



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
JANUARY 8, 2024
Regular Meeting**

*Note: The next joint CCTA/KCTA regular meeting will be held on
Monday, February 12, 2024 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, January 8, 2024 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 January 8, 2024*		
	b. Minutes for December 11, 2023*		
3.	Public Comment		
4.	Board Operations Committee		
	a. Action Items		
5.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
6.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Approve Microtransit Services Purchase*	Roll Call	Roll Call
	b. Informational Items		
	1. Ridership Reports for October and November 2023		
	2. Security Report for November 2023		
	3. Performance Monitoring Committee Meeting Notes of January 3, 2024*		
7.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1 External Relations Committee Meeting Notes of December 19, 2023*		
	Report from Executive Director*		
	a. Monthly Ridership Reports*		
	b. Monthly Financial Report		
	c. Monthly Metro Connect Report*		
8.	Other Reports		
	a. Pension Board		



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	b. KATS		
	c. Local Advisory Committee (LAC)		
9.	Chairperson's Report		
10.	Public Comment		
11.	Members' Time		
12.	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

Aardema said the first item was the purchase of four (4) low-floor clean-diesel buses from Gillig Corporation to replace older vehicles past their useful life. He said the buses would provide cleaner emissions and are scheduled to be delivered in March of 2025.

Aardema indicated these buses would be purchased with federal/state grants in a total amount of \$2,762,664.

Board discussion centered around life expectancy of the new buses, phasing out hybrid buses due to cost of battery replacements and possibilities of battery-operated buses.

A motion was made by KCTA and CCTA to approve the purchase of four 40' buses from Gillig Corporation in the total amount of \$2,762,664 and authorize the Executive Director to sign all related documents.

*Motion: Pearson/Aardema Second: McCormick/Sloan
Motion carried by a roll call vote.*

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

*Ayes: Aardema, Britigan, Burns, Farmer, Mackie, McCormick, Pearson,
 Thompson, Rosine
Nays: None
Absent: Halcomb*

Aardema presented to the Boards a request to purchase three (3) Hybrid Bus Battery Refresh Kits with installation. He said the buses have exceeded the hybrid batteries' six-year life cycle and were in need of replacement. He indicated these would be the last of the hybrid batteries to require a refresh kit.

A motion was made by KCTA and CCTA to approve the purchase of three hybrid bus battery refresh kits with installation in an amount not to exceed \$209,647.38 and authorize the Executive Director to sign all related documents.

*Motion: Mackie/Farmer Second: Sigman/Aardema
Motion carried by a roll call vote.*

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

*Ayes: Aardema, Britigan, Burns, Farmer, Mackie, McCormick, Pearson,
 Thompson, Rosine
Nays: None
Absent: Halcomb*

Operations Dir. Keisha Woodson-Sow presented the Public Transportation Agency Safety Plan (PTASP) – Annual Targets. She provided background on how this is a requirement from the Federal Transit Administration (FTA) for public transportation that receives federal funds. She said the PTASP targets include: Safety Management Policy, Safety Risk Management, Safety Assurance and Safety Promotion,

Woodson-Sow shared that the PTASP has been reviewed by Metro's Safety and Security Manager and the Safety Committee which then approved the 2024 PTSAP Target Goal.

A motion was made by KCTA and CCTA to approve the 2024 Public Transportation Agency Safety Plan Annual Safety Target Goals and authorize the Executive Director to sign all related documents.

Motion: Farmer/Britigan Second: Sloan/Mackie
Motion carried by a roll call vote.

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

Ayes: Aardema, Britigan, Burns, Farmer, Mackie, McCormick, Pearson,
 Thompson, Rosine
Nays: None
Absent: Halcomb

6.) EXTERNAL RELATIONS COMMITTEE

Farmer reported the External Relations Committee met and finalized the Board Jurisdictional Outreach Plan to present to the Boards including having the CCTA/KCTA hold monthly meetings at several regional city or township halls.

Dep. Dir. of On-Demand Services and Planning Sarah Joshi shared a PowerPoint of jurisdictional assignments and outline for presentations and available handout documents that are available. She said it is suggested for Boardmembers to attend at least two of its jurisdictional board meetings.

The Boardmembers discussed jurisdictional locations and the information included in the outlines.

A motion was made by KCTA and CCTA to accept the outreach presentation outline, Boardmember jurisdictional assignments and to hold CCTA/KCTA Board meetings twice pe year at a regional city or township hall.

Motion: Britigan/Sloan Second: Sigman/Aardema
Motion carried by a voice vote.

7.) BOARD OPERATIONS COMMITTEE

Chair Rosine reported the Board Operations Committee had reviewed the December 11th CCTA/KCTA meeting agenda.

