



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
MARCH 11, 2024
Annual Meeting**

*Note: The next joint CCTA/KCTA regular meeting will be held on
Monday, April 8, 2024 at 11:30 am at the
Comstock Township Hall, 5876 King Highway, Kalamazoo, MI.*

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its meeting on Monday, March 11, 2024 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
	a. Guests from St. Augustine School to Recognize Transportation Week		
	b. Resolution Recognizing Transit Worker Appreciation Day*	Voice Vote	Voice Vote
2.	Consent Agenda	Voice Vote	Voice Vote
	a. Agenda for March 11, 2024*		
	b. Minutes for February 12, 2024 and February 26, 2024*		
3.	Public Comment		
4.	Presentation of 2023 Annual Report*		
5.	Board Operations Committee		
	a. Action Items		
	1. Microtransit Fare Discussion*		
	2. Consideration to Adopt CCTA/KCTA Policy No. 1.16 Board Officer Appointment Process*	Roll Call	Roll Call
	3. Consideration to Adopt Update to CCTA Bylaws to Amend the Annual Meeting Section	Roll Call	Roll Call
	4. Consideration to Adopt Update to KCTA Bylaws to Amend the Annual Meeting Section	Roll Call	Roll Call
	b. Informational Items		
	1. Board Operations Committee Meeting Notes of February 29, 2024*		
6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. Legislative Outreach Presentation*		
	2. External Relations Committee Meeting Notes of February 21, 2024		



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7.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
	1. Planning and Development Committee Meeting Notes of February 19, 2024*		
8.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Approve a Change Order with Hoekstra for Mid-size Buses*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Reports*		
9.	Report from Executive Director*		
	a. Metro Share Update*		
10.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
11.	Chairperson's Report		
12.	Public Comment		
13.	Members' Time		
14.	Adjournment	Voice Vote	Voice Vote

*Indicates attachments included in agenda packet

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

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



Resolution Recognizing Transit Worker Appreciation Day

WHEREAS, March 18, 2024 marks 361 years since the first launch of public transportation in Paris, France; and

WHEREAS, for 57 years Kalamazoo public transportation employees have been on the front lines ensuring safe and dependable service for the traveling public; and

WHEREAS, in 57 years Metro has provided 120 million rides; and

WHEREAS, Metro transports passengers to jobs, school, medical appointments, and shopping; and

WHEREAS, Metro and Metro Connect employees quickly adjust their operations in order to meet current and future needs of the transportation system in Kalamazoo County; and

WHEREAS, Metro Coach Operators, Operations Department, Maintenance Department, Kalamazoo Transportation Center Staff and Administration Staff are essential employees to Metro; and

WHEREAS, Metro employees have remained on the front lines of public transportation and supported each other; and

WHEREAS, Metro employees act as public servants, and at times have gone above and beyond their transit worker role to give acts of kindness and make their community a better place; and

WHEREAS, Kalamazoo County will remain connected with safe travel options with the continued dedication of Metro's transit workers.

NOW, THEREFORE BE IT RESOLVED that the Central County Transportation Authority (CCTA) and the Kalamazoo County Transportation Authority (KCTA) recognizes March 18, 2024 as "Transit Worker Appreciation Day."

Signed this 11th day of March, 2024.

Greg Rosine, Chair
Central County Transportation Authority
Kalamazoo County Transportation Authority

Sean McBride, Executive Director
Metro

Curtis Aardema, Vice-Chair
Kalamazoo County Transportation Authority

Garrylee McCormick, Vice-Chair
Central County Transportation Authority

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Regular Meeting
February 12, 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, Richard Congdon, Annette Arkush, Barbara Blissett
Others Present: Earl Cox, Sr., ATU Anthony Harp, ATU

1.) KCTA ROLL CALL

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

A motion was a motion was made to excuse Farmer, Sigman, Rosine
Motion: Sloan Second: Brown
Motion carried by voice vote.

1). CCTA ROLL CALL

CCTA Members Present: Curtis Aardema, Rob Britigan, Chris Burns, Rod Halcomb, Garrylee McCormick, Randy Thompson,

CCTA Members Absent: Dusty Farmer, Lisa Mackie, Jim Pearson, Greg Rosine

A motion was a motion was made to excuse Farmer, Mackie, Pearson, Rosine
Motion: McCormick Second: Britigan

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 February 12, 2024 with the removal of the Metro Share update and for approval of the joint CCTA/KCTA meeting minutes for January 8, 2024.

Motion: Britigan Second: Thompson
Motion carried by voice vote.

3.) PUBLIC COMMENT – None

4.) PLANNING AND DEVELOPMENT COMMITTEE

Burns reported the Planning and Development Committee reviewed the Board agenda item: Update to Public Transit Human Service Plan (PTHS).

Exec. Dir. McBride provided an overview of the Plan. He said the Plan was a requirement by the Federal government for Metro to receive 5710 funds for serving senior citizens, people with disabilities and lower income individuals. Exec. Dir. McBride stated that these funds were used primarily for replacement vans for Metro Connect and Metro Share.

Halcomb asked if the Microtransit Pilot would interfere with CCTA boundaries that are designated within the Plan. Exec. Dir. McBride explained that because it was a pilot project, the CCTA

boundaries would not come into play until the pilot was completed and final routes were determined.

Burns indicated in the future the Committee would be reviewing items like the Employee Handbook updates for a recommendation to the Board.

A motion was made by KCTA and CCTA to approve the updated Public Transit Human Services Plan (PTHS) for 2024.

Motion: Brown/Thompson Second: Ayers/McCormick

Motion carried by a roll call vote.

Ayes: Curtis Aardema, James Ayers, Tafari Brown, Aditya Rama, Tim Sloan, Isaiah Williams

Nays: None

Absent: Farmer, Sigman, Rosine

Ayes: Curtis Aardema, Rob Britigan, Chris Burns, Rod Halcomb, Garrylee McCormick, Randy Thompson

Nays: None

Absent: Farmer, Mackie, Pearson, Rosine

5.) PERFORMANCE MONITORING COMMITTEE

Chair Aardema reported that the Performance Monitoring Committee had not met but noted the various monthly reports in the packet and the additional information provided in the Security Report.

6.) EXTERNAL RELATIONS COMMITTEE

Exec. Dir. reported the External Relations Committee would be meeting the next week and discussing the Annual Report as well as the microtransit name.

Vice Chair Aardema reminded Boardmembers about the jurisdictional assignments.

7.) BOARD OPERATIONS COMMITTEE

Vice Chair Aardema reported the Board Operations Committee met and reviewed the February 12th CCTA/KCTA meeting agenda.

Vice-Chair Aardema stated the Board Operations Committee discussed bylaws and policy changes to reflect changes regarding committees to align with the new governance structure. It is intended to be presented for first reading.

Boardmembers discussed that the possible effects of two-year terms for Committee chairs since some Boardmembers have been elected from various jurisdictions and have their own term limits.

The Board Operations Committee offered for first reading Policy No. 1-16 and amendments to the CCTA and KCTA bylaws to amend the Annual Meeting Section.

8.) EXECUTIVE DIRECTORS REPORT

Exec. Dir. McBride updated the Boardmembers on the microtransit timeline. He said staff was meeting with VIA each Wednesday to work out the details including boundaries and logos. He suggested a special meeting be held to dedicate the entire focus on microtransit.

A motion was made by KCTA and CCTA to schedule a special meeting on Monday, February 26, 2024 at 11:30 am in the Metro Boardroom.

Motion: Burns

Second: Britigan

Motion carried by a voice vote.

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

- Human Resources
- Community Engagement
- Triennial Review
- Lawsuit Update

Exec. Dir. McBride noted that the Metro Share update would be provided at the next meeting.

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 – Rama shared that there had been a final audit presentation on microtransit. He said there had been discussion concerning 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 – Thompson shared he had recently met with Marty Janssen, a former CCTA/KCTA Boardmember and was asked to tell everyone hello.

13.) ADJOURNMENT

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

Motion: Halcomb

Support: Burns

Motion carried by voice vote.

