



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
NOVEMBER 13, 2023
Regular Meeting**

*Note: The next joint CCTA/KCTA regular meeting will be held on
Monday, December 12, 2023 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, November 13, 2023 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 November 13, 2023		
	b. Minutes for October 9, 2023		
3.	Public Comment		
4.	Planning & Development Committee		
	a. Informational Items		
	1. Presentation Regarding Microtransit RFF		
	2. Board Planning & Development Committee Meeting Notes of October 16, 2023*		
5.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Approve Contract for Wash Rack Improvements*	Roll Call	Roll Call
	2. Consideration to Approve Contract with Avail for Technology Upgrades*	Roll Call	Roll Call
	b. Informational Items		
	1. Board Performance Monitoring Committee Meeting Notes of October 26, 2023*		
6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. External Relations Committee Meeting Notes of October 31, 2023*		
	2. Update on Jurisdictional Outreach by Boardmembers		
7.	Board Operations Committee		
	a. Action Items	Voice Vote	Voice Vote
	1. Consideration to Approve CCTA/KCTA 2024 Meeting Calendar*		



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	b. Informational Items		
	1. Board Operations Committee Meeting Notes of October 19, 2023*		
8.	Report from Executive Director*		
	a. Monthly Ridership Reports*		
	b. Monthly Metro Connect*		
9.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
11.	Chairperson's Report		
13.	Public Comment		
14.	Members' Time		
15.	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

Sup. Serv. Dir. Vlietstra noted the significant change to the manual was the following purchasing threshold amounts required to be presented to the Boards for approval:

- Three quotes for purchases of more than \$3,000 changed to \$6,000
- Executive Director approval changed from \$25,000 to \$50,000
- Board approval requirement changed from \$50,000 to \$100,000

Sup. Serv. Dir. Vlietstra said the Planning and Development Committee and staff recommend the CCTA and KCTA Boards adopt the updated manual.

A motion was made by KCTA and CCTA to adopt the updated Purchasing Manual.

Motion: Aardema/Britigan Second: Aardema/Burns

Motion carried by a roll call vote.

Ayes: Aardema, Brown, Rama, Rosine

Nays: None

Absent: Farmer, Sigman, Sloan

Ayes: Aardema, Britigan, Burns, Halcomb, McCormick, Mackie, Pearson, Rosine

Nays: None

Absent: Farmer, Thompson

5.) PERFORMANCE MONITORING COMMITTEE

Aardema reported that the Performance Monitoring Committee did not meet due to the agenda items of the bus wash rack purchase and Avail technical improvements. These items are still going through the procurement process. He said the Committee was also working on a revised ridership report that would be more informative to Boardmembers.

6.) EXTERNAL RELATIONS COMMITTEE

Exec. Dir. McBride reported the External Relations Committee met and reviewed a script to be used by Boardmembers when presenting to the jurisdictions, community organizations and discussed how to have more social media involvement.

Aardema shared that he had seen a Metro booth and bus at the Bronco Bash and asked what they were doing there and if anything similar was being provided for Kalamazoo College.

Exec. Dir. McBride indicated they were promoting the use of public transit provided to them, and how to use the system. He said they had some initial discussions with Kalamazoo College in the past, however, nothing recently.

Exec. Dir. McBride said Metro would be participating at the Senior Expo on October 3rd and he was looking forward to it since it hadn't happened since 2019.

7.) BOARD OPERATIONS COMMITTEE

Chair Rosine reported the Board Operations Committee had reviewed the October 9th CCTA/KCTA meeting agenda and discussed the Executive Director's 2023 Goals and Objectives as well as other future expectations for the next year. He said the Committee concluded that the Executive Director had met all goals as well as his accomplishments over the past year and was recommending a salary compensation in the amount of a 3.5% increase retroactive to October 1, 2023.

Discussion took place concerning how to ensure Boardmember input in the 2024 evaluation process for the Executive Director.