Rosine shared that there is a subscription available to all Boardmembers to a magazine called *Metro*. He said for those who were interested it could be a valuable informational tool about public transportation.

8.) EXECUTIVE DIRECTORS REPORT

Exec. Dir. McBride provided additional information on the following topics:

- Human Resources
- Service Increases
- Outreach Activities
- Microtransit

- Snow
- Collaborative Planning and Discussions with Other Organizations
- Deer Accidents

Included with the minutes is the summary memo and updates provided to the Boards.

Exec. Dir. McBride thanked staff involved with the bus decorations for the annual Holiday Parade.

9.) SUBCOMMITTEE REPORTS

Pension Board – Meets Thursday, December 21st.

KATS Policy Committee – Aardema shared that US 131 reconstructions projects were wrapping up and local streets to highway construction would begin in 2025.

Rama discussed if there was any possibility to increase partnerships with Battle Creek transit , as they become an independent transit authority, to provide better service between the two counties.

Local Advisory Committee (LAC) – Did not meet.

10.) CHAIRPERSON REPORT – Chair Rosine welcomed James Ayers to the Kalamazoo County Transportation Authority Board.

11.) PUBLIC COMMENT – None

12.) MEMBERS TIME –

Boardmembers welcomed James Ayers to the KCTA.

13.) ADJOURNMENT

*A motion was made by KCTA and CCTA to adjourn the KCTA/CCTA meeting.
Motion: Aardema Support: Farmer
Motion carried by voice vote.*

The meeting adjourned at 12:45 PM.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk



Agenda Item #6a1
Meeting Date 01/08/24

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Sarah Joshi, Deputy Director of Demand Services and Planning
SUBJECT: Microtransit Recommendation
DATE: January 2, 2024

BACKGROUND

The 2023 Comprehensive Operational Analysis recommended the addition of a microtransit service in order to help residents in lower-density, suburban areas reach key activity centers and connect with the Metro fixed-route network. According to Foursquare ITP, the consultant conducting the COA, microtransit provides an affordable local mobility option that incentivizes short trips and connections to fixed-route service for longer trips. As a result of the study's recommendation, the Board of Directors charged Metro staff with creating a microtransit pilot program.

A team consisting of Metro senior management and on-demand services staff worked with the City of Kalamazoo Purchasing Department to create a request for proposals which was distributed October 20, 2023 to approximately 50 vendors of such services and made available through various government and transportation industry publications and websites.

Metro's microtransit evaluation team hosted a virtual pre-proposal meeting on October 31, 2023. Fourteen individuals representing 11 companies participated. Following the pre-proposal meeting, an addendum was issued. Five proposals were received by the November 28 deadline.

DISCUSSION

The evaluation team scored proposals on their technical merits in categories including project approach and schedule, team composition and qualifications, data collection and reporting, agility and quality of service, customer service, project completeness, and overall proposal quality. See scoring criteria, attached.

The team checked references for and conducted virtual interviews with the top three candidates: River North, First Student/CTS Software, and WeDriveU/Spare Labs/Inerve Marketing. Interviews consisted of 40-minute presentations on each company's history and financial health, their approach to the implementation process and ongoing communication, their plan for vehicle procurement and management, the approach to human resources with particular emphasis on safety training and drug/alcohol testing, the rider experience, the software reporting capabilities and data security, and marketing and community engagement strategies. Presentations were followed by questions and general discussion.

Based upon the quality of its proposal, references, and interview, the evaluation team recommends River North, a subsidiary of Via, to provide microtransit services. Strong points in favor of this vendor include the following:

- The company is a recognized leader in the transportation industry. According to the company's proposal, it serves riders in 700 markets in 40 countries. It has a strong presence in Michigan, serving Muskegon, Grand Rapids, and Metro Detroit. Additionally, River North's parent company, Via, was a finalist for the 2019 Metro Connect contract.

- River North's standard implementation timeline is eight weeks, which is even more aggressive than the 12-week timeline Metro had anticipated.
- The proposal is for eight new or like-new (fewer than 20,000 miles), branded minivans, six of which will be accessible to riders who use wheelchairs. Vehicles will be leased from and housed at Avis.
- The company's model focuses on the rider experience. It provides drivers with excellent safety and customer service training as well as ensures adherence to a well-defined drug and alcohol testing program.
- River North has its own in-house marketing team that customizes its approach to each community depending on local goals.
- The company will dedicate local and regional staff to the account, holding weekly meetings with Metro staff in addition to quarterly review and goalsetting meetings.
- This was the only vendor offering grant assistance to help offset the cost of providing microtransit services. Additionally, it works through the legislative process to help develop new funding opportunities aimed at keeping local microtransit services financially sustainable.
- The River North proposal emphasized the company's understanding that the purpose for the service is to improve the quality of life within the community.