The meeting adjourned at 12:15 PM.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Special Meeting
February 26, 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,
Barbara Blissett
Others Present: John Gisler, Peter Dame

1.) KCTA ROLL CALL

KCTA Members Present: Curtis Aardema, James Ayers, Tafari Brown, Dusty Farmer,
Gary Sigman, Aditya Rama, Tim Sloan, Isaiah Williams,
Greg Rosine
KCTA Members Absent: None

1). CCTA ROLL CALL

CCTA Members Present: Curtis Aardema, Rob Britigan, Chris Burns, Dusty Farmer,
Rod Halcomb, Garrylee McCormick, Randy Thompson,
Greg Rosine

CCTA Members Absent: Lisa Mackie, Jim Pearson

*A motion was a motion was made to excuse Mackie, Pearson
Motion: Burns Second: Thompson*

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 special meeting agenda for February 26, 2024 and for approval of the joint CCTA/KCTA meeting minutes for February 12, 2024.

Motion: Britigan Second: Burns

Motion carried by voice vote.

3.) PUBLIC COMMENT – John Gisler commented on the upcoming open house events for the new home of the Kalamazoo County Road Commission and the Charles A. Pratt Justice Center

4.) EXTERNAL RELATIONS COMMITTEE

Chair Farmer reported the External Relations Committee met and reviewed the possibilities for the microtransit's brand name and determined the most relevant name as "Metro Link." Dep. Dir. of On Demand Services and Planning Sarah Joshi indicated the Metro Link name showed linking people with the fixed-route system and the past moving into the future of transportation.

A motion was made by KCTA and CCTA to approve the name for the Metro microtransit service to be "Metro Link."

Motion: Sloan/Burns Second: Sigman/Halcomb

Motion carried by a roll call vote.

Ayes: Curtis Aardema, James Ayers, Tafari Brown, Dusty Farmer, Aditya Rama, Gary Sigman, Tim Sloan, Isaiah Williams, Greg Rosine

Nays: None

Ayes: Curtis Aardema, Rob Britigan, Chris Burns, Dusty Farmer, Rod Halcomb, Garrylee McCormick, Randy Thompson, Greg Rosine

Nays: None

Absent: Mackie, Pearson

5.) PLANNING AND DEVELOPMENT COMMITTEE

Chair Burns reported that the Planning and Development Committee met and reviewed the three zones for the Microtransit Pilot Project. He asked Dep. Dir. Joshi to present the zone maps and explain their interaction with the fixed-route system.

Chair Burns stated the Planning and Development Committee was recommending Board approval of the three microtransit zones.

A motion was made by KCTA and CCTA to approve the three proposed microtransit zones

Motion: Burns/Farmer Second: McCormick/Rama

Motion carried by a roll call vote.

Ayes: Curtis Aardema, James Ayers, Tafari Brown, Dusty Farmer, Aditya Rama, Gary Sigman, Tim Sloan, Isaiah Williams, Greg Rosine

Nays: None

Ayes: Curtis Aardema, Rob Britigan, Chris Burns, Dusty Farmer, Rod Halcomb, Garrylee McCormick, Randy Thompson, Greg Rosine

Nays: None

Absent: Mackie, Pearson

6.) MICROTRANSIT PRESENTATION

Representatives from Via (River North) joined the meeting via Zoom and provided information about the process for creating the zones and answered questions about the extra level service, connections and payment processing.

Chair Rosine thanked Via for their presentation and answering questions from the Board. He reminded everyone this was a pilot project that will take time to review and make adjustments.

8.) EXECUTIVE DIRECTORS REPORT

Dep. Dir. Woodson-Sow updated the Boardmembers on the upcoming road detours due to road construction.

10.) CHAIRPERSON REPORT – No report.

11.) PUBLIC COMMENT – None

12.) MEMBERS TIME – None

13.) ADJOURNMENT

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 12:42 PM.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk

DRAFT

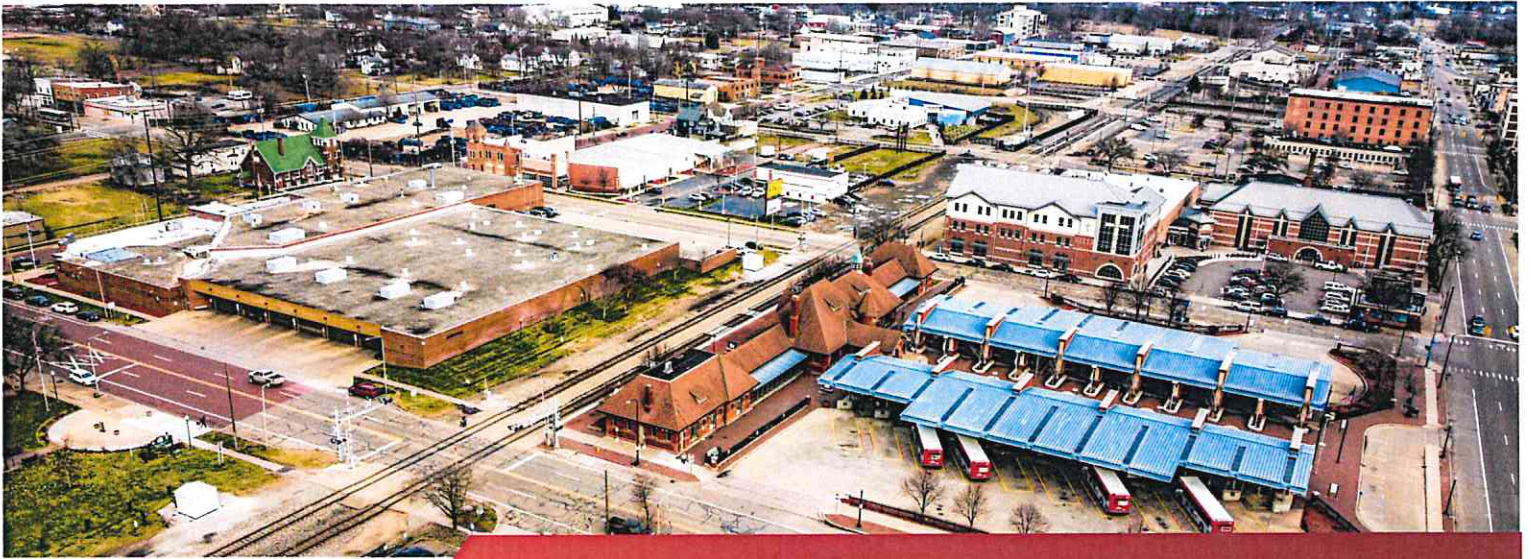


Connecting People Throughout
Kalamazoo County

Agenda Item: # 4 Meeting Date: 03/11/24
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: March 7, 2024
SUBJECT: 2023 Annual Report

Attached is the CCTA/KCTA Annual Report. The Annual Report will be mailed to the residents of Kalamazoo County. Chairperson Rosine and Executive Director McBride will present an Annual Report at the meeting.



2023 ANNUAL REPORT

Metro Momentum Broadens Horizons

Innovation and Outreach in the Driver's Seat

Kalamazoo County's public transportation system – Metro – strengthened operations in 2023 while laying plans to meet the changing needs of its riders.

Metro provides some two million rides a year, assuring consistent community access to a diverse ridership. The fixed-route system (buses) saw ridership increases again this year on most of its 21 routes. Ridership was also up for the paratransit, on-demand program (Metro Connect) and the shared-van service for nonprofit organizations (Metro Share).

Ridership increases created the need to recruit, hire and train new staff. In August, a campaign resulted in the hiring of 12 new drivers.

"Metro offers a real career, not just a job" says Sean McBride, Metro's executive director. "Metro provides benefits, security and opportunities for growth and advancement. We thrive as an organization when our staff is committed to our mission of being the first choice in transportation for all."

The past year also saw a continued emphasis on rider safety, upgraded maintenance equipment to extend the life of the fleet and an increased use of mobile technology, including the bus-locator app myStop Mobile and digital-fare app Token Transit.

In December 2023, Metro debuted a refreshed webpage. The site features a more user-friendly layout and includes a trip planner on the home page. As part of comprehensive outreach effort, the site will be regularly updated with Metro-related information to facilitate meaningful engagement with the community.

As Metro's administration and workforce continued to improve and strengthen existing services, the organization's two policy-setting boards reviewed public input and have focused on the future of Metro in the coming years and decades.