A motion was made by KCTA and CCTA to approve the Executive Director's salary increase of 3.5% retroactive to October 1, 2023.

Motion: Aardema/McCormick Second: Brown/Holcomb

Motion carried by a roll call vote.

Ayes: Aardema, Brown, Rama, Rosine

Nays: None

Absent: Farmer, Sigman, Sloan

Ayes: Aardema, Britigan, Burns, Halcomb, McCormick, Mackie, Pearson, Rosine

Nays: None

Absent: Farmer, Thompson

8.) EXECUTIVE DIRECTORS REPORT

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

- Human Resources
- Training
- Pension Report
- Energy-Efficient Actions
- Outreach Activities
- Youth Mobility Program

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

9.) SUBCOMMITTEE REPORTS

Pension Board – Did not meet.

KATS Policy Committee – Aardema reported on projects that KATS was working on as well as MDOT working on the bridge over US 131 at KL Avenue. He said they had discussed the infrastructure and what might be available through the federal government for this area.

Exec. Dir. McBride responded to a question about the status of the RFP for the microtransit vendor. He said it was currently at the City of Kalamazoo for review and should be issued by the end of the week.

Local Advisory Committee (LAC) – Did not meet.

10.) CHAIRPERSON REPORT – Chair Rosine shared with Boardmembers that as the year was ending, he would like to have feedback on how they felt the current governance process was working. He said he would like to have some good discussion to evaluate the governing format/process that was now being followed. Chair Rosine said to discuss it amongst their individual committees and let the committee Chair know your thoughts.

11.) PUBLIC COMMENT – None

12.) MEMBERS TIME –

Burns inquired about the purchase of bus passes at a discounted rate for the Portage Senior Center.

13.) ADJOURNMENT

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

Motion: McCormick

Support: Burns

Motion carried by voice vote.

The meeting adjourned at 12:30 PM.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk

DRAFT



AGENDA and MEETING NOTES

Planning & Development Committee October 16, 2023 at 2 PM Microsoft Teams Virtual Meeting

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

Staff: Sean McBride, Barbara Blissett, Greg Vlietstra, Sarah Joshi

Items for Discussion

1. Microtransit Update

Notes:

- Exec. Dir. McBride updated the Committee on the microtransit RFP. He stated it had been drafted and was up for review
- When the RFP is out for bids, interviews should take place in December and presented for CCTA/KCTA Board approval in January and a launch in April
- Discussion took place on Board input and what was expected

2. Mobility Hub Update

Notes:

- Exec. Dir. McBride provided information on the most recent possibilities for locations
- Wendell has been hired as consultant to research possible locations and make recommendations
- Discussion took place about how a transit hub, Metro Connect and fixed-route buses will interact

3. Board Governance Structure – Feedback from Members

Notes:

- Burns invited comments regarding the current governance structure being used by the CCTA and KCTA
- Committee members indicated the following suggestions: have members take leadership on specific items or projects, include the Executive Director evaluation process for all members, interact with other committees to receive and provide input on Board agenda items and have available a budget overview for five years to help with the yearly budget process

4. Other Updates

Notes:

- Exec. Dir. McBride shared that seven new drivers would begin training which would mean that the fixed-route Service could be increased to include an additional 45 minutes after the hour service

5. Tentative Future Meeting Dates

Notes:

- The Committee agreed to the following meeting dates: November 20 and December 18

6. Other Items

Notes:

- Burns inquired about the status of the Employee Handbook



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TO: Performance Monitoring Committee
FROM: Sean McBride, Executive Director
Prepared by: Greg Vlietstra, Director of Support Services
SUBJECT: Wash Rack Procurement
DATE: October 23, 2023

BACKGROUND

To maintain a professional and inviting image of Metro vehicles for our customers and the general public, Metro washes bus vehicles in-house every evening by a crew of third-shift employees. Nightly washings also help maintain the duration of the bus body exteriors by reducing the rust oxidation process.