The costs varied widely among the proposals, ranging between \$3.08 million and \$5.7 million. River North's proposal outlined a cost not to exceed \$3.34 million. Metro's budget accounts for these costs in fiscal years 2023-24 and 2024-25.

RECOMMENDATION

The Performance Monitoring Committee and staff recommend that the Central County Transportation Authority and the Kalamazoo County Transportation Authority award the microtransit contract to River North for microtransit services not to exceed \$3,340,000 to begin upon contract execution through December 31, 2025 and to authorize the Executive Director to execute all documents related to this action on behalf of Metro.

Attachment: Scoring Criteria

Rating category	Category weight	Evaluation criteria
Project approach, work plan, schedule	25%	Proposal addresses full scope of services necessary to deploy all three (3) scenarios for the Transportation Service, including technology, vehicles, drivers, and customer service as needed. Proposed Service aligns with stated goals of Metro. To include approach, understanding, and organization of tasks, understanding of interrelationship of critical tasks, deliverables, clearly identifies who is proposed to complete each task (proposing contractor, subcontractor). Adequacy and reasonableness of schedule and deadlines.
Team composition and qualifications	25%	Proposal demonstrates successful past performance developing and implementing a similar project. Contractor and team member qualifications will be considered. Previous experience with FTA funding will also be acknowledged.
Data collection, reporting	5%	Proposal describes a plan for measuring Service performance, including indicators that are tied to project goals, such as ridership, origin/destination data.
Agility of service, quality control, performance monitoring	5%	Coupled with tracking performance of the program to ensure success, proposal identifies plan to modify Service if it is not performing as intended, to better serve demand, or resolve unanticipated issues. Contractor’s internal controls, communications with Metro are adequate and timely, and provide assurance for complete delivery of services.
Customer service	5%	Proposal describes a detailed customer service approach including training, monitoring, reporting, and high-quality service in a timely manner. Experience in providing transit-related customer service will be considered.
Project cost	30%	Total estimated Service cost and total cost divided by number of estimated riders.
Project completeness and quality	5%	Completeness and quality of the proposal and adherence to the specifications as detailed in this RFP.



Ridership

Monthly Report-
October 2023

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

BACKGROUND

The information listed below shows the changes in ridership levels across all three of Metro's major services for the month of October 2022 and October 2023.

Monthly Ridership October 2023				
	Bus	Metro Connect	Metro Share	System Total
FY24	162,071	12,076	2,650	176,797
FY23	154,781	9,202	1,486	165,469
Difference	7,290	2,874	1,164	11,328
%Change	4.02%	31.23%	78.33%	7%



FIXED ROUTE BUS SERVICE

Metro fixed route bus service shows an increase in ridership of 4.02% or approximately 7,290 more rides in October 2023 than October 2022. This trend is due to heavier ridership on routes that serve the Western Michigan University campus. The route 12- Duke sees a decrease in ridership due to the delayed start of the Youth Mobility Program.

Route 19- Ring Road ridership increased from 5,940 to 7,395.

Route 21- Solon/Kendall Ridership increased from 5,447 to 7,158 rides.

Route 12- Duke ridership decreased from 1,456 to 1,274 rides

October 2023 ridership compared to October 2022 ridership varied, twelve routes had an increase in ridership while eight routes ridership decreased when compared year to year. Some routes continued to have low levels of ridership like the Comstock whose low ridership numbers were consistent with a large scale detour causing major bus stop locations to be inaccessible.

METRO CONNECT

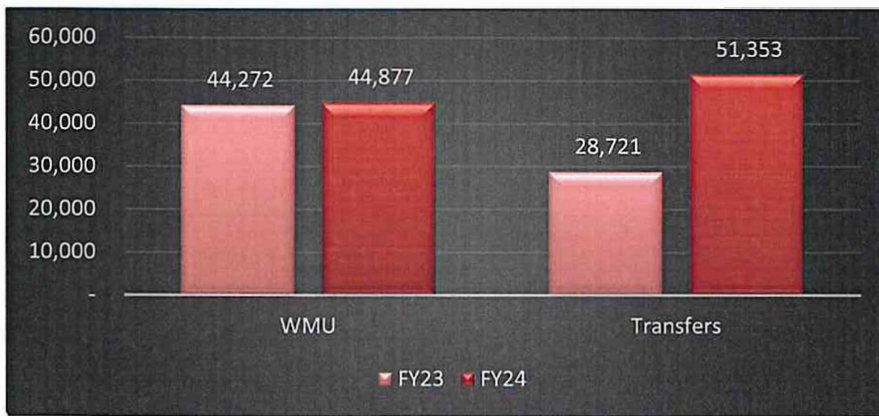
Metro Connect shows an increase in ridership of 31.23% or approximately 2,874 more rides in October 2023 than October 2022. Historical data shows October as being the busiest month for Metro Connect and has typically been a record breaker for several years. October 2023 is the largest number of trips taken since October 2019.

