services Agreement with the City of Kalamazoo in place. He said this agreement has provided services for accounting and financial functions, benefits processing, treasury, information technology, human resources and purchasing/risk management for CCTA. Vlietstra stated the partnership with the City of Kalamazoo has remained very positive and steady for the past nine years
- Vlietstra displayed a PowerPoint presentation outlining the draft City of Kalamazoo Support Services Agreement for 2025-2028
- Pearson requested further information on cost.
- The agenda item will be recommended to the full Board on August 11

4. Performance Metrics

Notes:

- The Committee reviewed the Performance Metrics Report for May 2025
- Sloan commented that there had been complaints from Metro Link drivers concerning working conditions. He said that some drivers might attend a future Board meeting

The next meeting is Tuesday, August 19th at 3 pm.

The meeting adjourned at 3:40 pm.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 5b1 Meeting Date: 08/11/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: July 21, 2025
SUBJECT: June Income & Expense Statement

BACKGROUND

The Income and Expense Statement is an internal document which is used to measure the CCTA's financial performance. The budget is used as a comparison for perspective.

We are currently within budget.

Some areas to highlight:

- Both the urban millage (CCTA) and county-wide millage (KCTA) are due in February and September. At this point we have collected \$4,509,216 (46%) of the FY25 millages.
- We have collected \$2,108,334 (65% of the budgeted amount) in fares for this year.
- The FTA operating assistance revenue is accrued at the end of the year (September). To date, we have requested \$14,024,494 in COVID-19 relief funds (2020-\$1,500,000; 2021-\$4,500,000, 2022-\$2,000,000, 2023-\$2,524,494, 2024-\$3,500,000).
- The average price for a gallon of diesel fuel in June 2024 was \$2.31 and in June 2025, it was \$2.09. This is a 10% decrease.
- Total operating expenditures for Metro year-to-date are 66% of the total budgeted amount.

Attachment:

1. June 2025 Income & Expense Statement



STATEMENT OF INCOME AND EXPENSE

	FY2025 CCTA Board Recommended Budget	June 2025	Year to Date FY 2025	Year to Date % 75%	Monthly Funding %
Operating Revenue					
Fare Revenue					
Regular Route Cash	738,001	57,476	542,873	74%	6%
Metro County Connect Fares	505,595	21,685	377,347	75%	6%
Metro Link Fares	23,400	1,691	29,687	127%	
WMU Fares	1,196,850	0	598,975	50%	
Tokens	353,000	20,187	278,461	79%	4%
Pass Sales	322,317	25,287	230,737	72%	3%
Texas Twp/KVCC Prepaid Fares	100,413	0	50,254	50%	0%
	3,239,576	126,326	2,108,334	65%	19%
Other Revenue					
Advertising	75,000	0	56,416	75%	0%
Intermodal Operations	231,781	4,843	145,132	63%	1%
Miscellaneous Revenue	24,900	5,644	49,957	201%	0%
Commission Revenue - (GH, IT, FlixBus)	5,000	389	3,265	65%	0%
Interest Income	379,000	25,273	214,688	57%	3%
	715,681	36,149	469,458	66%	3%
Urban Millage (CCTA)	6,030,922	7,709	2,187,210	36%	4%
County-wide Millage (KCTA)	3,669,863	2,818	2,322,006	63%	2%
MDOT - Operating	7,685,054	617,336	5,529,785	72%	46%
FTA - Operating	5,888,302	35,683	100,524	2%	0%
Provision for Depreciation	3,255,200	241,861	2,293,792	70%	26%
TOTAL OPERATING REVENUE	30,484,598	1,067,883	15,011,110	49%	100%
Operating Expenses by Division					
Administration/Overhead	7,697,748	274,735	5,128,821	67%	
Kalamazoo Transportation Center Operations	1,064,487	108,234	740,257	70%	
Maintenance	3,593,062	275,602	2,468,477	69%	
Operations	8,429,221	534,566	5,273,841	63%	
Metro Connect	5,780,382	453,461	3,837,588	66%	
Metro Share	70,124	4,001	50,136	71%	
Metro Link	2,239,542	(13,129)	1,425,681	64%	
TOTAL OPERATING EXPENSE	28,874,566	1,637,469	18,924,801	66%	
NET (UNFUNDED) BALANCE for period	1,610,032	(569,586)	(3,913,691)		