DISCUSSION

The existing wash rack is located in the Metro garage and was purchased in 2001 and has exceeded its useful life. One of the primary benefits of the new wash rack system is Metro will have the ability to wash all fleet vehicles – not just buses. Vans, pickup trucks, and other Metro vehicles are currently washed by hand. The proposed new wash system will save significant staff time and will improve the look of those vehicles with more frequent washings.

Other benefits and enhancements of the proposed new wash rack 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.

With the assistance of the City of Kalamazoo Purchasing Department, sealed bids were solicited with a pre-bid meeting on August 29th and a bid opening on October 4th. Two vendors submitted bids with the lowest responsive and responsible bidder being InterClean, headquartered in Ypsilanti, Michigan. Metro staff has spoke with company representatives, checked references, and did a field visit to see a similar wash rack at Brighton Area Schools, outside the Detroit Metropolitan area.

Metro has secured federal funding under the FTA's capital discretionary Section 5307 program for the proposed purchase. This capital grant was planned through the KATS Transportation Improvement Program and will be provided to Metro through 80% federal (FTA) and 20% State (MDOT) funding. No Metro general fund dollars will be used for this purchase.

The Performance Monitoring Committee held a discussion on the proposed changes to the wash rack area, the process of changing the wash rack versus the rebuilding of the wash rack and which option would be more cost effective to meet the need. The committee toured the wash rack area and discussed areas that would remain unchanged with the wash rack upgrade.

Memo re: Wash Rack Procurement

Date: October 23, 2023

Page 2

RECOMMENDATION

It is recommended by the Performance Monitoring Committee and Metro staff to allow the Executive Director to execute documents with InterClean for a new vehicle washing system at a cost not to exceed \$322,148.59.

Attachment:

1. Bid Tabulation

CENTRAL COUNTY TRANSPORTATION AUTHORITY

Bid Opening: October 4, 2023 @ 3:00 PM

Bid Ref #: 92924-001.0; Touchless In-Bay Drive Thru Automatic Wash System

Opened By: Kyle Dunn

Recorded By: Nicole Kling

THIS IS NOT AN ORDER

Keith Bailey, HCS

Attended by:

DESCRIPTION	Hydro Chem Systems	Inter Clean
Install an industrial quality, drive-thru wash system being able to complete a vehicle wash in less than 3 minutes for cars, trucks, and all other vehicles up to 12' high and 40' long. The wash system shall be touchless, utilizing a 2-Step Detergent cleaning method to breakdown and remove soils without the use of any brushes or friction devices touching the vehicle/bus. The customer will be responsible for demo and removal of the existing old brush type unit. This touchless-in-bay drive thru automatic wash system will be replacing the existing brush type unit. – Per Section III Specifications	Total Lump Sum Amount \$358,000.00	Total Lump Sum Amount \$322,148.59



Agenda Item # 5a2
Meeting Date 11/13/23

Connecting People Throughout
Kalamazoo County

TO: Performance Monitoring Committee
FROM: Sean McBride, Executive Director
Prepared by: Greg Vlietstra, Director of Support Services
SUBJECT: Avail Technology Upgrades
DATE: October 19, 2023

BACKGROUND

Since 2012, Avail has provided Metro with the intelligent transportation systems (ITS) found in our fixed route buses. ITS provides the CCTA with up-to-date passenger information technologies in voice, data, and overall access, as well as cost effective data collection and reporting that is timely, accurate, and efficient. Some of these features and services include GPS mapping, announcements, passenger counting technology, and the mobile application interface for our customers.

DISCUSSION

The proposed project will upgrade nine older busses to the latest technology offered by Avail that is compatible with the backend software and enables Metro to take advantage of new system features such as:

- Latest generation VLU, which now runs all the software, eliminating the need for other processors in the mobile data terminal (MDT).
- New 10" color touch screen driver interface that eliminates a proprietary MDT and offers a larger display and new enhancements including more efficient bulk downloads, API available from IVU and Ethernet interface.
- Integration ready for mobile ticketing, Infotainment, cameras, etc.
- Text-to-speech announcements
- Driver-initiated ADA volume adjustment
- Driver-initiated safety announcements.