The Metro of Tomorrow

Transforming Transportation - Exploration Leading to Dynamic Future

Metro staff, administrators and community representatives – the entire Metro team – spent much of 2023 envisioning what the future of public transportation could look like.

“The Metro of tomorrow,” says Metro Director Sean McBride, “will be a more dynamic version of what we have today.” An example of shifting rider expectations is the rise of private rideshare operations like Uber and Lyft. While these companies meet a cultural demand for quick, individual service, they are not financially sustainable for regular transportation needs.

“Innovation is key,” says Greg Rosine, who has dedicated much of his professional life and two decades of volunteer work to designing and overseeing transportation systems. “Traditional transportation models still have strengths; we need to blend those strengths with the demands of modern life when planning the future of Metro.”

Rosine, the former top official at the Michigan Department of Transportation (MDOT), is the long-serving chair of both the Kalamazoo County Transportation Authority (KCTA) and the Central County Transportation Authority (CCTA). Those two quasi-governmental authorities, composed of public officials and involved citizens, guide the work of the Metro transportation system.

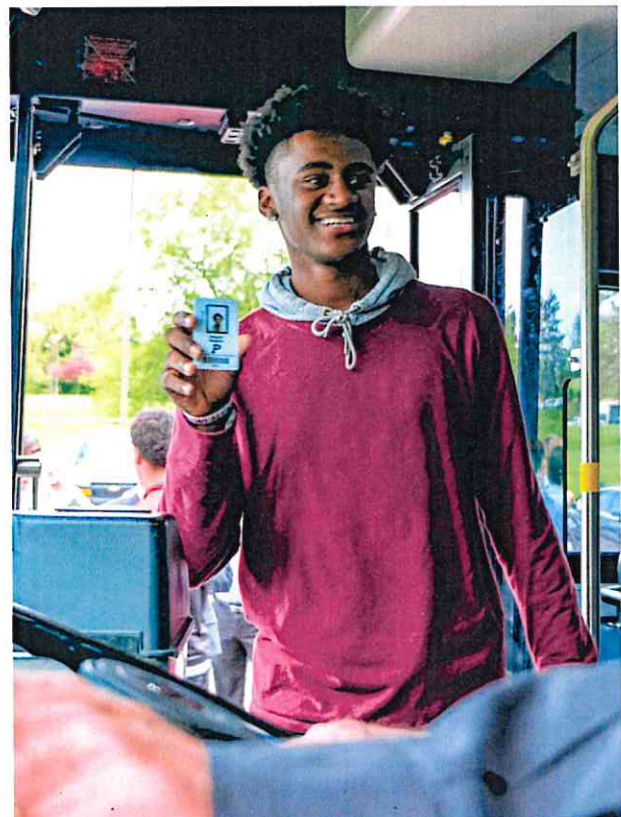
Says Rosine: “You have two dozen buses meeting the needs of thousands of riders, so it comes down to schedules. Day in and day out, the Parchment bus has to be at Riverview and Glendale at 8:24 a.m. on its way to Wal-Mart. Yes, it is predictable, but it also represents a rigidity that makes it hard to respond to someone’s very personal needs.” This conflict strikes at the heart of the issue Rosine and his colleagues on Metro’s governing boards have faced as they try to meet “Uber-like expectations.”

This challenge is not unique to Metro. Looking for long-term solutions, Rosine posits, may include an organizational arrangement with smaller buses and better integration with the system’s on-demand service, Metro Connect.

The secret, Rosine continues, is to create opportunities for greater flexibility while maintaining high ridership. “We need to maintain what we know works while exploring ways to meet the needs of our diverse and expanding ridership.”

“We know the public has high expectations, so we are looking at ways to be more responsive, knowing we have to do it cost effectively,” says McBride, “We oversee the service, but we are also guardians of the funds that make that service possible.”

Rosine adds that it is important to continue to communicate with the public about these changes. “Public trust is at the heart of Metro’s work,” he says.



Communicating and Connecting

Metro Focuses on Outreach

Changes to Metro's organization and operations are vital to the continuation of the mission and vision.

"When public transportation works, studies show it results in more equitable access to employment, businesses can thrive, and more families have the income they need to enjoy a quality of life." says Clarence Lloyd, Vice President and Director of Southwest Michigan First's Chamber of Commerce.

Recognizing that the success of any system changes will require the public to be aware and informed, Metro has made a commitment to increasing meaningful engagement with the community through optimized use of social

media, regular community publications and attending community events to educate and expand options for all.

A strategic outreach plan is under development with the goal of enhancing Metro's visibility and humanizing public transportation.

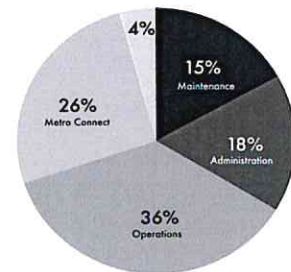
Metro has laid the groundwork to expand and improve all services provided to the community in 2023. Building on that foundation, outreach efforts and new services in 2024 will highlight Metro's commitment to improving quality of life for the community and being the preferred transportation choice for all.



2023 Operating Revenue and Expenses

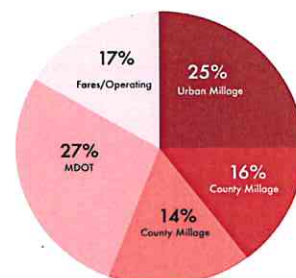
Operating Expenses - \$20,195,680

Administration	3,720,791
Maintenance	3,053,095
Operations	5,369,515
Metro Connect	5,322,898
Metro Share	46,617
Kalamazoo Transportation Center (KTC)	707,310



Operating Revenue - \$21,834,800

Michigan Department of Transportation (MDOT)	5,953,424
Urban Millage	5,454,559
Federal Transit Administration (FTA)	3,584,258
County Millage	3,130,757
Fares/Operating	3,711,802



Who's Riding Metro?

Kalamazoo Icon Talks Independence & How Metro Keeps Her Moving

Many Kalamazoo residents may recognize the smiling face of Judy Sarkozy, co-founder of Sarkozy Bakery and long-time Kalamazoo Icon. One might associate her with the smell of fresh-baked bread or the year-round Farmer's Market downtown – but Judy can also be associated with Metro as a regular bus rider.

In 2023, the fiercely independent businesswoman woke up with sudden and significant vision loss. "I was broken-hearted," Judy said recounting being told she would no longer be able to drive. Not one to sit around idle, Judy immediately began looking at her options. Her goal was to preserve her independence and continue living life on her own terms.

Relying on other people's schedules for her transportation needs did not sit well with the octogenarian, who continues to work at Sarkozy's Bakery and enjoys an active social life. Although she was aware of the bus, it had never directly impacted her daily life. "[Riding the bus] takes time and planning, which I was not willing to do before," Judy said. "But I can not be independent if I do not do it now."

The hardest part of learning to ride the bus was getting herself to use it the first time. "People are uncomfortable because they do not know it," she said, "but it gets easier and easier each time." She

had to plan, learn the routes, learn the apps and was sometimes frustrated when technology failed. Judy now "outfits" herself with a charged phone, backpack and raincoat when she heads out to travel. She also lauds the unexpected benefits of public transportation: the healthier daily activities and cost savings.

But most important to Judy, riding Metro connects her to the community and provides a sense of camaraderie with fellow riders. "If more people rode it, they would find out," Judy said. "People getting on say 'hello' and people getting off the bus say 'thank you' to the driver... it makes a difference."

Judy recounted some of the challenges of adapting to this new life, but added with a smile, "Now, I am very pleased."



