



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
JUNE 10, 2024
Regular Meeting**

*Note: The next joint CCTA/KCTA regular meeting will be held on
Monday, August 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, June 10, 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 June 10, 2024		
	b. Minutes for May 13, 2024		
3.	Public Comment		
4.	Performance Monitoring Committee		
	a. Action Items		
	1. Metro Van Purchase Contract Change Order*	Roll Call	Roll Call
	2. Purchase of Vans and Medium Duty Bus*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Performance Monitoring Committee Notes of May 23, 2024*		
5.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
	1. Metro Connect Update*		
	2. Road Construction and Detours		
	3. Planning & Development Committee Meeting Notes of May 20, 2024*		
6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. Jurisdictional Outreach Update*		
	2. Legislative Breakfast Update*		
7.	Board Operations Committee		
	a. Action Items		



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	b. Informational Items		
	1.Board Operations Committee Meeting Notes of May 23, 2024*		
8.	Report from Executive Director*		
9.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
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
May 13, 2024**

Place: Metro Administration Building, 530 N. Rose Street
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Sarah Joshi, Rob Branch, Kathy Schultz, Barbara Blissett
Others Present: Kristen Rewa, Earl Cox, Sr., Justin Boy

1.) KCTA ROLL CALL

KCTA Members Present: Curtis Aardema, James Ayers, Dusty Farmer, Aditya Rama, Gary Sigman, Tim Sloan, Isaiah Williams, Greg Rosine

KCTA Members Absent: Tafari Brown

A motion was made to excuse Brown.

Motion: Aardema

Second: Pearson

Motion carried by voice vote.

1.) CCTA ROLL CALL

CCTA Members Present: Curtis Aardema, Rob Britigan, Dusty Farmer, Rod Halcomb, Lisa Mackie, Garrylee McCormick, Jim Pearson, Randy Thompson, Greg Rosine

CCTA Members Absent: Chris Burns

A motion was made to excuse Burns.

Motion: Aardema

Second: Pearson

Motion carried by voice vote.

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 May 13, 2024 and for approval of the joint CCTA/KCTA meeting minutes for April 8, 2024. This included a requested update on the tornado event of Tuesday, May 7th.

Motion: Thompson

Second: Halcomb

Motion carried by voice vote.

Dir. Woodson-Sow shared an update on the status of the tornado event that took place on Tuesday, May 7th. She said Metro drivers stopped service, assisted passengers to safety areas while the tornado was active. After the tornado, Metro provided buses for Pavilion Estates and Portage residents being relocated to shelter locations. Boardmembers thanked Metro staff for their assistance during and after the event.

3.) PUBLIC COMMENT – None

4.) PERFORMANCE MONITORING COMMITTEE

Chair Aardema reported the Committee had met and discussed the contract with Hoekstra Roofing for roof replacement involving the Administration Building. Dep. Dir. of Fleet and Facilities Rob Branch explained the bid process with the lowest responsive bid being offered by Hoekstra Roofing.

A motion was made by KCTA and CCTA to accept a recommendation from the Performance Monitoring Committee to approve the bid award from Hoekstra Roofing for the Administration Building roof replacement in an amount not to exceed \$504,265 and authorize the Executive Director to sign all related documents.

Motion: Halcomb/Farmer Second: Farmer/Aardema

Motion carried by a roll call vote.

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

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

Chair Aardema reported every three years the Federal Transportation Association (FTA) requires a Triennial Review of Metro's operations. Dep. Dir. of Support Services Vlietstra presented on the Triennial Review process. Aardema said since the last review Metro has improved with their final evaluations. Aardema commented that many hours were spent preparing for the review and ended with a good result.

5.) EXTERNAL RELATIONS COMMITTEE

Chair Farmer introduced the amendment to CCTA/KCTA Policy No. 1.15 for final adoption. The policy had been offered for first reading at the April 8th meeting. She said this policy amendment would provide guidance to the Committee in its role duties.

A motion was made by KCTA and CCTA to adopt an amendment to CCTA/KCTA Policy No. 1.15 External Relations Committee.

Motion: Sigman/McCormick Second: Thompson/Farmer

Motion carried by a roll call vote.

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

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

Dep. Dir of On-Demand Services and Planning Joshi asked Boardmembers to remind their supervisors of the invitation to the Legislative Breakfast on May 17th.

Dep. Dir of On-Demand Services and Planning Joshi shared that the jurisdictional presentations were assigned and if Boardmembers needed assistance with contacting the municipalities to arrange their attendance at their perspective Board meetings to let her know.

6.) PLANNING AND DEVELOPMENT COMMITTEE

Dep. Dir. Vlietstra noted the Planning and Development Committee would be meeting the next week on May 20th.

7.) BOARD OPERATIONS COMMITTEE

Chair Rosine reported the Board Operations Committee discussed the upcoming millages for the CCTA and KCTA in 2025 and 2026 respectively.

Exec. Dir. McBride provided an update on the upcoming millages with timelines for ballot language deadlines.

Boardmembers discussed previous millage voter turnouts and outcomes with these elections.

8.) EXECUTIVE DIRECTORS REPORT

Exec. Dir. McBride asked Dep. Dir. of On-Demand Services & Planning Sarah Joshi to provide an update on the Metro Link Pilot Project.

Exec. Dir. McBride indicated that there would be a Metro Link ribbon-cutting ceremony at Metro immediately after the Legislative Breakfast on May 17th

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

9.) SUBCOMMITTEE REPORTS

Pension Board – Did not meet.

KATS Policy Committee – Aardema discussed all the road construction that would be taking place throughout the summer and its effect on road traffic.

Local Advisory Committee (LAC) – Did not meet.

10.) CHAIRPERSON REPORT – No report.

11.) PUBLIC COMMENT – None

12.) MEMBERS TIME –

Farmer reminded everyone to schedule their jurisdictional presentations.

13). CLOSED SESSION

A motion was made by the KCTA and CCTA to move into closed session to discuss the pending litigation regarding the Crossroads Mall lawsuit and review the attorney's legal opinion.

*Motion: Thompson
Motion carried by a voice vote.*

Support: Aardema

At 12:40 pm the CCTA and KCTA Boards went into closed session.

At 1:17 pm the CCTA and KCTA Boards returned to open session.

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

Motion: McCormick

Support: Aardema

Motion carried by voice vote.

The meeting adjourned at 1:20 PM.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk



Agenda Item: 4a1
Meeting Date 06/10/24

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Kalamazoo County

TO: CCTA and KCTA Board of Directors
FROM: Keshia Woodson-Sow, Director of Operations
Prepared by: Greg Vlietstra, Director of Support Services
DATE: May 14, 2024
SUBJECT: Van Purchases – Contract Change Order

BACKGROUND

At the November 2022 meeting, the board approved the purchase of fifteen vans at a price of \$1,027,845 (\$68,523 each). Due to supply chain challenges and a change in the State of Michigan contract, the new price to have these vehicles delivered is \$1,211,004 (or \$80,734 per van). The increase is \$183,159 (\$12,211 per van), or a 17.9% increase.

DISCUSSION

The purchase of the 15 light-duty vans (2024 Ford Transit 350) was for replacements for vehicles past their useful life and will be used in the Metro County Connect county-wide demand/response service.