Connecting People Throughout
Kalamazoo County

Agenda Item: 6b1 Meeting Date: 08/11/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: August 11, 2025
SUBJECT: 2025 Metro Legislative Breakfast

On **Friday, September 19, 2025**, Metro will be hosting a Legislative Breakfast to provide our community partners with an opportunity to be updated on Metro's continuing progress in providing public transportation in Kalamazoo County. The theme this year is "Mobility Solutions for All" focusing on Metro's commitment to providing flexible and affordable services to meet the diverse needs of our community. The agenda is as follows:

AGENDA

- 9 am – 9:30 am: Breakfast & Social
- 9:30 am: Introductions/Acknowledgements
Curt Aardema, Chair CCTA/KCTA Board
- 9:40 am: "Mobility Solutions for All"
Sean McBride, Metro Executive Director
- 10:05 am: Community Partner Presentations
Earl Cox, Metro Coach Operator & ATU President
Mary Gustas, Comstock Community Center Executive Director
Abra Smith, KYD NET Executive Director
- 10:15 am: Closing Remarks
Curt Aardema, Chair CCTA/KCTA Board
- 10:20 am: Campus Bus Tour

Save the date information has been sent out to guest list. Formal invites will go out electronically this week. Invitees include:

- U.S. Senators, Congressman and Designees
- Michigan State Senators, Representatives and Designees
- Kalamazoo County Commissioners & Executive Staff
- Cities of Portage, Parchment and Kalamazoo Elected and Executive Officials
- Townships of Comstock, Kalamazoo and Oshtemo Township Elected and Executive Officials
- Community Partners
- CCTA/KCTA Boardmembers
- Metro staff

Please take this opportunity to network, advocate and develop connections between Metro and our guests. We recommend board members/staff sit at different tables to give everyone a chance to engage with as many guests as possible.



Connecting People Throughout
Kalamazoo County

Agenda Item # 62b
Meeting Date 08/11/25

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
SUBJECT: Millage Education Update
DATE: August 7, 2025

The CCTA millage election is November 4. Absentee ballots will be available the last week of September.

The External Relations Committee and staff have been working on a variety of education efforts.

- **Fact Sheet.** A copy is attached. Copies will be printed and will also be available for distribution electronically.
- **Millage Website Landing Page.** A website page will be available by the end of August and the kmetro.com website. Other materials will have QR code to this page which will have more information and ability to send questions to staff.
- **Special Report.** An electronic report will be sent out approximately September 4. The report will also be printed and available as handout at presentations.
- **Special Report Videos.** The special report will have links four videos that include community partners, riders, Chair Aardema and Metro employees. The videos will also be available in Youtube channel and distributed as social media content.
- **Mailer.** A Just the Facts mailer will be mailed to households in the CCTA Boundary the last week of September. A draft copy is attached.
- **Social Media Postings.**
- **Metro Link Content.** Via is working on content to be shared on social media.
- **Outreach Presentations.** Will be occurring until election and include the following:

Date	Presentation	Presentors
8/20/25	Kalamazoo Democratic Party	Aardema/McBride/Sigman
8/21/25	Shepherd's Center Board of Directors	McBride/Dobbins
8/25/25 (Tentative)	Kalamazoo Township Board Meeting	Mackie/McBride
9/9/25	Oshtemo Township	Farmer/McBride
9/16/25	Kalamazoo County Board Meeting (4 pm)	Aardema/McBride
9/19/25	Legislative Breakfast	
9/25/25	Rider/Community Open House	
10/1/25	Public Transit Human Services	
	Kalamazoo Republican Party (October date pending)	Aardema/McBride/Vlietstra
	Comstock Township	
	City of Parchment	
	City of Kalamazoo	
	City of Portage	

Memo re: Millage Education Update

Date

Page 2

- **Special Events**

Date	Event	Representatives
8/2/25	Mothers of Hope	
8/6/25	Senior Services	
8/9/25	Bronson Community Open House	Lower
8/26/25	WMU Bronco Bash	
9/9/25	KVCC Vibe Fest	
	Veteran Stand Down	
10/7/25	Senior Expo	

Attachments

1. Fact Sheet
2. Know the Facts Mailer



2025 MILLAGE FACT SHEET

Voter approval is being sought November 4, 2025, for a millage to support public transportation in Kalamazoo County.