530 N. Rose Street
Kalamazoo, MI 49007

www.kmetro.com
(269) 337-8222

Central County Transportation Authority Board

- Curtis Aardema
- Robert D. Britigan, III
- Chris Burns
- Dusty Farmer
- Rodney Halcomb
- Lisa Mackie
- Jim Pearson
- Randy Thompson
- Greg Rosine – Chair
- Garrylee McCormick – Vice-Chair

Kalamazoo County Transportation Authority Board

- James Ayers
- Tafari Brown
- Dusty Farmer
- Aditya Rama
- Gary Sigman
- Tim Sloan
- Isaiah Williams
- Greg Rosine – Chair
- Curtis Aardema – Vice-Chair

Metro Leadership

- Sean McBride, Executive Director
- Greg Vlietstra, Director of Support Services
- Keshia Woodson-Sow, Director of Operations
- Robert Branch, Deputy Director Fleet and Facilities
- Sarah Joshi, Deputy Director of On-Demand Services and Planning



Agenda Item # 5a1
Meeting Date: 03/11/24

Connecting People Throughout
Kalamazoo County

TO: Board of Directors
FROM: Sean McBride, Executive Director
Prepared by Sarah Joshi, Deputy Director of On-Demand Services & Planning
SUBJECT: Microtransit Pilot Project Fare Structure Recommendation
DATE: March 11, 2024

BACKGROUND

A key recommendation of the 2023 Comprehensive Operational Analysis was to implement a microtransit service aimed at increasing public transit options for a greater number of people in the region. The Board considered this recommendation and selected River North, a subsidiary of Via, to provide turnkey microtransit services for a pilot project to end December 31, 2025.

As a team of Metro staff works closely with Via's launch team, a significant service goal that has been identified is to link those in less densely populated areas with the fixed-route bus system. The Board of Directors has approved the name "Metro Link" and defined the service zone boundaries. To move plans forward, the next deliverable is a fare structure to be integrated into the app.

DISCUSSION

A fare structure that supports the goal of providing so-called "first-mile/last-mile" service to the existing bus network is to mirror the rates charged for fixed-route service. Doing so will help riders understand microtransit as a connected part of the existing transit system as opposed to a separate service like private, door-to-door transportation options such as Uber or Lyft. Key considerations in the pilot project's recommended fare structure included the following:

Integrated transit

With the goal of not cannibalizing the fixed route service, the app can be configured to display microtransit options only when preferred. Microtransit services can also accommodate Metro's practice of providing free transfers, which further support these riders' use of bus transportation. (The app can be configured in such a way that the microtransit leg of a multiple-leg trip is always free; that way, riders only need to pay for the bus ride, and there is no need for the bus driver to visually verify the free transfer.)

Pricing

By matching microtransit fares to fixed-route fares, the service is positioned in such a way that the community will see it as a part of the overall transit network rather than a separate or "premium" service. The app will be configured so that riders can toggle concessions for child, senior, etc., and drivers will be prompted automatically to verify discount cards like a Bronco student ID.

Continuity of service

If the time comes when microtransit services replace an under-utilized bus route, consistency in fare structure will seamlessly support riders who lose this traditional means of transportation. Fixed-route bus fares are as follows:

Adult \$1.50
Child less than 48" tall \$0.75
WMU student or staff Unlimited rides with Bronco ID

Memo re: Microtransit Pilot Project Fare Structure Recommendation

Date: March 11, 2024

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Senior 62+ (Metro ID required) \$0.75

ADA-eligible riders (Metro ID required) \$0.75

Medicare cash fare (red, white & blue Medicare card required) \$0.75

Additionally, this fare structure will intersect well with use of Token Transit as a form of fare payment, and it will support the issuance of a free transfer with a paid fare.

The recommended fare structure is not intended to preclude the use of vouchers, free rides during the launch period, or other strategic promotional options designed to increase ridership.

The Board Operations Committee reviewed this fare structure recommendation at its meeting on February 29 and moves it forward to the Board of Directors for approval.

RECOMMENDATION

The Board Operations Committee and staff recommend that the Board of Directors adopt a microtransit pilot project fare structure mirroring that of the fixed-route service.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 5a2,3&4
Meeting Date: 03/11/24

TO: CCTA and KCTA Boards
FROM: Board Operations Committee
PREPARED BY: Sean McBride, Executive Director
SUBJECT: CCTA/KCTA Policy re Appointment Process and Bylaw Updates re
CCTA and KCTA Board Officers
DATE: March 5, 2024

BACKGROUND

At the February meeting the CCTA and KCTA Boards offered for first reading Policy No. 1.16 Board Officer Appointment Process and Amend the CCTA and KCTA Bylaws to state the following:

Annual Meeting. The Board must meet in the first quarter of each odd-numbered calendar year to elect officers:

- Located in Section 2.12 for the CCTA
- Located in Section 2.8 for the KCTA
- Current language is, “The Board must meet in their first quarter of each calendar year to elect officers and transact other business as the Board determines.”

Current CCTA and KCTA Officers are:

CCTA: Chair – Greg Rosine and Vice-Chair – Garrylee McCormick

KCTA: Chair – Greg Rosine and Vice-Chair – Curtis Aardema

The CCTA and KCTA Boards appoint leadership positions in March of each year as part of the Annual Meeting. Below are items contained in the CCTA and KCTA Bylaws regarding Officers:

Section 3.1 – Officers. The board must appoint a chairperson, vice-chairperson and clerk. The chairperson and vice-chairperson must each be a director. The board may appoint other officers. Officers have the authority described in these bylaws and as prescribed by the board.

Section 3.2 - Appointment and Term of Office. The board must appoint officers (by majority vote of the entire board) at each annual meeting.

Section 3.4 - Vacancies. The board may fill an office vacancy for the unexpired term.

Section 3.5 – Chairperson. The chairperson is the principal executive officer of the Authority and shall in general supervise the Authority’s business. The chairperson may delegate duties to the vice-chairperson, executive director, or otherwise. The chairperson presides at all board meetings and is an ex-officio member of all committees.

Section 3.6 – Vice Chairperson. In the chairperson’s absence, or if the chairperson is unable or unwilling to act, the vice-chairperson performs the chairperson’s duties.

The Board Operations Committee has been reviewing establishing policies and procedures that align with the changes to the Board Governance process undertaken during the past year.

DISCUSSION

To align updates to the Board Governance process and the nomination and election of officers the following is recommended by the Board Operations Committee:

1. Establish the new attached CCTA/KCTA Board Policy 1.16 – Board Officer Appointment Process.
2. Amend the CCTA and KCTA Bylaws to state the following:

Annual Meeting. The Board must meet in the first quarter of each odd-numbered calendar year to elect officers. The Board will determine other business to transact during the Annual Meeting.

- Located in Section 2.12 for the CCTA
- Located in Section 2.8 for the KCTA
- Current language is, “The Board must meet in their first quarter of each calendar year to elect officers and transact other business as the Board determines.”

These recommendations were presented for first reading at the KCTA/CCTA Board meeting on February 12, 2024

RECOMMENDATION

1. The Board Operations Committee recommends adoption of CCTA/KCTA Board Policy 1.16 – Board Officer Appointment Process.
2. The Board Operations Committee recommends consideration to update to the CCTA and KCTA Bylaws to amend the Annual Meeting sections.

Attachment:

1. CCTA/KCTA Board Policy No. 1.16 Board Officer Appointment Process



**CENTRAL COUNTY TRANSPORTATION AUTHORITY AND
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY BOARD POLICY**

BOARD OFFICER APPOINTMENT PROCESS

NO: 1.16

PURPOSE

To define the process for nominating and appointing the officers of the CCTA and KCTA Boards. The officers include the Chair and Vice-Chair for each board.

POLICY STATEMENT

The Board Operations Committee shall, prior to the Annual Meeting in odd number years, appoint a Nominating Committee for officers. A member of the Board Operations Committee shall serve as chair. The Nominating Committee shall have a representative from the Performance Monitoring Committee, the External Relations Committee, and the Planning and Development Committee. There shall also be adequate representation of both the KCTA and CCTA. The Nominating Committee shall recommend a slate of officers for consideration by both the KCTA and CCTA. The Nominating Committee shall be dissolved concluding the election of new officers.

Should a Chair or Vice-Chair of the CCTA/KCTA become vacant midterm, the Board Operations Committee will recommend to the KCTA and CCTA an interim Chair or Vice-Chair for the duration of the vacated term. The period for which an individual is appointed midterm as interim shall not count toward the two-year term limit for a subsequent appointment. The interim position shall require KCTA and CCTA Board approval at a regular meeting.