The Metro Connect Program has seen steady growth the past decade plus and this acquisition will allow us to improve service to county residents. By acquiring these vehicles, we can ensure adequate public transit services will be provided in Kalamazoo County. The Metro Connect fleet consists of 48 vehicles, 25 as vans of this type. Although the Federal Transit Administration (FTA) useful life is at least four years or 100,000 miles, Metro is typically able to maintain the vehicles for at least eight years or 200,000 miles. These useful life figures are consistent with the Metro Transit Asset Management (TAM) Plan.

This purchase would be made from Hoekstra Transportation (Grand Rapids, MI) through the State of Michigan MiDEAL Program, contract #171-190000000220. The MiDEAL Extended Purchasing Program allows Michigan local units of government to benefit from the state's negotiating and purchasing power by permitting them to purchase from the state contracts on the same terms, conditions, and prices as the State of Michigan.

The CCTA benefits not only from the reduced cost of goods and services through the purchasing power of the State of Michigan, but also from indirect administrative savings related to writing specifications, processing invitations to bid, recruiting a diverse pool of potential suppliers, and making awards.

On-going fleet replacement is part of the CCTA Capital Program as identified in the Kalamazoo Area Transportation Study's (KATS) Transportation Improvement Program (TIP). The vans will be funded through 80% federal grants and 20% State of Michigan grants.

The estimated timeline for delivery for the vehicles is August.

RECOMMENDATION

It is recommended by staff and the Performance Monitoring Committee that the CCTA and KCTA Boards approve a contract change order with Hoekstra Transportation for 15 vans at an additional cost not to exceed \$183,159.



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Agenda Item: # 4a2 Meeting Date: 06/10/24
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TO: Performance Monitoring Committee
FROM: Keshia Woodson-Sow, Director of Operations
Prepared by: Greg Vlietstra, Director of Support Services
DATE: May 17, 2024
SUBJECT: Purchase of Six Light-Duty Vans and One Medium-Duty Bus

DISCUSSION

The proposed purchase of six light-duty vans (Ford Transit 350) and one medium-duty bus (Forest River Champion on a Ford F-550 Chassis) would be replacements for vehicles past their useful life and will be used in the Metro Connect county-wide demand response service. The medium-duty bus is being purchased on behalf of Van Buren County Public Transit as part of an FTA Subrecipient agreement.

The Metro Connect program has seen steady growth and this acquisition will allow us to improve service to county residents. By acquiring these vehicles, we can ensure adequate public transit services will be provided in Kalamazoo County. The Metro Connect fleet consists of 48 vehicles, 25 vans and 13 medium-duty buses. Although the Federal Transit Administration (FTA) useful life is at least four years or 100,000 miles for vans and 7 years or 200,000 miles for medium-duty buses, Metro is typically able to maintain the vehicles longer.

This purchase would be made from Hoekstra Transportation (Grand Rapids, MI) through the State of Michigan MiDeal Program, contract #230000000558. The MiDEAL Extended Purchasing Program allows Michigan local units of government to benefit from the state's negotiating and purchasing power by permitting them to purchase from the state contracts on the same terms, conditions, and prices as the State of Michigan.

The CCTA will benefit not only from the reduced cost of goods and services through the purchasing power of the State of Michigan, but also from indirect administrative savings related to writing specifications, processing invitations to bid, recruiting a diverse pool of potential suppliers, and making awards. The next contract is expected to have significant price increases.

On-going fleet replacement is part of the CCTA Capital Program as identified in the Kalamazoo Area Transportation Study's (KATS) Transportation Improvement Program (TIP). The vehicles will be funded through 80% federal grants and 20% State of Michigan grants. The estimated timeline for delivery for the vehicles on this purchase is 18-24 months.

RECOMMENDATION

It is recommended by staff and the Performance Monitoring Committee that the CCTA and KCTA Boards approve of a purchase with Hoekstra Transportation for six light-duty vans for \$486,519 (\$81,087 each) and one medium-duty bus for \$200,641.



Monthly Service Metrics Report

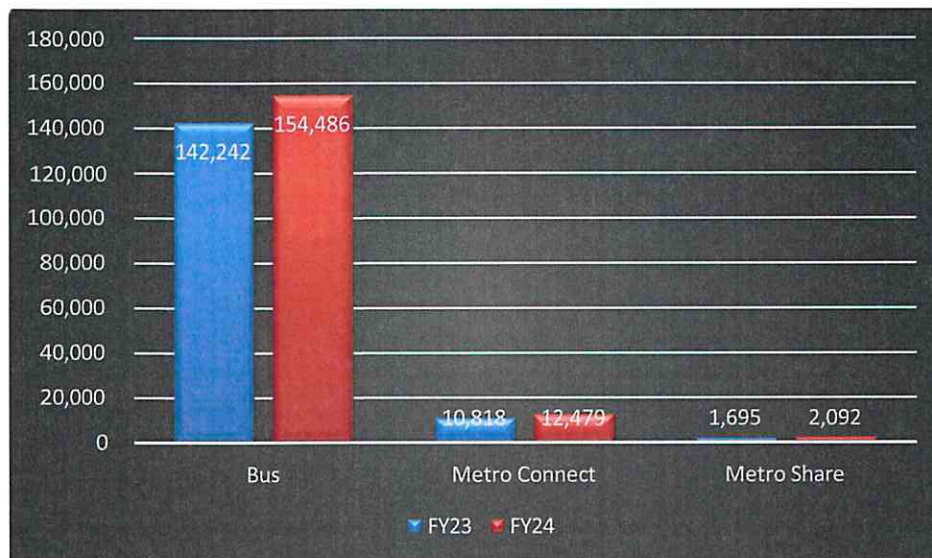
April 2024

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 April 2023 and April 2024.

Monthly Ridership April 2024				
	Bus	Metro Connect	Metro Share	System Total
FY24	154,486	12,479	2,092	169,057
FY23	142,242	10,818	1,695	154,755
Difference	12,244	1,661	397	14,302
%Change	8.61%	15.35%	23.42%	9.24%



FIXED ROUTE BUS SERVICE

Metro fixed route bus service shows an increase in ridership of 8.61% or approximately 12,244 more rides in April 2024 than April 2023.

Route 12- Duke ridership decreased from 1,278 to 956.

Route 3- West Michigan ridership increased from 3,328 to 5,440 rides.

Route 10- Comstock ridership increased from 3,149 to 4,784 rides.

April 2024 ridership compared to April 2023 ridership varied, thirteen routes had an increase in ridership while seven routes ridership decreased when compared year to year. Ridership in April 2024, seen quite a few more fluctuations due to the large amount of construction throughout the city.

METRO CONNECT

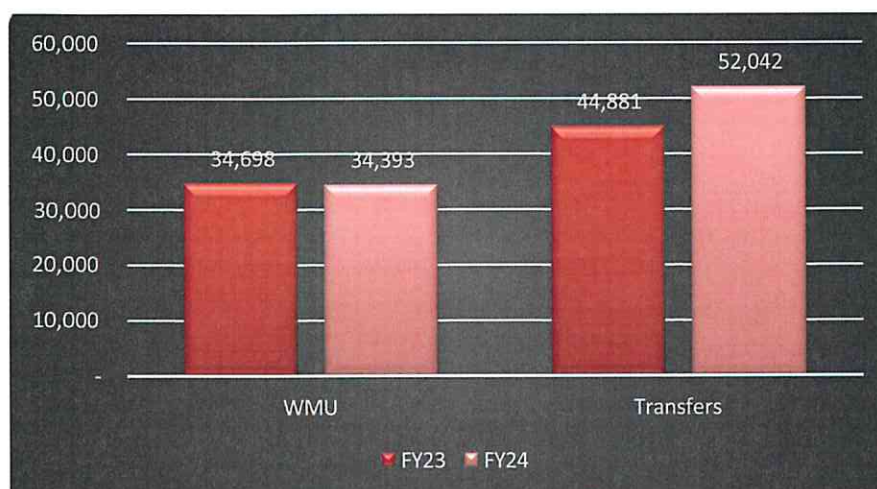
Metro Connect shows an increase in ridership of 15.35% or approximately 1,661 more rides in April 2024 than April 2023. Metro Connect is growing in monthly service and year-to-date there have been 8% more trips than in the same period in 2023. Also, the weather in April of this year was much better than last year so more people travel. The average temperature in April of this year was almost 20 degrees warmer than last year and the precipitation was less as well.