What Is the Millage Request?

Voters will be asked to approve a millage of up to 1.1 mills for five years beginning in 2026 to support the Metro public transportation system, specifically the Metro Bus system and Metro Link.

Strong communities have strong public transportation. Millage funds give Metro the ability to leverage greater funding from state and federal grants. This allows us to operate while keeping fares at an accessible rate for all.

How Does the Community Benefit From Public Transportation?

Reliable transportation is linked to economic stability and the quality of life in communities that have public systems. Metro operates 21 bus routes seven days a week, providing 1.75 million rides a year. The system serves everyone in Kalamazoo County with multiple mobility service options: the Metro Bus, Metro Link, Metro Connect and Metro Share.

What Has Changed Since I Voted In 2020?

Metro introduced a new service since the last millage request. Launched in April 2024, Metro Link is an on-demand, app-based ride-share service that provides flexibility to more riders. It extends the Metro Bus system further by allowing riders to travel within specific zones or connect to the traditional bus system.

Is This a New Millage?

This millage would replace the previous voter-approved .9 millage, which expires at the end of this year. The proposed 1.1 millage on this year's ballot would support the Metro Bus system and our recently introduced service Metro Link.



Who Can Vote?

Voters in the cities of Kalamazoo, Portage and Parchment; the Charter Townships of Kalamazoo and Comstock; and precincts 3 through 9 of the Charter Township of Oshtemo are eligible to vote on the Metro millage in the November 4 election.

How Is Public Transportation Funded?

Kalamazoo County's public transportation system – Metro – is funded with rider fares, along with local, state and federal money. Local millage funds support roughly 36 percent of a total budget of \$25.6 million. The millage leverages the flow of state and federal funds to Kalamazoo County.

How Much Will the Millage Cost a Homeowner?

The cost of 1.1 mills for a home with a market value of \$200,000 is \$110 a year. The millage is applied to the home's taxable value, which is 50 percent of the market value. A mill is a \$1 tax for every \$1,000 of taxable value.



Where Is More Information Available?

For more information, visit ride.kmetro.com/2025_special_report or call (269) 337-8087.

Know the Facts

Voter approval is being sought November 4, 2025, for a millage to support public transportation in Kalamazoo County.



Strong communities have strong public transportation. Millage funds give Metro the ability to leverage greater funding from state and federal grants. This allows us to operate while keeping fares at an accessible rate for all.

HOW DOES THE COMMUNITY BENEFIT FROM PUBLIC TRANSPORTATION?

Reliable transportation is linked to economic stability and the quality of life in communities that have public systems. Metro operates 21 bus routes seven days a week, providing 1.75 million rides a year. The system serves everyone in Kalamazoo County with multiple mobility service options: the Metro Bus, Metro Link, Metro Connect and Metro Share.

WHO CAN VOTE?

Voters in the cities of Kalamazoo, Portage and Parchment; the Charter Townships of Kalamazoo and Comstock; and precincts 3 through 9 of the Charter Township of Oshtemo are eligible to vote on the Metro millage in the November 4 election.



WHAT HAS CHANGED SINCE I VOTED IN 2020?

Metro introduced a new service since the last millage request. Launched in April 2024, Metro Link is an on-demand, app-based ride-share service that provides flexibility to more riders. It extends the Metro Bus system further by allowing riders to travel within specific zones or connect to the traditional bus system.

HOW IS PUBLIC TRANSPORTATION FUNDED?

Kalamazoo County's public transportation system – Metro -- is funded with rider fares, along with local, state and federal money. Local millage funds support roughly 36 percent of a total budget of \$25.6 million. The millage leverages the flow of state and federal funds to Kalamazoo County.

IS THIS A NEW MILLAGE?

This millage would replace the previous voter-approved .9 millage, which expires at the end of this year. The proposed 1.1 millage on this year's ballot would support the Metro Bus system and our recently introduced service Metro Link.