METRO SHARE

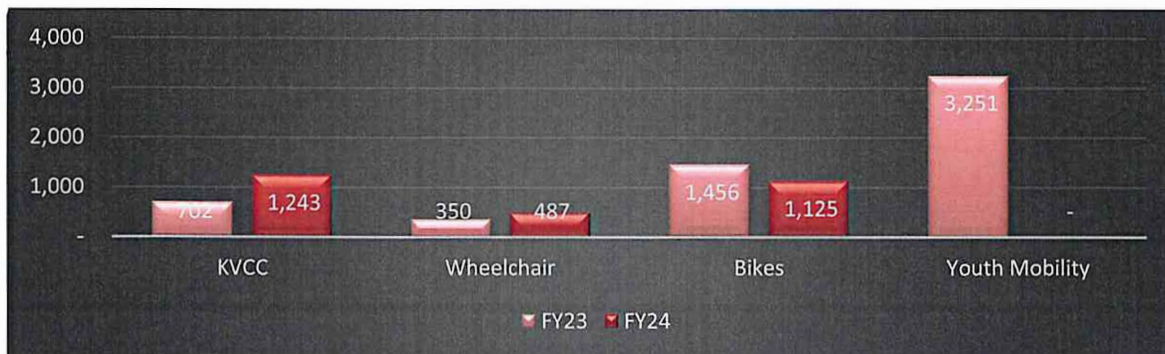
Metro Share shows an increase in ridership of 78.33% or approximately 1,164 more rides in October 2023 than October 2022. This increase is due to the organizations that have come back to using the Metro Share service after the pandemic.

OTHER DATA

The data for Western Michigan University shows a slight increase of 1.37%. Whereas the number of people transferring from one bus to another bus is up 78.80%



Other data types like KVCC and passengers traveling in a wheelchair continue to show increases in ridership while the number of people taking their bike on the bus decreased from 1,456 to 1,125 when comparing October 2023 to October 2022. The data for Youth Mobility in October 2023 is 0 as passes were not issued to the school until October 31, 2023.



5 YEAR DATA TRENDS

FIXED ROUTE



METRO CONNECT



METRO SHARE





Ridership

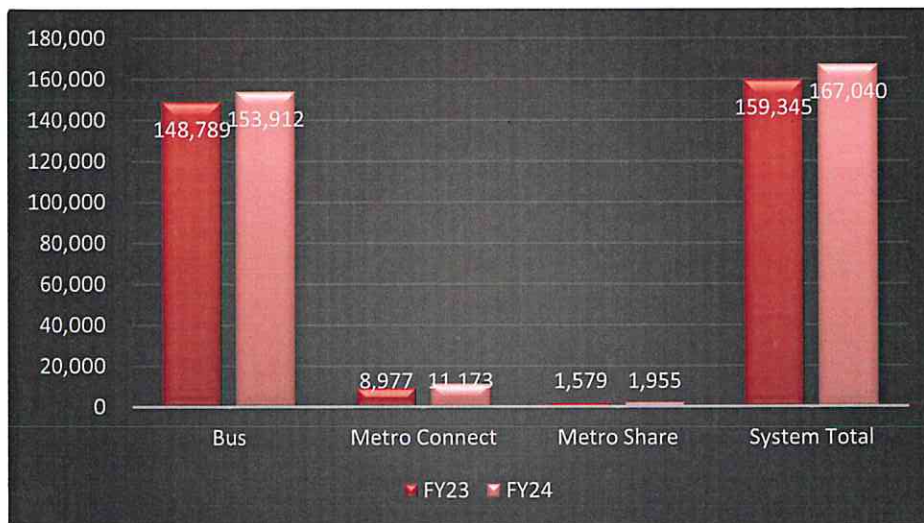
Monthly Report- November 2023

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

BACKGROUND

The information listed below shows the changes in ridership levels across all three of Metro's major services for the month of November 2022 and November 2023.

Monthly Ridership November 2023				
	Bus	Metro Connect	Metro Share	System Total
FY24	153,912	11,173	1,955	167,040
FY23	148,789	8,977	1,579	159,345
Difference	5,123	2,196	376	7,695
%Change	3.37%	24.46%	23.81%	5%



FIXED ROUTE BUS SERVICE

Metro fixed route bus service shows an increase in ridership of 3.37% or approximately 5,123 more rides in November 2023 than November 2022. This trend is due to heavier ridership on routes that serve the Western Michigan University and Kalamazoo Valley Community College campus. The route 12- Duke sees a increase in ridership due to the start of the Youth Mobility Program with 799 rides in the first month.