METRO SHARE

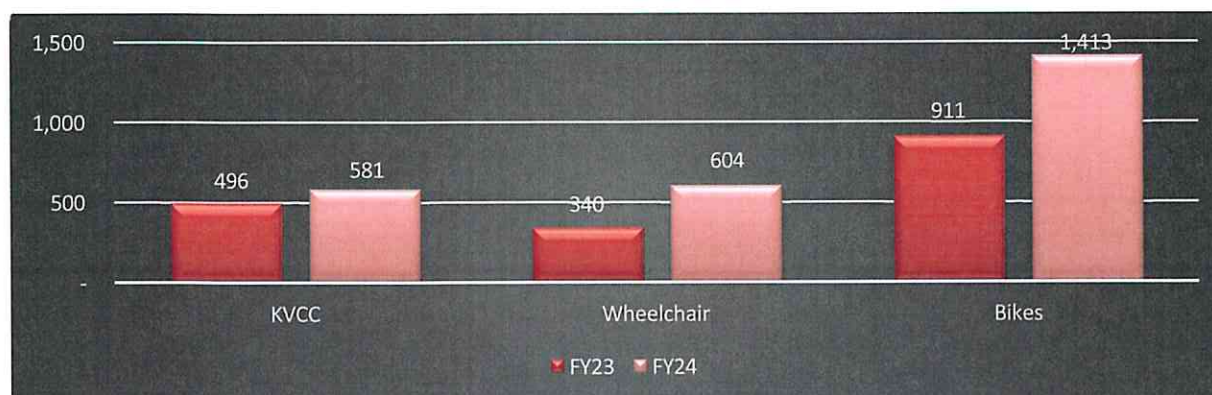
Metro Share shows a increase in ridership of 23.42% or approximately 397 more rides in April 2024 than April 2023. The high level of increase is due to the transition of Program Coordinators. Many agencies expressed thoughts about the program having ended when the previous coordinator transitioned away from Metro. The new coordinator spent time reaching out to those agencies and bringing them back to the Metro Share service.

OTHER DATA

The data for Western Michigan University shows a decrease of 0.88%. Whereas the number of people transferring from one bus to another bus is up 15.96%.



Other data types like KVCC, wheelchairs, and bikes show increases in ridership April 2024 to April 2023. The data for Youth Mobility in April 2024 is 2,734 as the program continues to expand with more passes being issued by the schools monthly.



5 YEAR DATA TRENDS

Data trends for April 2020 to April 2024 show the effects of when Metro service was suspended on April 2, 2020. Fixed Route service ended April 2, 2020 and did not return until May 18, 2020, reporting only 3,053 fixed route rides in April 2020. Metro Share suspended service on April 2, 2020 reporting only 6 rides for April 2020.

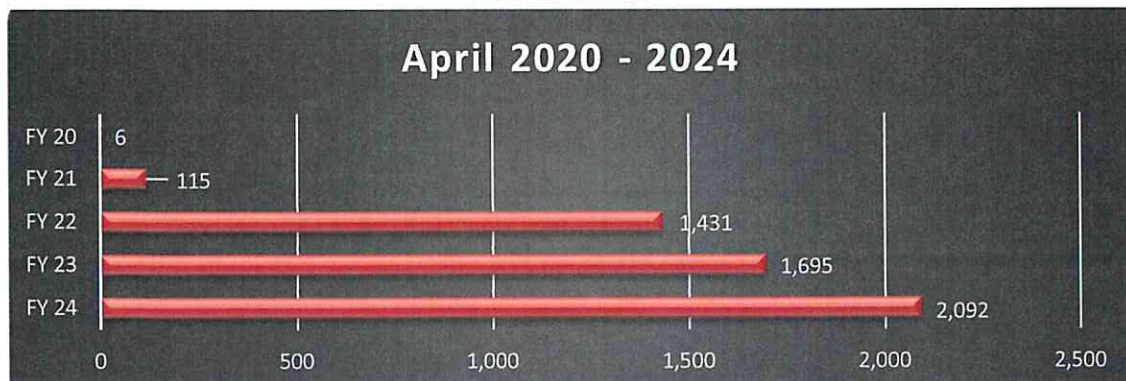
FIXED ROUTE



METRO CONNECT



METRO SHARE



April 2024 KTC Security Report

Prepared by: Jason Emig

Title: Safety Security Manager

Overview:

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

312 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. Additionally, 74 people were asked to move along when found sleeping in the bus bays or under over hang near break room in the early morning.

Activity Summary:

342 Total security incidents occurred during April 2024 (Increased from 310 in March).

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

Of the total 342 incident types:

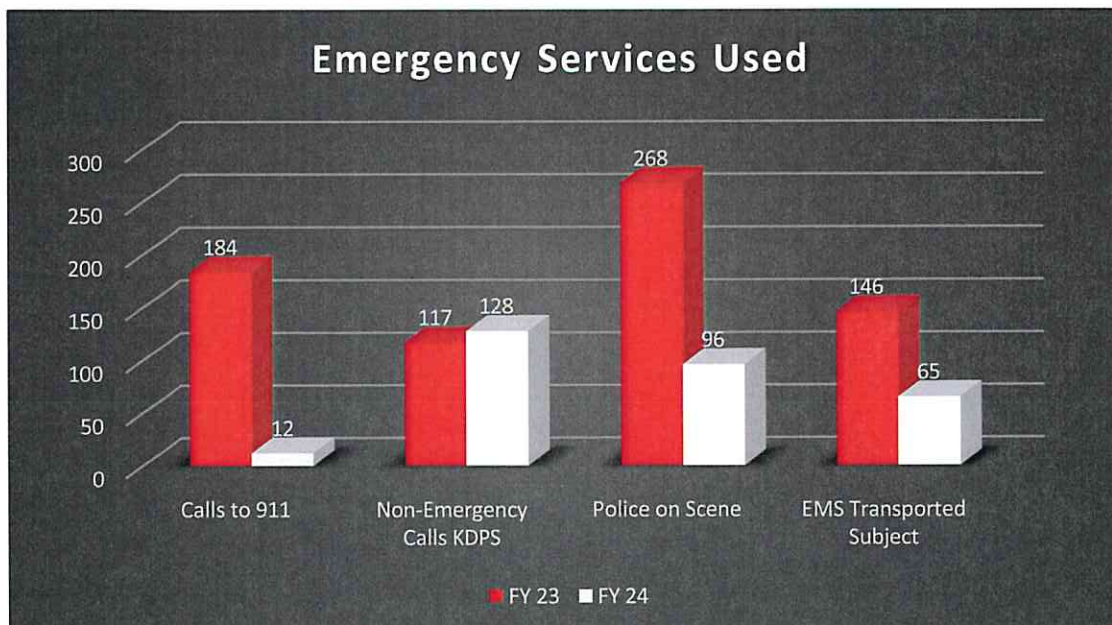
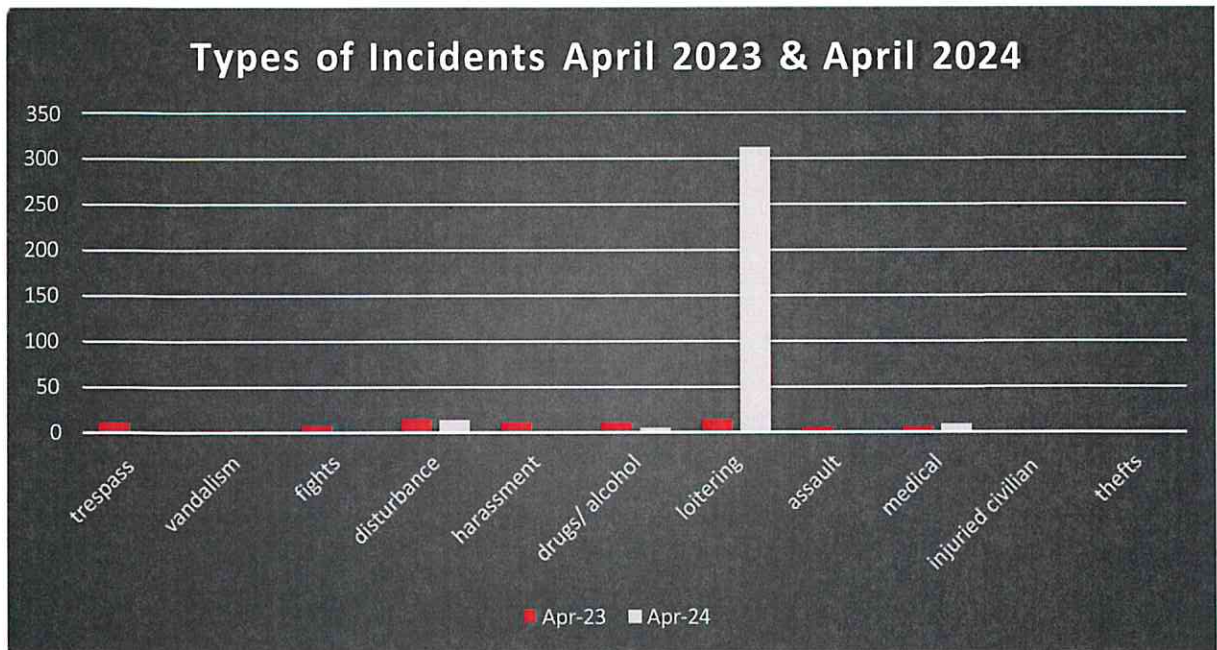
- 5 were Drug/Alcohol related.
- 1 were calls to 9-1-1 made by security.
- 9 needed police to respond.
- 8 needed EMS/medical to response.

Of the 8 total EMS/medical incident 8 people were transported to the hospital.

Drug dealing and large group loitering continued on and around the edges of the KTC property throughout April. Metro continues to monitor the cameras on the property for continuous improvements. Metro staff continue to have discussions with Public Safety and other agencies on how to improve the overall safety of the Transportation Center.

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

April 2024 KTC Security Report
Prepared by: Jason Emig
Title: Safety Security Manager



TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: May 28, 2024
SUBJECT: April 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 \$3,765,408 (41%) of the FY24 millage.
- We have collected \$1,695,631 (50% 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 \$10,524,494 in COVID-19 relief funds (2020-\$1,500,000; 2021-\$4,500,000, 2022-\$2,000,000, 2023-\$2,524,494).
- The average price for a gallon of diesel fuel in April 2023 was \$2.97 and in April 2024, it was \$2.81. This is a 5% decrease.
- Total operating expenditures for Metro year-to-date are 44% of the total budgeted amount.

Attachment:

1. April 2024 Income & Expense Statement



	FY2024 CCTA Board Recommended Budget	April 2024	Year to Date FY 2024	Year to Date % 58%	Monthly Funding %
STATEMENT OF INCOME AND EXPENSE					
Operating Revenue					
Fare Revenue					
Regular Route Cash	762,500	62,452	403,502	53%	5%
Metro County Connect Fares	504,176	48,074	285,515	57%	3%
Microtransit Fares	192,699	0	0	0%	
WMU Fares	1,250,000	0	592,500	47%	
Tokens	328,240	30,008	187,868	57%	2%
Pass Sales	285,175	25,488	177,502	62%	3%
Texas Twp/KVCC Prepaid Fares	95,685	24,372	48,743	51%	0%
	3,418,475	190,393	1,695,631	50%	13%
Other Revenue					
Advertising	75,000	0	27,083	36%	0%
Intermodal Operations	209,700	54,999	127,591	61%	1%
Miscellaneous Revenue	32,650	1,948	19,429	60%	0%
Commission Revenue - (GH, IT, FlixBus)	7,200	411	2,640	37%	0%
Interest Income	144,050	45,639	293,226	204%	4%
	468,600	102,996	469,970	100%	4%
Urban Millage (CCTA)	5,740,395	4,539	1,803,599	31%	4%
County-wide Millage (KCTA)	3,420,217	11,621	1,977,969	58%	3%
MDOT - Operating	6,988,911	1,363,254	3,893,670	56%	55%
FTA - Operating	4,558,905	31,496	1,399,237	31%	0%
Provision for Depreciation	3,255,200	228,604	1,652,551	51%	22%
TOTAL OPERATING REVENUE	27,850,703	1,932,904	12,892,627	46%	100%
Operating Expenses by Division					
Administration/Overhead	7,369,270	383,649	3,365,994	46%	
Kalamazoo Transportation Center Operations	1,038,122	73,981	519,146	50%	
Maintenance	3,567,798	198,397	1,633,607	46%	
Operations	8,667,952	553,412	3,981,080	46%	
Metro Connect	5,706,916	478,491	2,793,944	49%	
Metro Share	66,543	4,645	30,455	46%	
Microtransit	1,766,809	5,844	195,636	11%	
TOTAL OPERATING EXPENSE	28,183,410	1,698,417	12,519,861	44%	
NET (UNFUNDED) BALANCE for period	(332,707)	234,488	372,765		



NOTES

Performance Monitoring Committee

Date: Thursday, May 23, 2024

Attending: Aardema, Rama, McBride, Woodson-Sow, Halcomb, McCormick, Arkush

Guests: Vlietstra, Branch

Absent: Williams

a. May Items for Board Consideration

- Van Change Order

Director Vlietstra gave an overview of the Van Change Order, including the difference in price, the MiDeal Program purchase and the changes to the MiDeal agreement that caused the price fluctuation to include the 17.9% increase.

Exe. Director McBride discussed inflation and how the supply chain two years ago is different than the supply chain now. A discussion was had on vehicle manufacturers and where the nation is trying to go with the creation of a standardized vehicle to assist with the large and growing number of customizations per vehicle.

The committee agreed to move forward with the recommendation to the CCTA/KCTA boards on June 10, 2024, to approve the Van Change Order for 15 replacement vehicles.