HOW MUCH WILL THE MILLAGE COST A HOMEOWNER?

The cost of 1.1 mills for a home with a market value of \$200,000 is \$110 a year.

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



WHERE IS MORE INFORMATION AVAILABLE?

For more information, visit ride.kmetro.com/2025_special_report or call (269) 337-8087.





External Relations Committee Notes

June 18, 2025

3:00 PM

Members: Lisa Mackie, Chair, Paul Ecklund, Christyn Johnson, Garrylee McCormick, Gary Sigman, Sean McBride, Emily Lower, Annette Arkush (Committee Support)

1. Review of Legislative Breakfast
 - a) Agenda – Reviewed. No issues. Topic is Mobility, three guest speakers will be secured. Earl Cox, ATU President and Coach Operator, Abra Smith, Exec. Director of KYD Net, and Mary Gustas, Exec. Director, Comstock Community Center.
 - b) Guest List – Currently at 98 – CCTA jurisdictions
 - c) Other Items – Save the date to be sent (email) by July 8; Invitation to be sent 8/8 with RSVP due by 9/12.
2. Millage Material Review
 - a. Fact Sheet: Packet contains a “draft” and a picture will be added.
 - b. Post Card: Will be mailed on the same day as absentee ballots are sent. Will be adding photo with people.
 - c. Special Community Report is being developed as an on-line format. Target date is September 8. Will include the following topics:
 1. Education
 2. Business
 3. Rider Story
 4. Employee Perspective
3. Rider Survey Overview – 747 viewed, with 233 responses. Exec. Dir. McBride is happy with the response. Chair Mackie asked if there were any surprises. Emily stated that they are still reviewing and will keep the committee posted if there is information to share.
4. Outreach and Social Media Metrics

Facebook posts are done several times per week. Chair Mackie asked if we could partner with other organizations to share our posts. There will be “media” posts several times per week. Gary Sigman added that we should follow politicians in order to spread our posts. Exec. Dir.



Connecting People Throughout
Kalamazoo County

McBride suggested Mr. Sigman could produce a “how to use social media” session for board members and staff.

Jurisdiction presentations: Chair Mackie will be presenting on July 7th at Wakeshma Township. Gary Sigman will be presenting at Galesburg. Mr. McBride is working on scheduling a visit to Kalamazoo Township.

Next Meeting: August 16, 2025
3:00 PM



Connecting People Throughout
Kalamazoo County

Agenda Item: # 7b1 Meeting Date: 08/11/25

TO: CCTA and KCTA Committees
FROM: Sean McBride, Executive Director
DATE: July 23, 2025
SUBJECT: Executive Director Evaluation

Background

The timeline and steps for evaluating the Executive Director (ED) includes the following:

1. 6/26/25 and 7/31/25 - Board Operations Committee reviewed and discussed ED evaluation process.
2. **At August Committee meetings**, the Committee Chair will lead discussion reviewing Executive Directors progress and effectiveness of achieving goals from October 2024 through now. The committee can also provide any feedback on the upcoming year's goals. The committee chair will take notes (without other Metro staff present) and share information at BOC meetings.
3. At September and October BOC meetings, the BOC will:
 - a. Review Executive Director's past year performance, which will include the input of the Committees.
 - b. Establish, in coordination with Executive Director, October 2025 through September 2026 goals.
 - c. Determine process for extension of Executive Director contract and current wage adjustment.
4. At the KCTA/CCTA Board meeting on October 13th the BOC will provide details on performance goals, status of past goals and future goals.
5. Timeline for contract and extension and wage adjustment will be determined.

Executive Director Goals for Period Beginning October 2024 - Now

The following are the goals identified by the Board Operations Committee and the Executive Director for the period of October 2023 through now. The current status of goals will be provided to each community for their next meeting.

1. CCTA Millage Election

- a. Finalize CCTA boundaries as identified in the CCTA Articles of Incorporation
- b. Work with appropriate Committee(s) on the ballot question that will be presented to the voters. The main item will be to identify the new millage rate.
- c. Develop voter education program

2. Board Development and Support

- a. In March 2025, two-year rotation of Board leadership, committee leadership and committee membership.