APPROVAL

KCTA/CCTA Board Chair Date

KCTA/CCTA Board Clerk Date



AGENDA and MEETING NOTES

**Board Operations Committee
February 29, 2024
9:30 am
Microsoft Teams Virtual Meeting**

Members: Curtis Aardema, Chris Burns, Dusty Farmer, Greg Rosine
Absent Garrylee McCormick
Staff: Sean McBride, Sarah Joshi, Barbara Blissett

Items for Discussion:

1. The Committee reviewed the CCTA/KCTA March 11, 2024 Agenda
2. Board Operations Committee

Notes:

- Joshi provided an explanation of the microtransit system process and what had taken place up to this point including the new name of Metro Link for the service. She explained the Microtransit Pilot Project's goal is to link with the fixed-route system. Joshi said the fare structure supports the goal of providing so-called "first-mile/last-mile" service to the existing bus network and to mirror the rates charged for fixed-route service
- The Committee discussed the Metro fare structure and forms of payment. Joshi said that by matching microtransit fares to fixed-route fares, microtransit will link with the overall microtransit network rather than a separate "premium service." The Committee inquired about other similar services operated by the vendor Via and how they were doing. The Committee will recommend the fare structure ties to the fixed-route system

Notes: Performance Monitoring Committee

- Aardema indicated the Performance Monitoring Committee would be bringing an addendum to the medium-duty bus purchase to the Board for approval. He said this is because the initial RFP the price for the vehicle had increased dramatically (approximately 40%) and there are few vendors who can deliver this type of vehicle. After the Committee commented on this increase, they said this would be a good topic for discussion at the Board Meeting

Notes: External Relations Committee

- Farmer reported that the Committee was finalizing the annual report

4. Informational Items

Notes:

- Exec. Dir. McBride updated the Committee on the ATU negotiations.
- Exec. Dir. McBride shared Crossroads Mall had filed a Notice to Quit to leave the property. Dir. McBride stated the legal team was working on a response. The Committee discussed the impact it would have on riders
- Exec. Dir. McBride shared that it was time to begin discussions for the upcoming millage elections in 2025 and 2026. He said the CCTA boundaries would have to be reviewed and updated
- The Committee determined that it would be a good idea to have an additional Board Operations Committee meeting with the topic to be just the millages. The meeting was tentatively scheduled for March 15th and to be in person



METRO

Legislative Outreach

January 2024

www.kmetro.com

1

Michigan Public Transit Association

- Legislative Committee
 - Greg Vlietstra member
- Legislative Agenda
 - Local Bus Operating Assistance
 - Capital Match
- Legislative Conference
 - Annually in Lansing in spring
- Lobbyist



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2

Key Players

- Dusty Fancher
 - Partner at Midwest Strategy Group since 2007
- Clark Harder
 - Executive Director at MPTA since 1999, retiring 2024
 - Michigan State Representative 1991-1998



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3

Federal Efforts

- American Public Transportation Association
 - 1,500 members
 - Key legislative focus:
 - Appropriations
 - Bipartisan Infrastructure Law FY 2022-2026
 - Capital Investment
 - Surface Transportation Authorization
 - Passenger Rail
- The Bus Coalition
 - 350 members



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4

Metro

- Legislative Breakfast
- Jurisdictional Outreach
- Competitive Grant Applications
- Staff Participation
 - MPTA Legislative and Executive Committee
 - APTA Transit CEO Coordinating Council



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External Relations Committee Meeting Notes

February 21, 2024

11:15AM

Attending: Dusty Farmer, Chair, Gary Sigman, Tim Sloan (all via Teams), Sean McBride (Staff Liaison), Annette Arkush (Committee Support), Sarah Joshi, (Staff Liaison) Emily Lower (Metro Staff) Absent: Randy Thompson, James Ayers

1. Review of 2023 Annual Report Draft
Due to a clerical error, the committee did not receive the report in advance of the meeting in time for a review discussion. The committee will be sent the draft post meeting for review comments to be sent to Sean, Sarah, or Emily.
2. Review of Microtransit name suggestion
Sarah presented the staff committees recommendation of the name for the new microtransit service is *Metro Link*. She shared some of the process and reasons for recommending this name that include the availability of the name in the APP store, and the clear association with our current branding to avoid confusion with the Connect and Share services.
Committee members shared a positive feeling about the name and gave full recommendation for this to name to be sent to the full board for approval at the next regularly scheduled CCTA/KCTA Board meeting.
3. Legislative Outreach presentation
Exec. Dir. McBride presented a PowerPoint that he will share with the full board in March. Highlights included the discussion of funding at the state and federal levels. He also shared that he recently attended the American Public Transportation Association (APTA) conference in Savannah, GA. APTA's lobbying efforts have been focused on vehicle infrastructure and funding.
4. Bus Coalition
Exec. Dir. McBride spoke to the committee about the bus coalition and the proactive actions being taken to solve the problem of limited bus manufacturers in North America, (Prior to the pandemic there were 9, now there are only 2).

Next External Relations Committee meeting is March 19, 2024.



AGENDA and MEETING NOTES

Planning & Development Committee February 19, 2024 at 2 PM Microsoft Teams Virtual Meeting

Members: Chris Burns (Chair), Rob Britigan, Tafari Brown, Greg Rosine
Absent: Lisa Mackie, Rob Britigan
Staff: Greg Vlietstra, Sean McBride, Barbara Blissett, Sarah Joshi

Items for Action

1. MDOT Annual Grant Resolution of Intent

Notes:

- Vlietstra explained the grant process for securing Michigan Department of Transportation (MDOT) funds. He indicated that the funds are used for operating funds and capital projects. He said it involved coordinating many documents with the Federal Transportation Administration (FTA), the Transportation Improvement Projects (TIP) and finally the Metro budget. Vlietstra noted it was being presented for approval now being submitted for the next FY 2025 funding. The Committee discussed the process and questioned what happened if Metro's budget numbers changed. McBride commented that it is the reason that Metro submits two-year budget calculations

2. Microtransit Zones

Notes:

- Sarah Joshi presented an overview of the three zones recommended to correlate with the Comprehensive Operational Analysis (COA) created by consultant Foursquare ITP. The Committee requested to see an overlay of the fixed-route system to see how it interacted with the microtransit zones

3. Current Fare Structure & Technology

Notes:

- Vlietstra provided information regarding the plan to conduct a fare study using an outside consultant. He said they will look into cost for rides, and types of payment to be accepted by the drivers. The Committee discussed several possibilities for types of fare collection
- Dir. of Support Services Vlietstra shared staff was working with Rose Street Advisors on the Employee Handbook update and it should be available this spring for review

4. Other Items

Notes:

- Exec. Dir. McBride shared that road projects would be beginning March 4th and involve many streets that are used by Metro buses. He said it will be a definite challenge for staff and an inconvenience for the riders

The meeting adjourned at 3:20 pm.



Connecting People Throughout
Kalamazoo County

Agenda Item #: 8a1 Meeting Date: 03/11/24
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TO: Performance Monitoring Committee
FROM: Keshia Woodson-Sow, Director of Operations
Prepared by: Greg Vlietstra, Director of Support Services
DATE: February 7, 2024
SUBJECT: Medium Duty Bus Purchases – Contract Change Order

BACKGROUND

At the October 2021 meeting, the board approved the purchase of two medium duty buses at a price of \$110,868 each. At the April 2022 meeting, the board approved the purchase of three medium duty buses at a price of \$107,529 each.

DISCUSSION

Due to supply chain challenges and a change in the State of Michigan contract, the new price to have four of these vehicles delivered is \$190,855 per vehicle. The fifth vehicle will cost \$183,676 to have delivered. The change in cost of these vehicles is \$404,775 total to take delivery of all five vehicles. The difference in the vehicle price is related to the wrapping of the four vehicles that will go to Metro Connect. Vehicle number five will remain all white, so the price of this vehicle is lower than the other four.

The purchase of five Medium Duty Buses (2024 Champion body on a Ford Transit F550 chassis) would be replacements for vehicles past their useful life and will be used in the Metro County Connect county-wide demand/response service (four of the buses) and for Van Buren Public Transit (one of the buses).

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 seven years or 200,000 miles for medium-duty buses, Metro is typically able to maintain the vehicles longer.