The project would be a sole-source procurement as it integrates with the existing technology platform used at Metro.

Metro has secured federal funding under the FTA's capital discretionary Section 5307 program for the proposed purchase. This capital grant was planned through the KATS Transportation Improvement Program and will be provided to Metro through 80% Federal (FTA) and 20% State (MDOT) funding. No Metro general fund dollars will be used for this purchase.

The Performance Monitoring Committee viewed two buses for a visual in the differences between the old MDT units and the upgraded MDT's already in service. A discussion was then held on consistency in technology and the need for the MDT units to be the same for ease of use and future upgrades to software.

RECOMMENDATION

It is recommended by the Performance Monitoring Committee and Metro staff, to allow the Executive Director to execute documents with Avail Technologies for a vehicle technology upgrade project on nine buses at a cost not to exceed \$197,243.70.



AGENDA NOTES

Performance Monitoring Committee

Date: Thursday, October 26, 2023

Time: 8:15 AM – 9:45 AM

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

Absent: McCormick

1. November Items for Board Consideration

Notes:

- Wash rack
 - Dep. Dir. Branch advised the committee about the current wash rack and changes to be implemented with the upgrade.
 - Committee examined the current wash rack area and discussed what would be removed and replaced as well as which parts that would remain with the new system.
 - Committee agreed to recommend to the board approving this request for a new wash rack purchase.
- Avail MDT
 - Staff showed committee the differences between old MDT and new MDT.
 - The committee discussed the need for technology to match for potential for future upgrades.
 - Committee agreed to recommend to the board approving this request for the Avail MDT purchase.

2. Discussion Item

Notes:

- Ridership Report Review-First Draft
 - Committee discussed the first draft of the new ridership report, only one minor change. Plans to discuss the final version at the next committee meeting.
- Review committee meeting dates for rest of 2023 and the beginning of 2024.
 - Committee agreed to meet November 30th due to Thanksgiving break and moved the December 28th meeting to January 3rd.
- How well is the committee governance structure working?
 - Discussion on committee structure, including the progress and how the structure is expected to work in the future. Discussion will continue at the next meeting. Overall, committee members agreed that the structure has streamlined monthly board meetings.

3. Other Items

Notes:

- Brief discussion on other items that will come to the committee in November, December, and January



External Relations Committee Meeting Notes

October 31, 2023

11:15AM

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

Items Discussed

1. Board Outreach Plan

Committee continued the discussion regarding the Outreach Plan, suggesting we should be thinking about groups outside of the board members jurisdictions, inviting board members to planned external events (e.g., Holiday parade) and the use of social media.

Discussion also included the overview of the presentation outline. Presenters should be encouraged to tailor the outline to themselves and the jurisdiction they are representing. Farmer suggested that Boardmembers and Staff making presentations early next year, to utilize Metro staff to help with this. Exec. Dir. McBride has a power point he will share with the Committee. He also indicated that outreach and education for Microtransit will be handled separately by himself and S. Joshi.

It was stated that board members who have experience doing presentations (i.e., Mr. Rama and Mr. Aardema) can help with getting started.

Take-aways will be provided at the Metro office to be sure that the presenter has all of the current material available.

2. Committee Governance

Discussion and comments regarding the new governance structure were requested. Members stated that they observed a time savings during the monthly board meeting due to the committee structure. They also observed a standardization to the meetings. They agreed that it is a larger time commitment but has led to an efficiency during board meetings.

Members discussed the rotation of committee chairs and members' process. Exec. Dir. McBride advised that the Operations Committee will map out the process of new committee assignments prior to the annual meeting in March.



3. Outreach Events for November and December was distributed. All boardmembers are encouraged to attend the Holiday Parade if available.