Route 19- Ring Road ridership increased from 6,950 to 8,180.

Route 21- Solon/Kendall Ridership increased from 5,187 to 7,010 rides.

Route 11- Stadium Drive ridership increased from 7,417 to 8,911 rides

November 2023 ridership compared to November 2022 ridership varied, fourteen routes had an increase in ridership while seven routes ridership decreased when compared year to year. Some routes continued to have low levels of ridership like the Comstock whose low ridership numbers were consistent with a large scale detour causing major bus stop locations to be inaccessible for part of the month.

METRO CONNECT

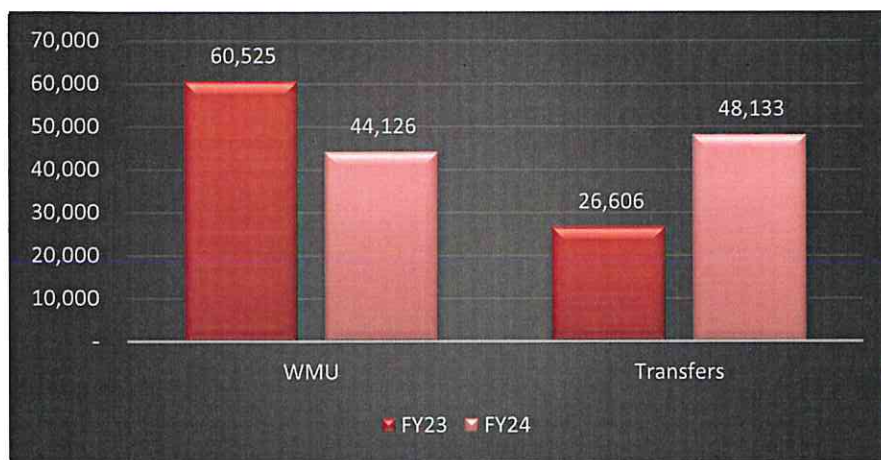
Metro Connect shows an increase in ridership of 24.46% or approximately 2,196 more rides in November 2023 than November 2022.

METRO SHARE

Metro Share shows an increase in ridership of 23.81% or approximately 376 more rides in November 2023 than November 2022. This increase is due to the organizations that have come back to using the Metro Share service after the pandemic.

OTHER DATA

The data for Western Michigan University shows a decrease of 27.09%. Whereas the number of people transferring from one bus to another bus is up 80.91%.



Other data types like KVCC, passengers traveling in a wheelchair, and bikes continue to show increases in ridership November 2023 to November 2022. The data for Youth Mobility in November 2023 is 799 as the program started around November 1, 2023.



5 YEAR DATA TRENDS

FIXED ROUTE



METRO CONNECT



METRO SHARE



November 2023 KTC Security Report
Prepared by: Keshia Woodson-Sow
Title: Director of Operations

Overview:

KDPS's presence at the KTC was consistent through the month of November. KDPS's presence typically lasts for a few minutes at a time.

139 of the security incidents this month were regarding loitering and were able to be handled with little police interaction. Approximately 28 people were asked to move along when found sleeping in the bus bays in the early morning.

Activity Summary:

156 Total security incidents occurred during November 2023 (Increased from 22 incidents in October).

Incident Types	(Definitions)
○ 0 Trespasses	(Asked to leave due to refused to do so/Someone trespassed returned to site)
○ 139 Loitering	(Significantly overstayed their time on property, sleeping, blocking paths)
○ 1 Vandalism	(Damage to property)
○ 1 Active Fights	(Physical altercation between parties occurred)
○ 3 Disturbances	(Behavior is interrupting other people around them)
○ 0 Harassments	(Using threatening or degrading language)
○ 1 Assaults	(Someone physically attacked by another)
○ 2 Thefts	(Property stolen on KTC property)
○ 7 Medical	(Medical emergency situations)

Of the total 156 incident types:

2 were Drug/Alcohol related.

4 were calls to 9-1-1 made by security.

9 needed police to respond.