- Purchase of Six Light Duty Vans and One Medium-Duty Bus

Director Vlietstra gave an overview of the vehicle purchase, including the increase to price and the difference between the Change Order that was discussed and the purchase of these new vehicles.

Discussion was had on the high inflation percentage from the previous change order for the Medium-Duty to the new cost for placing the order for one.

Exec. Director McBride clarified the agreement with Van Buren and discussed the funds that are allocated to Metro for Van Buren as well as the discussion on their agreement for vehicles and how these cost changes are impacting Van Buren with a reduction to the number of vehicles.



The committee agreed to move forward with the recommendation to the CCTA/KCTA boards on June 10, 2024, to approve the purchase of Six Light-Duty Vans and One Medium-Duty Bus.

b. Notes

- Metrics Report- Director Woodson-Sow presented the April Metrics Report and discussed high percentage changes to the Metro Connect and Metro Share ridership information. Discussion of the difference in Metro Connect being heavily due to the changes in weather and more people returning to normal activities. Discussion of Metro Share being related to the staff changes of 2023 and the organizations returning to the service after COVID as well as the outreach efforts made in 2023 to bring people back to the service.

Discussion continued on the three routes who had significant changes in ridership, Routes 10, 3, and 12. Discussion on Route 10 being due to the large construction detour in 2023 along the Lake Street corridor causing ridership in 2023 to be lower than 2024. Route 3 increases due to WMU end of semester being a week earlier in 2024 than in 2023, this change is due to Route 19, 21, and 25 going down causing more people to ride Route 3 during that transition to summer schedules. The Duke Route 12 discussion on the major detour currently in place and the detour from the detour contributing to the fluctuation in ridership on this route.

Metro Link- The committee got a first glance at possible data trends for the Metro Link service for the first two weeks of service. Discussion was had on some metrics that the committee thinks the board would want to see and some that there are questions about. Director Woodson-Sow and Exec. Director McBride will work on updating that information for the next round of discussions on Link Metrics.

Next Meeting: July 25, 2024 @ 8:15AM



Connecting People Throughout
Kalamazoo County

Agenda Item: # 5b1 Meeting Date: 06/10/24
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TO: CCTA and KCTA Boards
FROM: Greg Vlietstra, Director of Support Services
Prepared by: Richard G. Congdon, Program Manager
DATE: May 21, 2024
SUBJECT: Metro Connect Contract– Informational Only

BACKGROUND

The two-year extension of the Metro Connect contract with First Student expires on December 31, 2024. This current contract began on January 1, 2020. The Federal Transit Administration and Metro purchasing policies allow for Metro to extend the contract for an additional year. Metro would like to discuss extending the contract with First Student for another year.

DISCUSSION

First Student and Apple Bus Company have operated Metro Connect since it was created in 2009. An evaluation of the current contract shows that they have operated the service satisfactorily throughout the course of the three contracts. Trip numbers, passenger comments and surveys, accidents, vehicle maintenance and contract costs were all reviewed.

The Metro Connect contract would go out to bid prior to the expiration of the one-year contract extension on December 31, 2025. This is also the expiration of the Metro Link contract with Via Transportation and would give Metro the option of using a single contractor for both services in order to get the best pricing possible.

Richard Congdon, Program Manager, provided a contract evaluation update at the May 20 Planning & Development Committee meeting. Richard will provide the same update to the CCTA and KCTA Boards at the June 10 meeting.

This item is for information only. Metro staff will begin discussions with First Student to extend the contract for an additional year. Any contract extension will be brought to the Boards for approval.

Attachment

1. Metro Connect Contract Evaluation



Metro Connect Contract Evaluation

Apple Bus Company began operating the Americans with Disabilities Act (ADA) and county-wide Demand/Response services when the two were combined as Metro Connect under a contract awarded on November 1, 2009. That contract was extended for two years in 2013. The contract was again put out to bid in 2014 and Apple Bus was again awarded the contract for three-years with a two-year extension that began in 2017.

After the expiration of the second contract, it was put to bid in 2019 and awarded to Apple Bus Company. Apple Bus was bought by First Student, Inc., on January 1, 2023. First Student is a nationally known provider that specializes in in school bus transportation. Metro Connect is the company's only paratransit program. First Student kept the Apple Bus employees and there were no interruptions in service or changes in how the program was run. After negotiations, the Metro Connect contract was extended with First Student until December 31, 2024. The contract is required by the Federal Transportation Administration to be put to competitive bid after five years.

Pandemic

The Covid-19 pandemic began shortly after the current Metro Connect contract began. Apple Bus and Metro Connect maintained regular days and hours of service throughout. The number of passengers per vehicle was limited to one for the vans and three for the buses in the beginning, increased to three on vans and 12 on buses on July 1, 2020, and returned to normal on December 1, 2021. All rides were free from March 24, 2020, through August 12, 2021. Apple Bus went beyond the scope of the contract to provide services. All vehicles were cleaned after each passenger, they were thoroughly cleaned every night and fumigated on a regular basis.

The pandemic did effect service. Overall trip numbers decreased by 42% in 2020 and 2022, while ADA trips decreased by 56%. While trip numbers have steadily increased, 2023 numbers were down by 24% compared to 2019. The scheduling office did have to deny rides due to the demand and limited capacity. There were a total of 910 ADA denials and 4,491 Demand/Response nothing to offer trips. The ADA denials were within the allowed percentage of less than .5% with .26% in 2021 and .48% in 2022. There have been no denials for either service since going back to full capacity in December of 2021.

Trip Numbers

Metro Connect passenger trip numbers had steadily grown since the service was created in 2010, and set an all-time record in 2019 with 171,057 trips, an increase of 38% over 2010. The pandemic slowed that growth down significantly but the numbers have increased each year since 2021. There were 94,683 trips provided in 2020, the first year of the current contract, and the 129,991 trips in 2023 is a 37% increase.

The ADA service was particularly hard hit by the pandemic due to the often vulnerable passengers that use it. Ridership was down by 57% from 2019 to 2020 and has been slower to return than regular Metro Connect service. ADA trips have increased by 62% in 2023 when compared to 2021. Overall, ridership is down by 29% in 2023 from 2019.

Metro Connect Demand/Response service wasn't hit as hard as ADA trips but has not returned to pre-pandemic numbers. Overall, ridership is still down by 20% from pre-pandemic numbers but has increased by 24% since 2020.

While there were trip denials when Metro Connect was running at limited passenger capacity, there have been no denials since returning to full service. There is no anticipated change to trip denial numbers since Metro Connect is still providing fewer rides than before the pandemic and there were no denial numbers prior to that.

On-time Performance

The contract states that the Contractor must maintain an on-time performance rate of 95% per month or they are penalized 10% of the monthly cost of the contract. A trip is considered on-time if the vehicle arrives within 15 minutes of the scheduled pick-up time. First Student had on-time performance percentages of 97.74% in 2020, 97.85% in 2021, 96.64% in 2022, and 96.79% in 2023, for a four-year average of 97.26%. They have never fallen below the required 95% on-time performance for any month while operating the Metro Connect contract.

Passenger Surveys

Metro Connect held passenger surveys in 2022 and 2023, to measure passenger satisfaction, find ways to improve service and measure the response to the pandemic. There were 195 surveys returned in 2022 and 126 in 2023 between paper surveys and those submitted on Survey Monkey for response rates of 16% and 15% respectively.