4. Website Refresh
The update of the Metro website continues. Staff is targeting completion after Thanksgiving.

DRAFT - FOR DISCUSSION and INPUT

CCTA/KCTA Jurisdictional Outreach

2023 Board Liaison Assignments

Version - October 31, 2023

Jurisdiction/Contact	Address	Phone	Email	Meeting Day(s)	Time	CCTA/KCTA Member Potential Assignment for 2023/4 KCTA Millage	CCTA/KCTA Member Potential Assignment for 2021 KCTA Millage
Dina Sutton	201 W. Kalamazoo Ave	269-383-8650	dpsutton@kalamazoo.org	1&3 Tuesdays	7:00 PM	Rosine/McBride	Rosine/McBride
Ann Goodsell	200 E. Michigan Ave	269-665-7000	g.clerk@sbcglobal.net	1st Mondays	7:00 PM	Signan	Urban
Scott Borling	241 W. South St.	269-337-8791	borlings@kalamazoocty.org	1&3 Mondays	7:00 PM	Rosine/McBride	Rosine/McBride
Shannon Stutz	650 S. Riverview Dr.	269-349-3785	Finance@parcment.org	1&3 Mondays	7:00 PM	Britigan/McBride	Britigan/McBride
Erika Eklov	7900 S. Westmedge Ave.	269-329-4511	eklove@portaromi.gov	2&4 Tuesdays	7:00 PM	Pearson/Burns/McBride	Pearson/Burns/McBride
Cindy Snyder	7901 N. 6th St.	269-382-3666	clerk@alamotownship.org	2nd Monday	7:00 PM	Farmer	Farmer
Michelle Crawford	13123 S. 24th St., Vicksburg	269-649-1813	bradyclerk@comcast.net	1st Tuesday	7:30 PM	Aardema	Aardema
Linda Kramer	1439 S. 38th St., Galesburg	269-665-7805	charclerk@charlestontownship.org	4th Tuesday	4:00 PM	Aardema	Aardema
Don Schultz	110 N. Main St.	269-746-4103	ctwpcerk@ctsmail.net	2nd Tuesday	7:00 PM		Janssen
Nichole Beauchamp	6138 King Highway	269-381-2360	clerk@comstockmi.gov	1&3 Mondays	6:00 PM	Thompson/McBride	Thompson/McBride
Deanna Janssen	1590 West D Ave.	269-382-0223	clerk@coopertwp.org	2nd Monday	7:00 PM	Brown/Britigan	Brown/Britigan
Mark Miller	1720 Riverview Dr.	269-381-8080	clerk@htwp.org	2&4 Mondays	7:30 PM	Mackie/McBride	Moatery/McBride
Dusty Farmer	7275 W. Main St.	269-375-4260	clerk@oshemo.org	2&4 Tuesdays	7:00 PM	Farmer/Sloan/McBride	Farmer/Sloan/McBride
Karen Siegart	7510 East Q Ave., Scotts	269-327-0462	KASBR@aol.com	2nd Monday	7:00 PM	Halcomb	Breneman
Dale Smith	8140 West W Ave., Schoolcraft	269-267-4883	clerk@prairiefontetwp.net	2nd Tuesday	7:00 PM	Rama	Rama
Bear Priest	7401 N. 32nd St.	269-629-4921	bpriest@richlandtwp.net	3rd Tuesday	7:00 PM	Brown/Vlietstra	Brown/Vlietstra
Linda Walters	12086 M-89, Richland	269-731-4888	clerk@rosstown.comcastbiz.net	3rd Tuesday	7:00 PM	Rama	Rama
Virginia Mongreig	50 East VW Ave., Vicksburg	269-649-1276	vmongreig@schoolcrafttownship.org	2nd Tuesday	7:00 PM		McBride
Virginia Mongreig	7110 West Q Ave.	269-375-1591	ebeutel@TexasTownship.org	2&4 Mondays	6:00 PM	Rosine	Rosine
Shawn Fritz	13998 South 424nd St.	269-778-3728	clerk@wakeshtmatownship.com	1st Monday	7:30 PM	Mackie	Janssen/Moinery
Julie Glenn	109 W. Clinton St., Augusta	269-731-5517	aunustata@tds.net	1st Monday	7:00 PM		Urban
Linda Coburn	114 E. Maple, Climax	269-746-4174	climaxvillage@gmail.com	1&3 Tuesdays	7:30 PM		Janssen
Brooke Jamieson	8985 Gull Rd.	269-629-9903	clerk@villageofrichland.org	2nd Monday	7:00 PM	McCormick	McCormick
Theresa O'leary	442 N. Grand St., Schoolcraft	269-679-4304	toleary@villageofschoolcraft.com	1&3 Mondays	7:00 PM	Mackie	Moinery
Jim Mallery, Manager	13318 N. Boulevard St., Vicksburg	269-649-2476	villageofvicksburg1@gmail.com	1&3 Mondays	7:00 PM	Rama/McBride	Rama/McBride
Steve Stepek	5220 Lovers Lane	269-343-0766		Last Wednesday	9:00 AM	Aardema/Rama	Aardema/Janssen