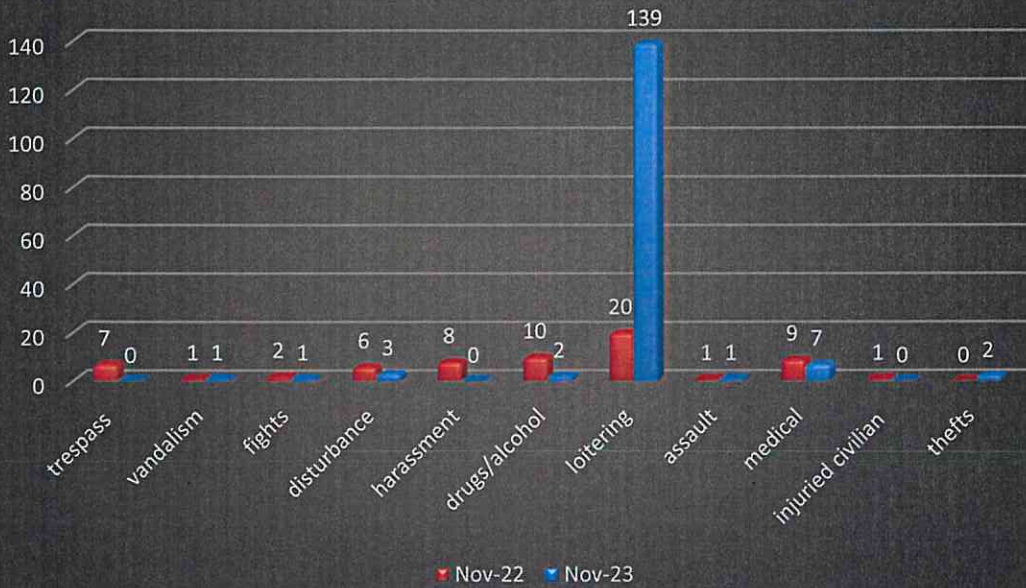
9 needed EMS/medical to respond.

Of the 9 total EMS/medical incidents, 9 people were transported to the hospital.

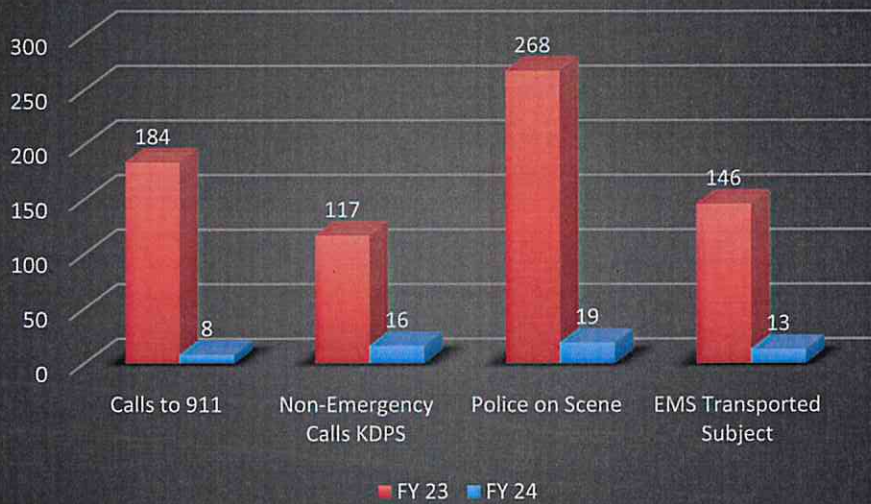
Drug dealing decreased on and around the edges of the KTC property throughout November. Metro continues to monitor the camera on the west side of the property to better monitor the west end because it has been a major problem area.

Please see next page for running total graphs for security related incidents:

Types of Incidents for Nov. 22 to Nov. 23



Emergency Services Used





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NOTES

Performance Monitoring Committee

Date: Wednesday, January 3, 2024

Attending: Aardema, Rama, McCormick, Halcomb, McBride, Woodson-Sow, Arkush
Guests: Vlietstra, Joshi, Dobbins

a. January Items for Board Consideration

- Microtransit Procurement
- Deputy Director Sarah Joshi presented to the committee the rationale and recommendation from the Microtransit team to select River North (VIA) as the provider.

Aardema asked which cities within Michigan they are currently operating a Microtransit system. Muskegon County; Grand Rapids (software only); Troy (only in 5 zones) which demonstrates their adaptability to individual communities.

Deputy Director Joshi described interactions with the River North references and described them as very positive with no issues reported from the communities. Halcomb proposed adding to the presentation to the board, a better understanding of the criteria used to score the vendors, and what factors were used to evaluate them.

The committee unanimously agreed to move forward with the recommendation of River North as the Microtransit provider to the CCTA/KCTA boards on January 8, 2024.