Overall, 93% of passengers were either "very satisfied" or "satisfied" in 2022, and 94% in 2023. Driver professionalism, passenger safety and vehicle appearance rated high levels of satisfaction in both surveys. There were 4% of respondents that were either "dissatisfied" or "very dissatisfied" in 2022, and 6% in 2023. Areas of dissatisfaction included scheduling rides, call times and hold times.

Passenger Comments

Metro Connect staff, Metro support staff, Kalamazoo Transportation staff and First Student fill out Metro Connect Passenger Comment and incident forms when a passenger, driver or citizen reports a complaint, incident, accident or commendation for an individual or the system. The forms are sent to First Student for explanation and resolution of the complaint or incident and then reviewed by the Program Manager. The individual is contacted by staff and sent a letter if applicable with the resolution of the complaint. If it the fault of Metro Connect coupons for free rides are included.

In 2020 there were 76 complaints, compliments, accidents and incidents; there were 52 in 2021; 81 in 2022; and 53 in 2023. Some of the complaints involved speeding vehicles, rudeness, cell phone use by drivers, late pick-ups and erratic driving. Incidents included issues with passengers such as fighting with fellow passengers, falling on the vehicle, rudeness to drivers and missed rides. Complaint logs from all sources are kept for each year as required by the FTA.

Metro Connect staff and First Student management also attend several meetings each year with community transportation advocates, area agencies and Metro's Local Advisory Committee. Comments regarding the service are addressed in these forums where there are both positive comments and complaints about the service.

Vehicle Maintenance

First Student maintains a fleet of 35 vans and 13 thirty-foot buses. Metro owns the vehicles and leases them to Apple Bus as part of the contract.

Metro maintenance staff perform quarterly inspections on all Metro Connect vehicles and note any maintenance issues. The issues are listed on a repair spreadsheet and the Contractor has three weeks to complete the repairs and turn in the work orders to Metro showing all repairs were made.

First Student has always completed and returned the repair sheets on time over the course of the contract. There have been no major maintenance issues found from the inspections. Some of the maintenance issues typically found during the inspections include lights burned out, rust on the vehicle, chips in the windshield, check engine lights on, peeling decals, dented bumpers and worn tires. There were some issues with wheelchair lifts such as barriers sticking when deployed, slow deployment and inoperable lifts.

There have been issues with vehicles remaining out of service for extended periods of time due to lack of maintenance personnel, body work issues and wait times. Metro maintenance staff monitor the status of these vehicles closely and address the issues with First Student.

Metro Connect drivers do daily inspections of all vehicles before they are put into service and complete defect cards if there are any maintenance issues. Vehicles are not put into service if they fail the inspection until the repairs are made. Metro staff has access to the defect cards if needed. First Student also submits all preventative maintenance records monthly to Metro.

Accidents

First Student is required to submit all accident reports to Metro within 24 hours of the accident. The reports are detailed and include the cause of the accident, any injuries, the driver's description, estimated cost of damages, police reports if required and if drug and alcohol testing was required. First Student has done a good job of submitting all reports in a timely manner and working with Metro maintenance staff when repairs have been required. There have been delays in receiving insurance information as required.

In 2020 there were five accidents with one the fault of Metro Connect and four caused by other drivers. There were eight accidents in 2021 with one the fault of Metro Connect and seven caused by other drivers. In 2022 there were five accidents with all five the fault of Metro Connect drivers. There were 11 accidents in 2018, with seven the fault of Metro drivers and four the fault of other drivers.

There was no major damage done to any vehicles and there were no major injuries reported in any of the years. Most accidents were minor and the vehicles were not taken out of service for long periods of time.

Drug and Alcohol Testing

The Federal Transit Administration requires that all safety-sensitive employees submit to drug and alcohol testing for pre-employment, post-accident, reasonable suspicion, return to duty and random testing. First Student has done a good job of doing all the required testing and compiles a report that is

submitted to the FTA every year. They have always submitted this report ahead of time and have never had any issues with it.

Metro monitors their drug and alcohol testing program but First Student also employs a third-party company to monitor the program to ensure they are in compliance with all requirements. They submit forms to Metro after every accident that documents their decision to have an employee tested or not based on the federal requirements. First Student often goes beyond the FTA requirements and tests employees even if it is not required. Their experience with the drug and alcohol testing requirements are an asset because of the close scrutiny of the FTA of all transit agency programs.

Reporting

First Student has always submitted all required statistics and reports on time for monthly reporting to the Federal Transit Administration, Michigan Department of Transportation and Metro. They are required to submit all reports by the seventh of the month and have never been late. If there have been any errors in the reports they have been very responsive to review the data and send the corrections in a timely manner.

They have also been helpful in the reporting and dealing with any issues that arise for the annual National Transit Database reporting. They have been responsive when asked to compile data that is not required by the Metro Connect contract as the service has grown and additional information needed.

FTA Triennial Review

The Federal Transit Administration conducted the triennial review of Metro in 2020 to ensure that Metro is complying with federal requirements and using federal funds as intended. They review all Americans with Disabilities Act regulations and the Metro Connect service had no findings and was completely in compliance. A triennial review will be conducted in 2024.

Apple Bus was also part of the Triennial Review in 2017 under that contract in which there were no areas of non-compliance with Metro Connect service found.

Scheduling

Metro Connect trips are scheduled in three ways. Passengers can call and speak to a scheduler, email their ride information to scheduling or establish a subscription that is a standing ride that will automatically show up on the same days and times. Forty percent of rides are scheduled by email each month and helps to free up more time on the phone lines. Seventy-six percent of all rides scheduled are taken. There have been less issues with scheduling since there are less rides still being requested and taken post-pandemic.

Over the course of the current contract, there have been an average of 6,852 calls received for an average of 303 calls per day. The average length of a call to schedule a ride is 2:37. There are 4,223 outgoing calls each month. An average of 107 calls went to voicemail monthly. Scheduling is required to return the voicemail calls within 30 minutes of receiving them. Complaints about voicemail have been significantly less as well.

First Student continues to use TripMaster by CTS Software to schedule all Metro Connect rides. There have been no major issues with the scheduling system and CTS is always quick and helpful solve any problems that arise. The scheduling system interfaces with mobile data terminals on all of the vehicles

so that the manifests appear on the vehicle and any changes to the schedule can be immediately communicated to the drivers.

Contract Costs

The Metro Connect contract has been bid as an annual lump sum amount since the ADA and Demand/Response services were combined in 2010. This has been done to keep the cost per trip as low as possible. The current contract was bid and awarded before the pandemic began. The annual amounts were based on estimates of trips, miles and hours that were done when service was still growing.

The average cost per trip since Metro Connect was created in 2010 through 2023 is \$28.40. Prior to the pandemic in 2010 through 2019, the average cost was \$21.07. The cost per trip for the current contract from 2020 through 2023 has been \$46.72, an increase of 122% over the previous nine years. Apple Bus/First Student has been the contractor for that entire time since 2010.

Apple Bus saved a significant amount of money in fuel cost in 2020 due to less trips and low fuel costs at the beginning of the pandemic. They used \$206,557 less in 2020 over 2019, or a savings of 48%. Fuel costs have since fluctuated in recent years. There was increase of 29% in fuel from 2020 to 2021, an increase of 55% in 2022, but a decrease of 11% in 2023.

Metro has provided new vehicles each year to replace older ones and keep maintenance costs down. Twenty-five of the 48 vehicles are 2020 or newer, 52% of the total fleet. Vehicle replacement is still slower from the pandemic, but Metro has a plan in place to continue to replace Metro Connect vehicles as needed.