3. Strategically Build Metro Connect and Metro Link Services

- a. Develop plan for future service for Metro Connect and Metro Link.
- b. Begin plan execution as Metro Link and Connect contracts that expire December 31, 2025.

4. External Communication Enhancements

- a. Develop marketing and communication systems to:
 - i. educate riders/potential riders about service.
 - ii. provide timely notifications about service adjustments due to construction
 - iii. educate the public about the good things Metro is doing

5. Regional Planning

- a. Represent Metro's current and future strategic needs in a number of regional efforts:
 1. Downtown Events Center
 2. Kalamazoo Conversion to One-Way Streets
 3. New Downtown Parking Garage
 4. Others that could include:
 - N Avenue (Pavilion/Comstock Townships) development and service
 - Portage Road – South of Centre Avenue
 - South Westnedge Retail Corridor

6. Future Service Planning

- a. Apply for competitive funding to support services
 1. New buses
 2. Mobility hub(s)
 3. Others
- b. Conduct Fare Study
 1. Conduct study to provide guidance on:
 - a. Future fares for services
 - b. Technology and hardware to support future fare collection goals

Preliminary Draft - Goals for Period Beginning October 2025

1. Millage Elections

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

2. Grow the Impact and Ridership on Metro Services

- a. Metro Connect
- b. Metro Link
- c. Fixed-Route Bus
- d. Partnerships

3. Service Planning and Major Project Coordination

- a. Represent Metro's current and future strategic needs in a number of regional efforts:
 - i. Downtown Events Center
 - ii. Portage Road – South of Centre Avenue
 - iii. Kalamazoo Conversion to One-Way Streets
 - iv. Downtown Parking Garage – adjacent to Kalamazoo Transportation Center
 - v. Other

1. N Avenue – East of Sprinkle Road
2. Sprinkle Road
3. KL Avenue

- b. Apply for Competitive Grants to support service innovation
- c. Develop path for Fare Structure and future Fare Technology investment

4. Board Development and Support

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

5. Other Items

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



Connecting People Throughout
Kalamazoo County

AGENDA and MEETING NOTES

Board Operations Committee

June 26, 2025 at 2 PM

Microsoft Teams Virtual Meeting

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

Absent: Lisa Mackie

Staff: Sean McBride, Barbara Blissett

1. Review CCTA/KCTA June 9th Meeting Agenda

Notes:

- The Committee reviewed the August 11th meeting agenda

2. Review Committee Activities

Notes:

- Chair Ayers stated the Planning and Development Committee met and had good discussions with the future focus being on the upcoming CCTA Budget and fare study
- Chair Rama shared the Performance Monitoring Committee would be reviewing the Support Services Agreement, insurance contracts and contract extensions with Via and 1st Student
- Exec. Dir. McBride, with the absence of Chair Mackie, reported the External Relations Committee would be focusing on the outreach for the upcoming millage, jurisdictional outreach goals, and how to attract rural CCTA Boardmembers. A suggestion was made to seek rural Boardmembers at a KATS meeting. He said the invitations for the September 9th Legislative Breakfast would be going out soon

3. Executive Director Evaluation Process and Employment Agreement

- Chair Aardema briefed the Committee on the previous Executive Director Evaluation Process and recommending to conduct a similar process this year
- The Committee discussed the evaluation and compensation process

4. Other Items

Notes:

- Exec. Dir. McBride shared Metro had a successful driver recruitment
- Exec. Dir. McBride updated the Committee on the Crossroads lawsuit
- The next meeting dates Thursdays, July 31st, August 28th and October 2nd

The meeting adjourned at 2:50 pm



Connecting People Throughout
Kalamazoo County

AGENDA and MEETING NOTES

Board Operations Committee

July 31 2025 at 2:30 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 August 11th Meeting Agenda

Notes:

- The Committee reviewed the August 11th meeting agenda

2. Review Committee Activities

Notes:

- Chair Ayers stated the Planning and Development Committee met and had good discussion
- Exec. Dir. McBride briefed the Committee on the presentations to be given at the August 11th Board meeting regarding Pension and OPEB.
- Exec. Dir McBride stated the 2026-2027 Budget is projected at approximately \$27 million with salary growth and investment in Metro Link
- Chair Rama shared the Performance Monitoring Committee met with discussion of the Metrics Report and some changes to be made
- Chair Rama said the Committee discussed the Support Services Agreement with the City of Kalamazoo for 2025-2027 would be on the August 11th agenda. Included in the agreement the Committee inquired about reviewing IT services being brought in house but commented that it would have to be specific to meet the high standards currently provided by the City of Kalamazoo
- Chair Mackie stated the External Relations Committee met with the focus on the upcoming Legislative Breakfast and Jurisdictional Outreach for the November election for the CCTA millage
- Exec Dir. McBride shared that Tim Sloan will be providing a report at the August Board meeting as the Ambassador for On-Demand Services

3. Executive Director Evaluation

Notes:

- Chair Aardema briefed the Committee on the previous Executive Director Evaluation process and recommending to conduct a similar process this year
- Chair Aardema directed each Committee Chair to discuss the Executive Director's past year's performance with suggestions for future goals in the next year. He said then at the November Board Operations Committee meeting these items would be discussed along with extending the Executive Director's contract with wage adjustments



Connecting People Throughout
Kalamazoo County

4. Other Items

Notes:

- Exec. Dir. McBride updated the Committee on the Crossroads lawsuit
- The next meeting dates are Thursdays, August 28th and October 2nd

The meeting adjourned at 3:30 pm



Agenda Item: # 7
Meeting Date: 08/11/25

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: August 4, 2025
SUBJECT: Executive Director Update

Human Resources

- David Rogers returned to Metro July 7 as an Operations Supervisor after pursuing other opportunities for the past couple of years.
- Destiny Brown started as a Coach Operator on July 7.
- Terri Stewart started as a Coach Operator on July 7.
- Raymone Moore started as Service Lane Attendant on July 21.

Outreach

Upcoming Events include:

- ADA Celebration 2025 - Friday, July 25
- Mothers' of Hope Walk – Saturday, Aug 2
- Senior Services Event – Wednesday, Aug 6
- Family/Children Services Agency Picnic – Wednesday, Aug 6
- Bronson 1st Annual Community Open House – Saturday, Aug 9
- Milestone Staff Presentation – Tuesday, Aug 19
- Shepherd's Center Presentation -Thursday, August 21
- WMU/City of Kalamazoo Scavenger Hunt – Saturday, Aug 23
- Bronco Bash – Tuesday, Aug 26 (this would be a good event for Boardmembers to participate)
- KVCC Vibe Fest – Tuesday, Sept 9 & Wednesday, Sept 10
- Metro Rider Open House – Thursday, Sept 25

Federal Transportation Administration – Drug and Alcohol Audit

In June and July Metro staff focused heavily on the Drug and Alcohol audit. Metro's last audit was in 2007, just over 18 years ago. The recent audit focused heavily on Metro and First Student. Metro staff gathered hundreds of documents to be reviewed over a five-year time frame. Metro staff also coordinated visits to other service agents that Metro and First Student use. During the audit Metro staff were interviewed and presented with resources and training options for future use. Upon completion of the audit, Metro was presented with a draft audit report. The final audit report is expected in the upcoming weeks. Once received, Metro staff will work to correct findings. The CCTA and KCTA boards can expect to see the Drug and Alcohol Policy come to the board within the next few months for updates and revisions as recommended through this process.

Training

Avail, who is Metro's provider for Computer-Aided Dispatch/Automated Vehicle Location (CAD/AVL) software and hardware, hosts a specialized conference. The conference, known as Engage, provides transit agencies with dedicated space to discuss what is happening as the software expands, troubleshooting agency problems amongst each other, networking among agencies of similar sizes, and a dedicated space for communications with Avail staff.

The 2025 conference was held in Salt Lake City, Utah, July 15 through 18. Metro had three employees who attended the conference representing Operations, IT, and Maintenance. Metro's Director of Operations attended the conference as a speaker to discuss how the software enhancements have helped staff move to

paperless operations. Staff attended sessions focused on the future of Avail Technologies, training on current software options, and firsthand demos of software options that are available. Metro staff showed agency support throughout the conference and collaborated with the team at Avail to bring home the Engage MVP award.