This purchase was made from Hoekstra Transportation (Grand Rapids, MI) through the State of Michigan MiDeal Program, contract #171-19000000991. 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 State of Michigan analyzed the price increases, availability of raw materials, and looked at rebidding the contract or seeking alternatives to the price increases. The state found that a rebid of this contract would cause a delivery delay of up to 24 additional months, due to the large number of vehicles already committed under this program.

Other items contributing to the price increase include Forest River's purchase of Eldorado National, Champion Bus, and a few smaller companies. Forest River consolidated assembly plants from seven down to two both now located in Elkhart, IN. Coming out of COVID, the Ford Motor Company faced a shortage of chips, parts, and raw materials. The shortage has caused Ford to limit production of the chassis needed for these vehicles.

Memo re: Medium Duty Bus Purchases – Contract Change Order

Date: March 7, 2024

Page 2

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 would be within the next three months.

As vehicle prices increased and will likely stay at the inflated rate, staff will accordingly adjust our capital replacement schedule to ensure the best use of state and federal capital funds.

RECOMMENDATION

It is recommended by the Performance Monitoring Committee and Metro staff that the CCTA and KCTA Boards approve a contract change order with Hoekstra Transportation for five medium-duty buses at an additional cost of \$404,775 and authorize the Executive Director to execute all documents related to the change order on behalf of CCTA.



Connecting People Throughout
Kalamazoo County

Agenda Item: #5b1 Meeting Date: 03/11/24

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: February 15, 2024
SUBJECT: January 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 \$1,671,232 (18%) of the FY24 millage.
- We have collected \$1,209,142 (35% 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 January 2023 was \$2.87 and in January 2024, it was \$2.33. This is a 19% decrease.
- Total operating expenditures for Metro year-to-date are 24% of the total budgeted amount.

Attachment:

1. January 2024 Income & Expense Statement



	FY2024 CCTA Board Recommended Budget	January 2024	Year to Date FY 2024	Year to Date % 33%	Monthly Funding %
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STATEMENT OF INCOME AND EXPENSE

Operating Revenue

Fare Revenue					
Regular Route Cash	762,500	67,259	228,804	30%	5%
Metro County Connect Fares	504,176	55,322	164,210	33%	3%
Microtransit Fares	192,699	0	0	0%	
WMU Fares	1,250,000	592,500	592,500	47%	
Tokens	328,240	24,482	98,692	30%	2%
<hr/>					
Pass Sales	285,175	30,204	100,565	35%	3%
Texas Twp/KVCC Prepaid Fares	95,685	24,372	24,372	25%	0%
	<u>3,418,475</u>	<u>794,138</u>	<u>1,209,142</u>	35%	13%
<hr/>					
Other Revenue					
Advertising	75,000	12,500	18,750	25%	0%
Intermodal Operations	209,700	49,893	64,243	31%	1%
Miscellaneous Revenue	32,650	3,469	13,530	41%	0%
Commission Revenue - (GH, IT, FlixBus)	7,200	240	1,535	21%	0%
Interest Income	144,050	44,610	166,332	115%	4%
	<u>468,600</u>	<u>110,711</u>	<u>264,390</u>	56%	4%
<hr/>					
Urban Millage (CCTA)	5,740,395	616,974	746,644	13%	4%
County-wide Millage (KCTA)	3,420,217	853,919	924,589	27%	3%
MDOT - Operating	6,988,911	644,844	1,236,914	18%	55%
FTA - Operating	4,558,905	0	1,284,490	28%	0%
Provision for Depreciation	3,255,200	229,468	965,874	30%	22%
TOTAL OPERATING REVENUE	<u>27,850,703</u>	<u>3,250,055</u>	<u>6,632,043</u>	24%	100%

Operating Expenses by Division

Administration/Overhead	7,369,270	438,609	1,881,783	26%
Kalamazoo Transportation Center Operations	1,038,122	122,127	294,346	28%
Maintenance	3,567,798	367,936	1,003,861	28%
Operations	8,667,952	738,535	2,342,520	27%
Metro Connect	5,706,916	455,940	1,362,374	24%
Metro Share	66,543	6,059	16,439	25%
Microtransit	1,766,809	0	0	0%
TOTAL OPERATING EXPENSE	<u>28,183,410</u>	<u>2,129,207</u>	<u>6,901,324</u>	24%

NET (UNFUNDED) BALANCE for period

<u>(332,707)</u>	<u>1,120,848</u>	<u>(269,281)</u>
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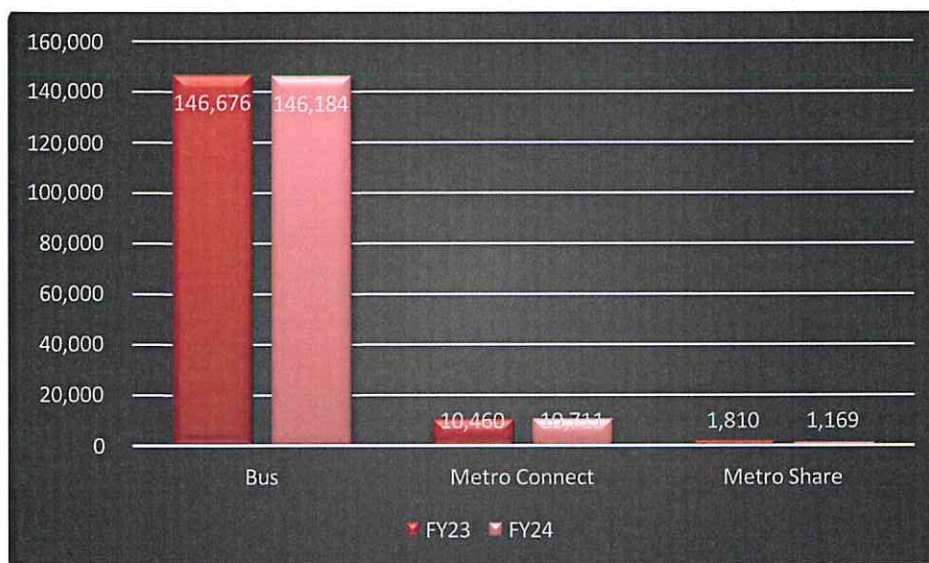


The Following information is being provided to the Central County Transportation Authority and Kalamazoo County Transportation Authority boards as an informational item.

BACKGROUND

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

Monthly Ridership January 2023				
	Bus	Metro Connect	Metro Share	System Total
FY24	146,184	10,711	1,169	158,064
FY23	146,676	10,460	1,810	158,946
Difference	(492)	251	(641)	(882)
%Change	-0.34%	2.40%	-35.41%	-1%



FIXED ROUTE BUS SERVICE

Metro fixed route bus service shows a decrease in ridership of 0.34% or approximately 492 less rides in January 2024 than January 2023. This trend is due to extremely cold weather causing a series of closures throughout the city as well as the extreme cold being followed by abnormally warm weather allowing people to enjoy riding bikes and walking instead of riding the bus at this time of year.

Route 19- Ring Road ridership increased from 6,042 to 8,048.

Route 3- West Michigan ridership increased from 4,005 to 6,152 rides.

Route 9- Gull Road ridership increased from 10,938 to 13,764 rides.

January 2024 ridership compared to January 2023 ridership varied, ten routes had an increase in ridership while eleven routes ridership decreased when compared year to year. Ridership in January 2024, seen quite a few more decreases on routes that served areas around schools due to the multiple days of school that were cancelled.

METRO CONNECT

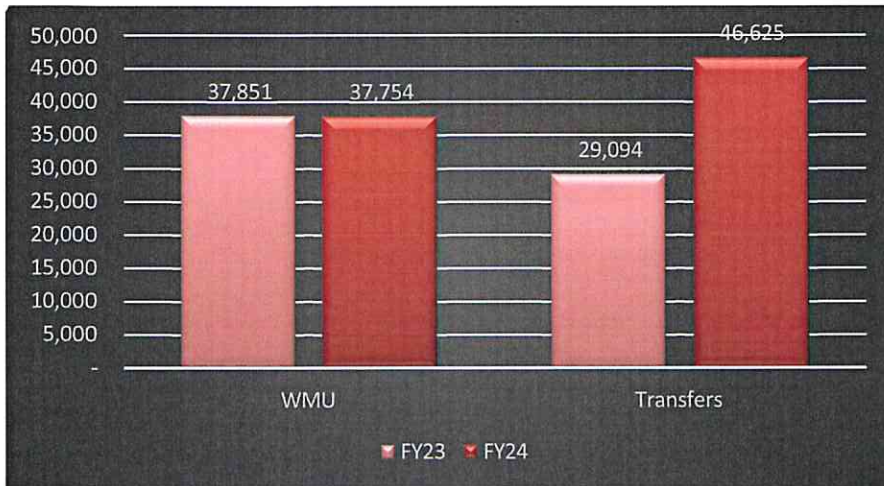
Metro Connect shows an increase in ridership of 2.40% or approximately 251 more rides in January 2024 than January 2023.