Apple Bus/First Student has been paid the set amount of the contract for each year despite providing many less trips due to the pandemic. Fuel costs, maintenance costs and sanitizing the fleet of vehicles all drove costs up but less trips drove the cost per trip up significantly for Metro. After negotiations with First Student for the two-year extension, they were supposed to do everything possible to increase the number of trips to offset the cost per trip of the 12% increase the first year of the extension. Metro Connect trip numbers have stabilized over the last year and the number of trips per month have remained similar, though they are slowly increasing with April 2024 having 12,197 passenger trips, the most since February of 2020.

Conclusion

Apple Bus/First Student has been a very good contractor to work with and the management and owners of the company have been very responsive to the needs of the program and its users and have been flexible in accommodating the requests of Metro that went beyond the scope of the contract. They have been responsive to questions and requests for reports and information. Communication between Metro staff and Apple Bus/First Student has always been good and they are quick to respond to email and telephone requests. First Student retained all of the Metro Connect management and most of the drivers so there was no noticeable or significant change to the service or the way it was managed when First Student assumed operations. Their fourteen years' experience operating Metro Connect service lends them well in dealing with any issues with passengers, vehicles, service changes and scheduling/dispatching.

Metro Connect Contract Evaluation:

May 1, 2024

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There have been some of the typical contractor issues that arise when operating a service such as: rude drivers or scheduler/dispatchers, driver turnover, preventable accidents, vehicle cleanliness, late trips and scheduling issues. They have been good about addressing any of these issues as they arise.

Attachment

None



AGENDA and MEETING NOTES

Planning & Development Committee May 20, 2024 at 2 PM Microsoft Teams Virtual Meeting

Members: Chris Burns (Chair), Rob Britigan, Tafari Brown, Lisa Mackie, Jim Pearson

Staff: Greg Vlietstra, Sean McBride, Richard Congdon, Cheryl Pesti, Kathy Schultz, Barbara Blissett

1. Five-Year Financial Projections

Notes:

- Discussion was held on the current and future proposed financial position of the CCTA. This information will be important as the budget process begins, and future millage rates will be considered

2. Metro Connect Contract Extension

Notes:

- Metro Connect Program Manager Richard Congdon gave an update on the future of the Metro Connect contract.

3. Construction & Detours

Notes:

Transit Planner Kathy Schultz provided the Committee with the latest construction and detour updates. She said everything was being distributed to the public through Facebook, MyStop App and other social media platforms

4. Other Items

Notes:

- The Committee proposed to tentatively cancel the June Committee meeting stating that items for Board approval could be handled at the July Committee meeting

The meeting adjourned at 2:45 pm.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 6b1 Meeting Date: 06/10/24
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Sarah Joshi, Deputy Director of On-Demand Services & Planning
SUBJECT: May 28, 2024
DATE: Legislative Breakfast Review

BACKGROUND

The annual Legislative Breakfast was held on Friday, May 17, 2024. The focus of this year's guest list was township supervisors, and the theme was "Providing Vital Connections to Kalamazoo County."

DISCUSSION

Overall, 47 attended, including township supervisors, mayors, superintendents, County Commissioners, and State representatives as well as representatives of State Federal legislators. That number includes 12 Board members, ten Metro staff members, two Via representatives, the Office of Passenger Transportation administrator, the local ATU president who spoke about fixed-route transportation, and a Metro Connect rider who shared his perspective about the importance of that service.

Following the breakfast, Board President Greg Rosine welcomed the guests, and Executive Director Sean McBride gave remarks related to Metro's innovations that address community needs. Guests then moved into the bus garage for a brief Metro Link ribbon cutting ceremony, photos, gifts, and the opportunity to tour the maintenance garage.

RECOMMENDATION

This item is offered for informational purposes only and no action is requested.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 6b2 Meeting Date: 06/10/24
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Sarah Joshi, Deputy Director of On-Demand Services & Planning
SUBJECT: June 3, 2024
DATE: Jurisdiction Outreach Update

BACKGROUND

The External Relations Committee proposed a public speaking plan so that board members could present consistent information on an organized timeline at meetings of the elected bodies within Kalamazoo County. The presentation outline and each board member's jurisdiction assignments were approved by the Boards in December 2023.

DISCUSSION

To date, nine presentations have been given. These include presentations to the following jurisdictions:

- Kalamazoo County – Rosine/McBride
- City of Parchment – Britigan/McBride
- Comstock Township – Thompson/McBride
- Kalamazoo Township – Mackie/McBride
- Oshtemo Township – Farmer/Sloan/McBride
- Schoolcraft Township – Williams/Joshi
- Wakeshma Township – Mackie
- Augusta Village – McCormick/Vlietstra
- Schoolcraft Village – Mackie/Joshi

Board members are reminded to please review assignments, advise Barbara Blissett if they need assistance in making arrangements to speak or notify her when such arrangements have been made, and follow up to make sure that appropriate records are kept.

RECOMMENDATION

This item is offered for informational purposes only and no action is requested.



AGENDA and MEETING NOTES

Board Operations Committee
May 23, 2024
9:00 am
Via Teams Meeting

Members Present: Curtis Aardema, Chris Burns, Garrylee McCormick, Greg Rosine
Absent: Dusty Farmer

Staff: Sean McBride, Barbara Blissett

Items for Discussion:

1. Review CCTA/KCTA June 10, 2024 Meeting Agenda

Notes:

- The Committee reviewed the June 10th Board meeting agenda including the items for the purchase of vans and a medium-duty bus and the change order for the purchase of 15 vans

2. Review Committee Activities

Notes:

- Exec. Dir. McBride updated the Committee on the Metro Connect Contract
- The Committee discussed future financial positions
- Exec. Dir. McBride recapped the Legislative Breakfast

3. Other Items

Notes:

- The Committee reviewed the Board Governing Agenda Planning Timeline for May 16th

4. Future Meeting Dates

Notes:

- The Committee discussed future meeting dates of Thursday, June 20th, Thursday, August 1st or Friday, August 2nd



Agenda Item: # 8
Meeting Date: 06/10/24

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: May 28, 2024
SUBJECT: Executive Director Update

Capital Projects

The new vehicle washing system approved by the Board in November of 2023 has been installed and is operating. Vans, pickup trucks, and other Metro vehicles were previously washed by hand. The new wash system will save significant staff time and will improve the appearance of those vehicles with more frequent washings. Other benefits and enhancements of the new wash system include:

- minimizing water spots with a reverse osmosis system and a blow dryer, which improves driver safety with less spotting and etching on the vehicle windows;
- a touchless system that will provide cost savings from less broken mirrors and wiper arms, and less paint scratches;
- a full undercarriage wash;
- improved wheel washing;
- and includes a new water softener system.

Safety and Security Update

Metro staff continue to work with Kalamazoo Department of Public Safety on safety concerns surrounding the Kalamazoo Transportation Center. The number of people sleeping at the facility and being on the grounds overnight have begun to decrease. KDPS has been visible on the grounds daily for the last few weeks. Metro staff are continuing safety initiatives with finalization on integration Metro's exterior camera system into the FUSUS camera network with KDPS. Integration into this system would give public safety better visibility on the grounds when they are called for assistance.