Several Metro Mechanics attended the MPTA Transit Vehicle Maintenance seminar that was held June 24 through June 26 at the Ralph A McMullen Conference Center at Higgins Lake. It was very successful with technician participation higher than pre-covid years. Rob Branch has been Chair of the MPTA Maintenance Committee since 2018. This Committee plans and hosts this event and other MPTA sponsored training activities for technicians.

Sprinkle Road Corridor

Metro Staff have participated in two meeting this year regarding the future of the Sprinkle Road corridor. The meetings focused mostly on long-range transportation planning and included some discussions on future land use. KATS, the City of Portage, Road Commission of Kalamazoo County and Southwest Michigan First have been the other organizations participating in these discussions.

Partnerships

Metro is working with Shepherd's Center of Greater Kalamazoo and the Veterans Affairs Committee of Kalamazoo County to help address transportation needs of their clients.

Kalamazoo Transportation Center - Construction

The ADA upgrades to the Kalamazoo Transportation Center are significantly complete and fully complete the week of August 11th. Components of the project included:

- Repairing bricks which obstructed pathways around the facility;
- Improving/updating/locating wayfinding signage that aids visually impaired individuals;
- Remodeling the visitor bathrooms. The remodel meets/exceeds ADA standards and utilizes fixtures and finishings that can stand up over time to the high wear and tear. Lighting was significantly intensified.

Miller Davis Builders were the contractor and commenced construction on June 25th.

Attachments

1. Metro Link Update



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

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard G Congdon, On-Demand Services Manager
DATE: July 31, 2025
SUBJECT: June 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 the fixed-route 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

The summer months always bring a decrease in ridership for Metro services due to schools being dismissed for the summer, colleges offering less classes, agencies closing or decreasing programs and individuals taking vacations. Metro Link is no exception. While ridership was down from a record number of rides in April, Metro Link still provided 6,818 trips in June, a decrease of 5%.

Riders requested 10,747 trips and completed 63% of those requests. There were 310 new passenger registrations. Most users booked their trip on the Metro Link app with 10,547 or 98% of all requests with 200 requests made by telephone.

The average wait time once a ride had been scheduled was 13 minutes in June. There were 251 wheelchair trips taken. The average distance for a trip was 3.2 miles that lasted an average of nine minutes.

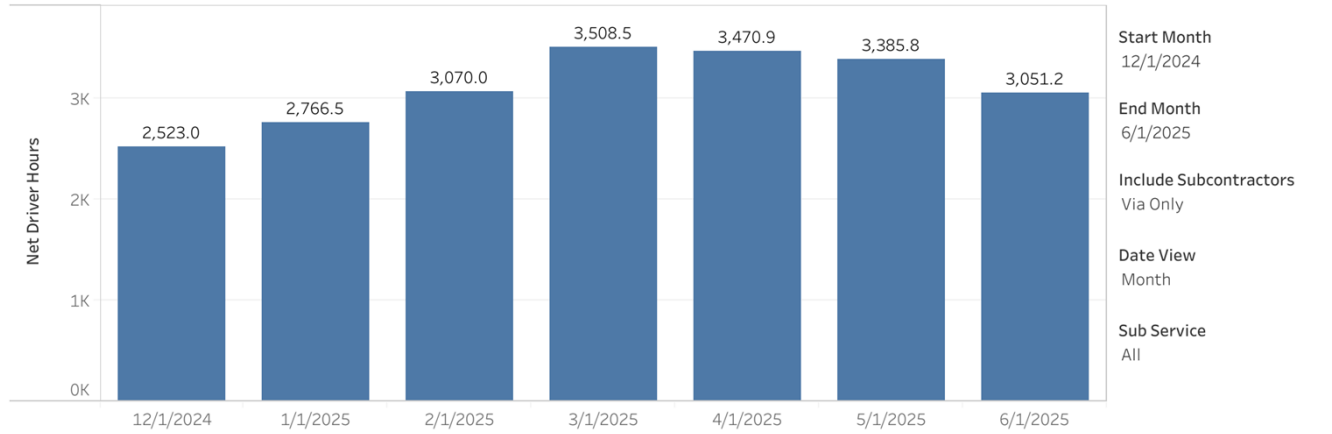
The West Zone continues to have the most rides with 2,977 rides taken in June. Western Michigan University students use the service extensively and drive those trip numbers, which accounts for the decreased ridership in June and the summer. Pavilion was included in the East Zone as part of the mobility grant that Metro received. There were 164 trips to the expansion and those numbers will grow as residents become aware of the service and it is promoted by Metro.