METRO SHARE

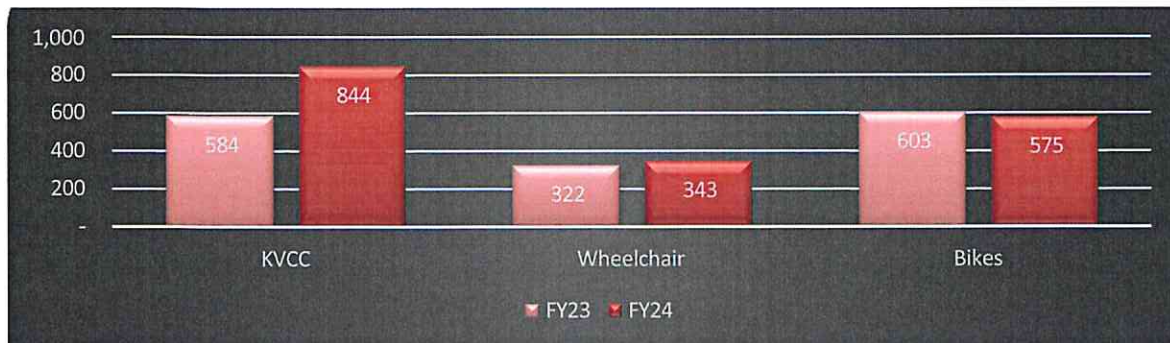
Metro Share shows a decrease in ridership of 35.41% or approximately 641 less rides in January 2024 than January 2023. This decrease is largely due to the days of extreme cold weather in which many local organizations remained closed and share vehicles were not in service.

OTHER DATA

The data for Western Michigan University shows a decrease of 0.26%. Whereas the number of people transferring from one bus to another bus is up 60.26%.



Other data types like KVCC and passengers traveling in a wheelchair continue to show increases in ridership January 2024 to January 2023. Those traveling on buses with their bike showed a decrease in numbers. The data for Youth Mobility in January 2024 is 1,353 as the program continues to expand with more passes being issued by the schools monthly.



5 YEAR DATA TRENDS

FIXED ROUTE



METRO CONNECT



METRO SHARE



January 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 January. KDPS's presence typically lasts for a few minutes at a time.

296 of the security incidents this month were regarding loitering due to extremely cold temperatures outside. These loitering incidents were handled by security and required little police assistance. Additionally, 39 people were asked to move along when found sleeping in the bus bays in the early morning.

Activity Summary:

309 Total Security incidents in the month of January. (Increased by 52 from December)

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

Of the total 309 incident types:

7 were Drug/Alcohol related.

25 were calls to KDPS Non-Emergency # made by security.

20 needed police to respond.

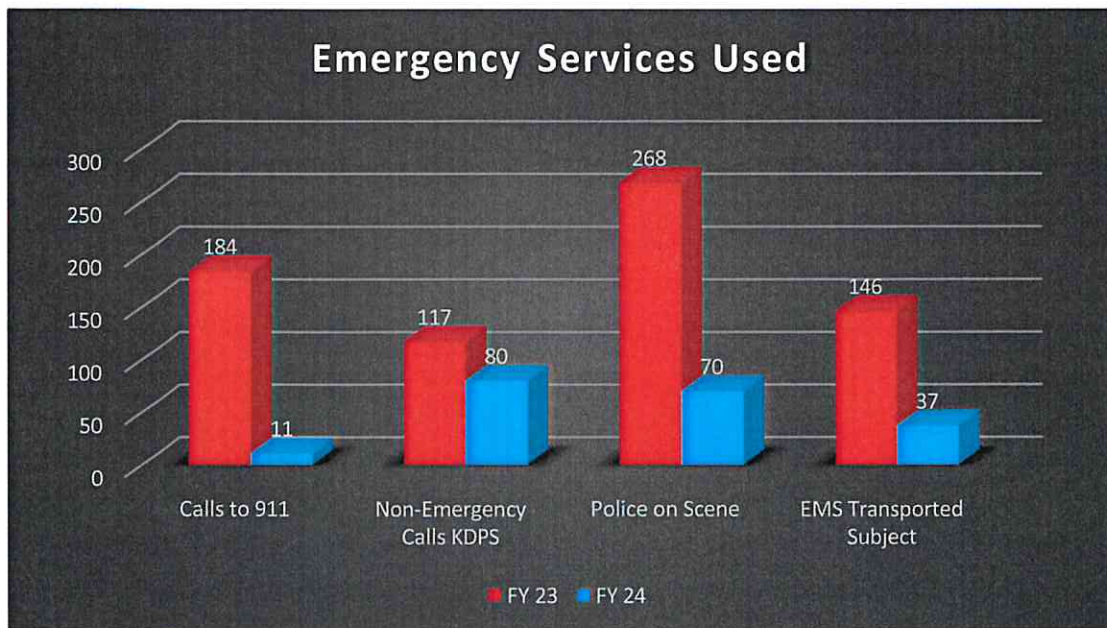
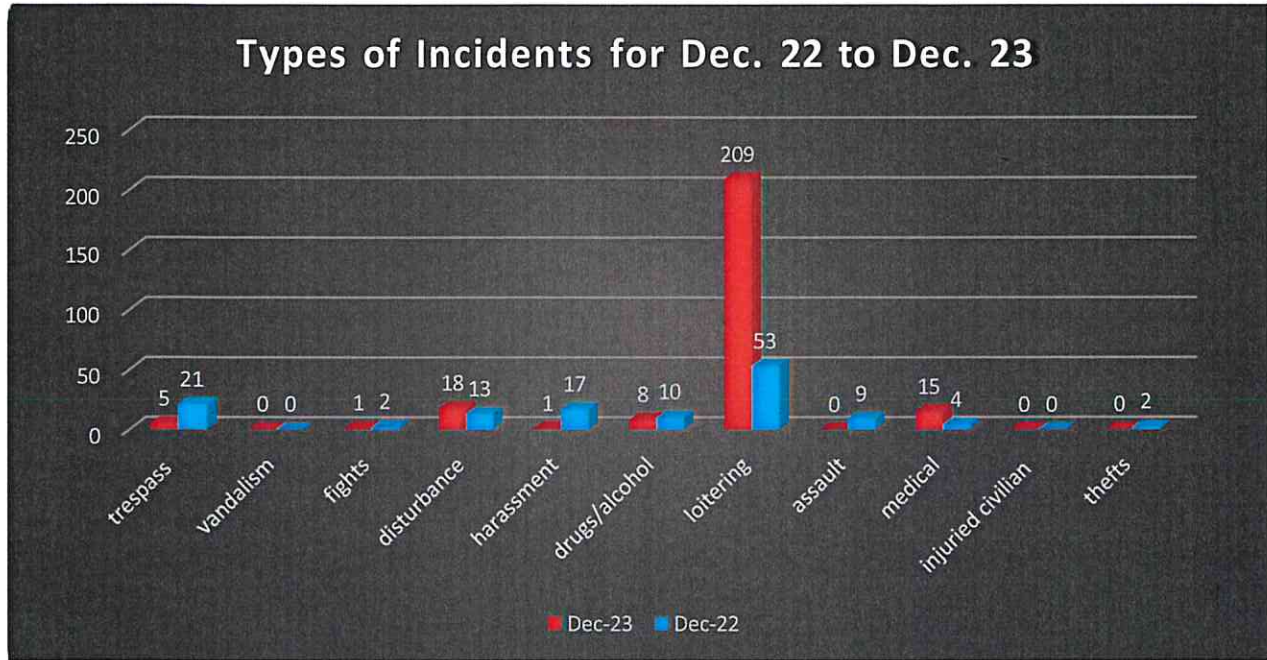
8 needed EMS/medical to response.