Director Woodson-Sow and Safety and Security Manager Emig continue work with the Transportation Security Administration on plans to increase security for Metro staff and the traveling public. Continued work on the BASE assessment and the updates to the safety and security plans are currently underway with guidance and training from the TSA. Other plans like the PTASP have begun the annual review process and will be presented to the Technical Assistance Center late August prior to coming back for presentation to the CCTA/KCTA Boards.

Metro Link Update

Attached is a Metro Link Update



Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Sarah Joshi, Deputy Director of On-Demand Services & Planning
DATE: June 4, 2024
SUBJECT: Metro Link Update

BACKGROUND

The Metro Link microtransit service launched in three zones on April 15, 2024. This memo will provide a summary of launch activities and results.

DISCUSSION

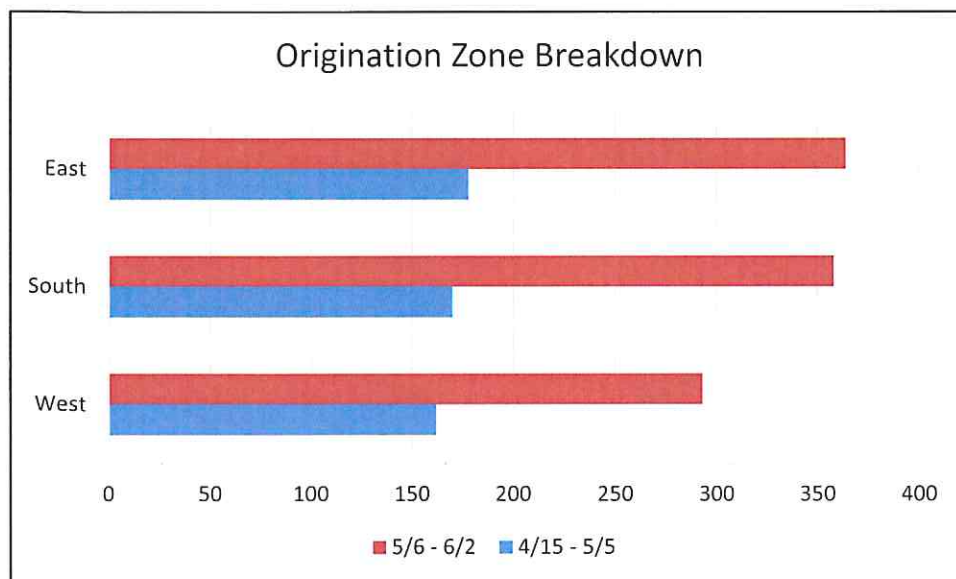
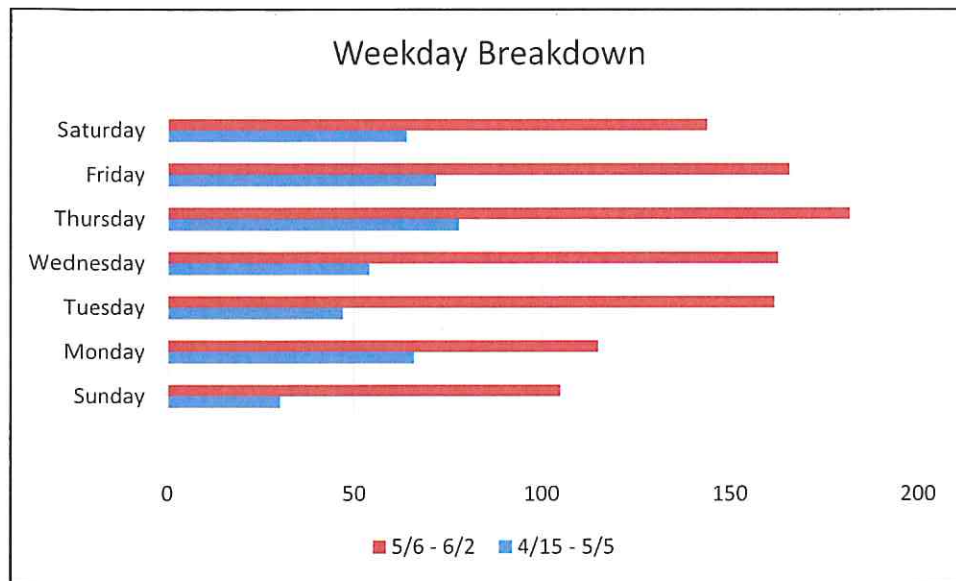
Metro Link educational outreach continues with paid search and social media promotions, in-person sessions with major employers and senior citizen organizations, and brochure distribution—particularly Spanish language brochures—at retail locations within the microtransit zones. Bus shelter posters and onboard signage continue to be used in the zones and aboard all buses.

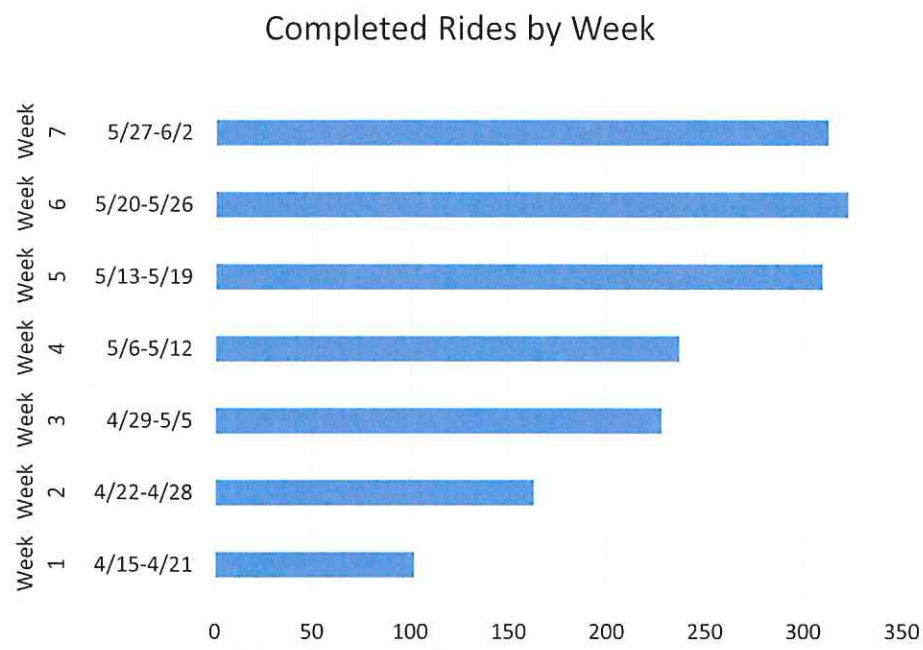
Below are ridership numbers noted since launch:

	3 weeks ending 4/5/24	7 weeks ending 6/2/24
App downloads	865	1,285
Rides	496	1,676
Miles	1,317	3,203
Riders taking one or more rides		211
Riders taking two or more rides	75	148
Riders taking five or more rides	29	79
Average rating	4.9	4.9
Average pickup time	11.1 minutes	10.3 minutes

Other notes and observations:

- Data reporting is being developed further by the Performance Monitoring Committee.
- Rack cards in English and Spanish will be stocked in literature racks on each bus alongside bus schedule brochures.
- Drivers report that riders are beginning to switch from private ridesharing services to Metro Link—particularly those who work in low-wage jobs and/or multiple jobs.
- User feedback indicates a need for clearer maps on the website and in the app, so those are under development and will be uploaded this month.





RECOMMENDATION

This update is being provided for informational purposes, and no action is requested at this time.