Utilization

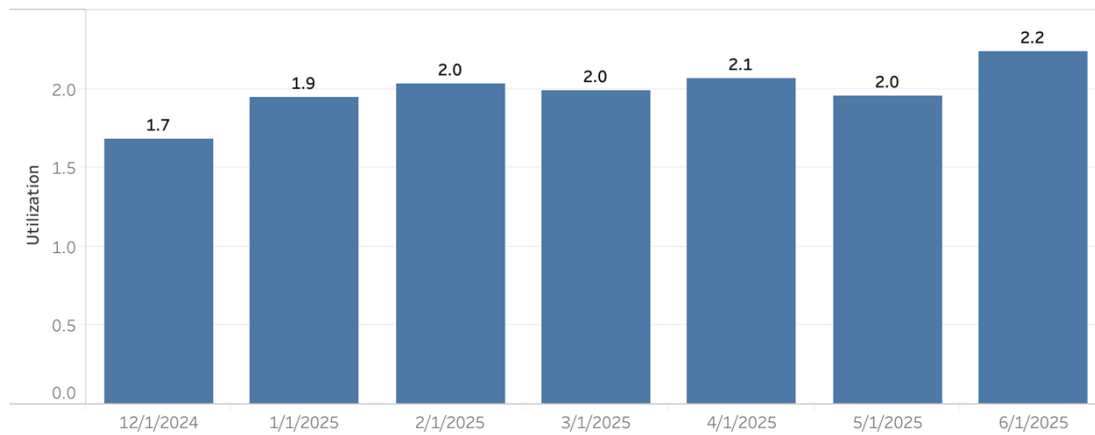
VIA has decreased driver hours over the summer months because of the decrease in ridership so that utilization remained steady with a 2.3 utilization for the last half of June and an overall 2.2 for the entire month. Utilization is determined by dividing the number of completed trips by the number of net driver hours. VIA has set a utilization goal of 3.0 for Metro Link. Utilization has steadily grown since the service began in April 2024. The first full month of service in May of 2024 had a utilization of .5 and June of 2025 had a utilization of 2.2, an increase of 340%. VIA continues to analyze the service through trip numbers, driver schedules and stop locations to bring the utilization number up to its goal of 3.0.

Comingled shifts are counted as paratransit hours

Net Driver Hours



Utilization



RECOMMENDATION

This item is for informational purposes only.



Agenda Item # 9d Meeting Date 08/11/25

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: KCTA Boardmember Tim Sloan
SUBJECT: On-Demand Services Report
DATE: August 4, 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 take away from drivers and or passengers from either Metro Connect or Metro Link. These are my personal observations or highlights from my conversations as a passenger.

Metro Connect

I usually ride 4 to 6 times per week. On one ride, Doug has been a long-time driver for Metro Connect. The first thing you notice is his warm greeting and a smile which no matter how his day is going, every rider receives the same welcome. Doug always has a clock and calendar available to the rider to help them keep days and time current. The ride with Doug always is a pleasant experience and is seldom rushed. Then when leaving the bus, Doug always tells you to have a nice day.

Metro Link

I usually take about 4 rides per week. I find Metro Link is convenient for regular appointments that I have about 5 blocks from my home that is not safe for me to walk.

James who drives for Metro Link always starts every trip with a pleasant greeting. He always double checks to make sure your destination is correct. James always makes sure that my walker is secure before beginning the trip. James is a foodie and we always have a pleasant food-based conversation during the trip. If there is ever a minor complaint it is turned into a pleasantry. Riding with James is always a good experience.

One issue that is persistent is that the location the vehicle picks me up is not always accurate, especially at high-density apartment complexes and some strip mall locations.