Of the 8 total EMS/medical incident 6 people were transported to the hospital.

Drug dealing continued to decrease on and around the edges of the KTC property throughout December. Metro continues to monitor the cameras on the property for continuous improvements.

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

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





Agenda Item: # 9
Meeting Date: 03/11/24

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: March 5, 2024
SUBJECT: Executive Director Update

Human Resources

Metro is anticipating one Coach Operator to start training on March 18 and approximately 5 to start on April 1.

Metro Share

Program Coordinator Vivian Dobbins will provide a PowerPoint presentation regarding Metro Share.

Microtransit

Chrysler Pacificas will be used for six wheelchair accessible vehicles and Toyota Siennas will be used for the other two vehicles. All will be newer vehicles with fewer than 20,000 miles on them. Wrap image attached.



Bus Stops

Metro recently partnered with the Oakland Drive - Winchell Neighborhood Association to install two heavy-duty metal park benches at bus stops along Oakland Drive (see photo). One of the benches is located across from the Oakwood Shopping Center. The other is located the intersection of Winchell Drive. The benches and concrete slabs were paid for by the Oakland Drive - Winchell Neighborhood Association.



Memo: Executive Director Update

March 5, 2024

Page 2

Capital Grant Projects

One of the challenges of capital grant management is closing out grants within the period of performance (which is often three years for federal grants). Within the past couple of months, Metro staff has made a focused effort to spend down several grant balances by March of 2024. Some of these projects include employee parking lot security upgrades (lighting, fencing, cameras, resurfacing), HVAC upgrades, KTC public announcement system upgrades, medium duty busses, and a staff vehicle. Although these are not individually large projects, the regulation requirements do require significant staff time for compliance purposes.



1

What is Metro Share?


Metro Share is a Specialized Service sponsored by the Michigan Department of Transportation that allows approved agencies to use public owned vans for passenger trips free of charge. All vehicles are ADA accessible!

A photograph of a white Metro Share van parked in front of a brick building. The van has a red stripe running along its side with the phone number "337-8222" and the "METRO SHARE" logo. The number "9-12" is visible on the side window.

2

The History of Metro Share

- In 1990 - the Community Service Van Program was initiated.
- In 1992 - arrangements ceased with contractor.
- In 1996 - program was added to the Kalamazoo County Care-A-Van Program
- In 2005 - Metro Transit received the Care-A-Van Program, including 5 vans designated for the use of the Community Service Van Program.
- In 2006 - the Community Service Van Program was re-structured.
- In 2016 - Metro Transit transitioned to CCTA
- In 2018 – Name changed to Metro Share



3

Metro Cost - 2023

\$46,683.29

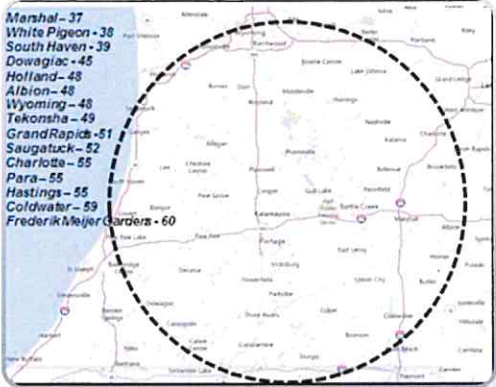
- 75% of program funded by:
 - *State and Federal Grants*
 - *Local millage (renewal every 5 Years)*
- Vehicle purchases funded by Federal Highway Administration Funds.




4

Service Area

- You can travel up to 60 miles from Metro
- (cannot leave the state of Michigan)



Mansel - 37
White Pigeon - 38
South Haven - 39
Dowagiac - 45
Holland - 48
Albion - 48
Wyoming - 48
Tekonsha - 49
Grand Rapids - 51
Saugatuck - 52
Charlotte - 55
Para - 55
Hastings - 55
Coldwater - 59
Frederik Meijer Gardens - 60



5


Hours of Operation

Vehicles are available any time; however, Sunday and holiday use have special guidelines

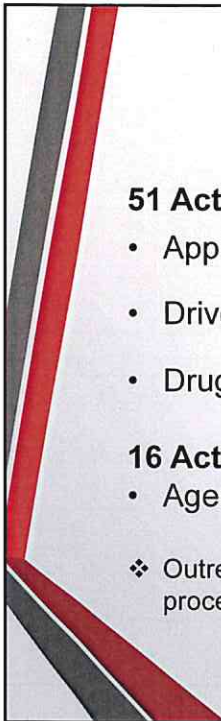
Sunday use - Allows a pickup as early as 8:15 a.m., with a return before 6:00 p.m.

Extended use on Sunday's - requires a Saturday pick-up, with a return before 8:00 a.m. Monday.

Holiday use - requires a pick-up the day prior, with a return before 8:00 a.m. the next business day.



6



Drivers & Agencies

51 Active Drives completed:


- Application Process
- Driver Orientation Class
- Drug & Alcohol Prevention Program

16 Active Agencies completed:

- Agency Participation Agreement

❖ Outreach to increase agency participation is a continual process.

7



Populations Served

- Individuals with Disabilities
- Seniors 62+
- Economically Challenged
- Refugee/Immigrant Community

8

Vehicle Information

9 Vans

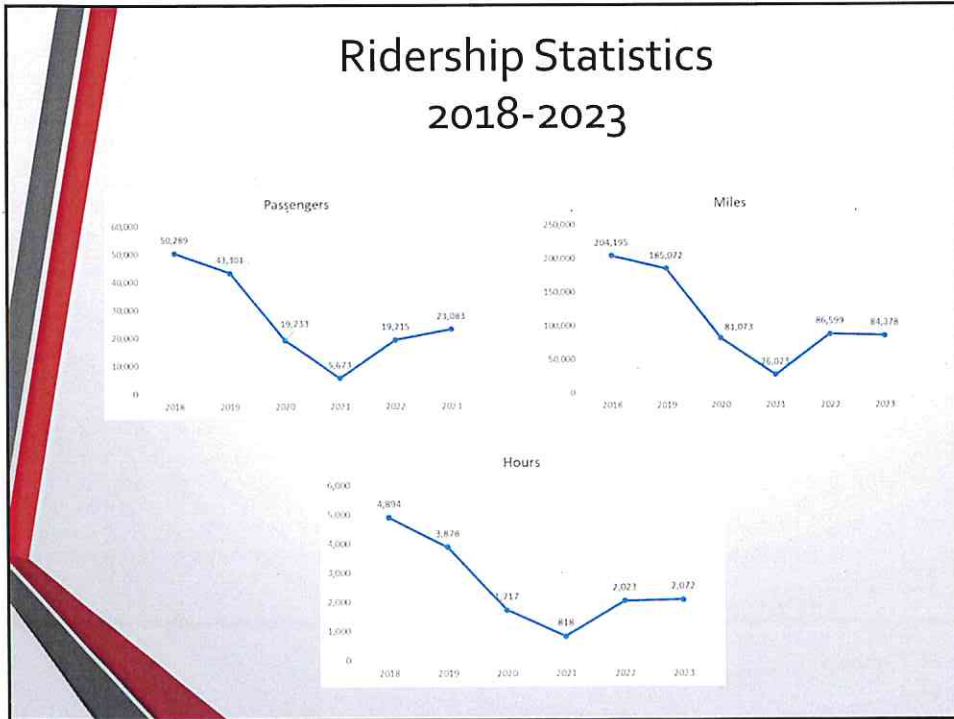
- 7 at Metro
- 1 at Portage Zhang Community Center
- 1 at South County Community Center, Vicksburg

Vehicles equipped with:

- Two-way radio
- Fold-away seating
- Wheelchair lift & restraints



9



10

For more information.....

- Vivian Dobbins – Program Coordinator
- Applications available on-line at kmetro.com/metro-share under forms and polices tab

or

- Call (269) 337-8858, forms can be mailed