Notes:

- Ridership Report Review-Final Draft – The committee reviewed the proposed changes to format and information of the monthly Ridership report. They were pleased with the clarity and presentation of the data in graphs and the breakdown of individual ridership categories.
- Security Report – Director Woodson-Sow presented the new security report format and indicated that the report would continue to be enhanced with added information regarding incident/accident statistics.
- PMC meeting on January 25, 2024, proposal to cancel
- The committee agreed to cancel the 1-25-24 meeting due to lack of agenda items

Next Meeting: February 22, 2024 8:15AM

External Relations Committee Meeting Notes
December 19, 2023

Attendees: Sean McBride, Sarah Joshi, Emily Lower, Dusty Farmer, Garylee McCormick, and Blaine Lam

Purpose: Meeting to discuss recommended topics for 2023 Annual Report

Blaine Lam opened meeting with brief explanation of his role in the Annual Report process

- Emphasizing Metro Innovation
 - Microtransit – framing it as a pilot program, informing without raising expectations of the public
 - Updates to equipment
 - Staff trainings to increase quality of service and safety for all
- Busline Service
 - Recruiting efforts/job fair
 - Staff trainings
 - Restructuring and increasing frequency of service for certain lines
- Community as an overall theme
 - Staff/rider profiles
 - Humanizing the bus – focusing on the humanity of staff and riders
 - Improvements in equipment & maintenance
 - Metro Connect as a service for everyone
 - Discussing Metro’s commitment to safety for riders and staff
 - “Taking the Show on the Road”
 - Commitment to “meaningful” community engagement in 2024
 - Board members and staff attending jurisdiction events to speak/present
 - Encouraging public to check website for updates on when Metro would be presenting and where; events/opportunities for engagement
- Brief presentation on the new website (live as of December 19)
 - Discussion on Metro’s intent going forward with maintaining and updating site
 - Development of schedule for routine maintenance to ensure links work properly and information is regularly updated and accurate
 - Rotating Latest News items with “Guide to Getting Around” stories featuring local points of interest and how to access them via the fixed-bus system, other “refresher” information and site photos as part of increasing public outreach and interaction
- Adjournment: members will reconvene January 16, 2023 at 11:30am



Agenda Item: # 8
Meeting Date: 01/08/24

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: December 29, 2023
SUBJECT: Executive Director Update

Human Resources

The next Coach Operator training class will start January 22nd, with up to 5 Coach Operators. There are currently 62 full-time drivers.

Fixed-Route Service Adjustments

Effective Monday, December 25, 2023, the service listed below have returned:

Route 16 Lovell- 5:45am to 6:41pm, Monday through Friday
Route 11 Stadium Drive- 6:45am to 6:41pm, Monday through Friday

The next service increase is expected January 22, 2024, with peak hour service returning to the Portage Road route. Service hours will be Monday through Friday from 1:45pm to 6:45pm.

Bus Stop Benches

Over the past couple of years, Metro has installed heavy-duty metal sitting benches at seven different locations as an enhancement to our fixed-route customers. The used benches were obtained from the City of Kalamazoo Parks & Recreation Department at no cost to Metro. The most recent bench was installed last month at Summit Park apartments on Douglas Ave just north of North Street. Two more benches will be installed in the Winchell neighborhood. The concrete slabs will be paid for by the Winchell Neighborhood Association.

Metro Website

The updated website launched in mid-December. The goal of the updated website is to provide timely and accurate information for our riders and the community, be dynamic and be user-friendly for both desktop and phone use.

Board Governance

Doug Eadie interviewed Chair Rosine and Executive Director McBride for his regular podcast. The podcast discusses the governance structure improvement process that we went through at Metro with Mr. Eadie. Following is the link to the podcast: <https://www.dougeadie.com/board-ownership-powers-kalamazoo-metros-board-capacity-building-initiative>.

Martin Luther King, Jr. Day

Metro will again be assisting the City of Kalamazoo as a part of the annual MLK commemorative walk and wreath laying. Starting at 3:45 pm on January 15th., community members can meet at the Metro garage for a commemorative walk to Martin Luther King Jr. Memorial Park. The walk will be around the Metro property and finish at MLK Park. A wreath laying ceremony will begin at approximately 4:15 pm with several community members speaking at the event.

Attachments

1. Board Governance Agenda Planning Matrix

BOARD GOVERNANCE - AGENDA PLANNING													
Version: January 2, 2023													
Committee Agenda Item										CCTA/KCTA Board			
Committee Items	October	November	December	January	February	March	April	May	Informational Item	Action Item	CCTA/KCTA Board Action Date (s)	Additional Information	Initial Materials and Memo Preparation
KCTA/CCTA Board Meeting Date	10/09	11/13	12/11	1/08	2/12	3/11	4/8	5/13					
Board Operations													
Committee Meeting Date	9/21	10/19	12/01	1/04	2/01	2/29	3/21	4/18					
Chair/Liaison/ED Meeting													
1 Review Committees Workplan	X	X	X	X								Ongoing	
2 Review and Approve Upcoming CCTA/KCTA Meeting Agenda	X	X	X	X								Ongoing	
3 Collective Bargaining Process	X	X	X	X	X				X	Jan/Feb/Mar?	CBA Expires February, 24. Process to start summer 23	McBride	
4 Governance Review		X	X					X				McBride	
5 Board Leadership			X	X	X	X			X	March		McBride	
6 Committee Chairs							X		X	April		McBride	
7 Board Education and Development Opportunities													
Performance Monitoring													
Committee Meeting Date	9/28	10/26	11/30	1/3	1/25	2/22	3/28	4/25					
Chair/Liaison/ED Meeting													
1 Microtransit Services Procurement	X			X					X	March		Joshi/McBride	
2 Tire Lease Procurement							X		X				
3.1 Fixed-Route Service Reporting	X	X	X						X			Woodson-Sow	
3.2 Metro Connect Reporting				X	X								
3.3 Establish Performance Metrics and Reporting for Microtransit								X					
4 Administrative Area Roof Replacement Procurement									X	Dec?		Vlietstra/Branch	
5 Triennial Review Overview									X			Vlietstra/McCowan	
6 Annual Financial Report						X			X	March		Pesti/Vlietstra	
7 Develop Plan to Review Performance Metrics Provided to the Board								X			Long-term projects with multi subcomponents		
Planning & Development													
Committee Meeting Date	9/18	10/16	11/20	12/18	01/15	2/19	3/18	4/15					
Chair/Liaison/ED Meeting													
1 Microtransit Implementation				X		X	X	X				Ongoing Project	Joshi/McBride
2 Public Transit Human Services Plan					X				X			Congdon	
3 5-Year Financial Plan Review					X	X	X	X				Pesti/McBride	
4 Update to Employee Handbook									X		TBD	DeYoung/Vlietstra	
5 Fare Study and Fare Policy Review											TBD		
6 Comprehensive Operational Analysis Implementation									X		Ongoing Project		
External Relations													
Committee Meeting Date	9/19	10/31	11/21	12/19	1/16	2/20	3/19	4/16					
Chair/Liaison/ED Meeting													
1 Review Metro Outreach Plan								X			Additional action items will be developed based on the plan.	Lower/McBride	
2 Review Metro Legislative and Related Lobbying Efforts					X								
4 Review Microtransit Outreach and Education						X		X					
5 Legislative Breakfast						X					Targeting May 17		
Completed Items													
Board Operations													
1 2023 KCTA/CCTA Millage Levies									X	April		McBride	
2 Boardmember Characteristics and Composition								X		May		McBride	
3 Boardmember Appreciation								X				McBride	
4 Boardmember Orientation								X				McBride	
5 CCTA/KCTA Operating Agreement								X	X	September		McBride	
6 Executive Director Goals and Objectives Review								X		October	Make sure all committees review/provide feedback in 2024		
Performance Monitoring													
1 Inground Bus Lift Procurement									X	April	Estimated \$100,000	Vlietstra	
2 Security Services Procurement									X	June		Woodson-Sow	
3 Janitorial Services Procurement									X	June		Vlietstra	
4 MMRMA Liability Insurance									X	Sept		Vlietstra	
Workers Compensation Insurance									X	Sept		Vlietstra	
5 Avail Bus Hardware and Software Updates									X	Nov			
6 Washrack Improvements Procurement									X	Nov	Estimated \$300,000	Vlietstra	
7 Performance Monitoring Reports (Security/Fixed Route Ridership)													
8 Fixed-Route Gillig Bus Procurement									X	Dec		Branch/Vlietstra	
9 Hybrid Battery Refresh Procurement										Dec			
10 Public Transportation Safety Plan - Annual Safety Performance Targets Update												Woodson-Sow	
Planning & Development													
1 FY 2024 and 25 Budget									X	September		Pesti/Vlietstra	
1.2 Budget Topics (Microtransit, Staff, OPEB, Insurance, Capital)									X				
2 Update to Procurement Manual									X	June		Vlietstra	
External Relations													
1 Update Advertising on Buses Policy									X	June		McBride	
2 Plan Legislative Breakfast/Event													
3 Develop Board Specific Outreach Plan									X			McBride/Joshi	
4 Jurisdictional Outreach													
Items Parking Lot													
Microtransit Related Items													
Socio-Economic Survey Results											TBD		
Pension and OPEB Valuation											Performance Monitoring		
Fixed-Route Adjustments - COA											Planning and Development		
Long-Range Facility Planning											Planning and Development		
Social Media Outreach - Board and Organization											External Relations		
Fare Study											Performance Monitoring		
Fare Policy											Planning and Development		
First Student Service Review											Performance Monitoring		
Metro Connect RFP											Performance Monitoring		