**External Relations
Committee Outreach
Presentation Outline Draft
Update - October 27, 2023**

I. Introduce - Yourself

- Thank the group for being able to present
- Introduce yourself
 - o I'm a Boardmember on KCTA and/or CCTA
- What CCTA and KCTA
 - o The CCTA and KCTA is an independent government agency that provides public transit in Kalamazoo County

II. Introduce – Metro

- **Metro Mission** - To improve quality of life in the community by providing public transit services that are dependable, convenient, safe, efficient, cost effective, and accessible for all
- Over 120 million public transit rides to community since 1967
- Connects people to:
 - o Employment
 - o Education'
 - o Essential Services
- Passengers surveys show a majority of riders are dependent on public transit for these essential activities
-

III. Metro Connect

- Countywide paratransit and ADA service available to all
 - o Commonly known in other communities as dial-a-ride
 - o Also daily service to VA Hospital in Battle Creek
- Reduced Fares for Senior Citizens and Individuals with a disability
 - o \$3 or \$4 per ride - reduced fare
 - o \$12 regular fare
- 150,000 rides per year
- Brochure available with sign-up information
-

IV. Fixed-Route Bus

- Over 2 million rides per year
- 19 Bus Routes
- Serves Metropolitan community
- 7 Days Per Week, 361 Days Per Year
- Affordable

- \$1.50 base fare
- \$.75 for seniors and individuals with a disability
- Can purchase fare on phone app, cash or pass

V. Metro Share

- Several non-profit agencies in Kalamazoo County use Metro's Share vans to transport individuals.
- Over 43,000 passengers used the program in 2019 with agencies such as South County Community Services and Portage Senior Center transporting residents to events and appointments around the area.
- The program is available to non-profit agencies who identify drivers for the van. Metro provides the drivers with training for the program as well as maintenance, insurance, and gas for the vehicle.
 - Once training is complete, the agencies can reserve a van to meet their needs seven days a week.

VI. Microtransit

- Metro working on launching a new service oPilot program to begin spring of 2024
- Microtransit Is an app-based on-demand service that operates like Uber and Lyft but utilizes transit-specific vehicles and offers affordable and predictable fares.
- Provides local circulation within a designated zone and first/last mile connections to the fixed-route network.
 - Zone - not finalized but will be designed to serve less dense areas within the CCTA service area with limited or no fixed-route bus service
- More information will be provided as a service vendor is selected early in 2024

VII. Closing

- We encourage you try public transit and encourage your constituents to try transit
- Please contact us with questions, if you need materials, training or need us to make a presentation elsewhere
- We appreciate your partnership and thank you for participating in your meeting



2024
JOINT MEETING SCHEDULE
CENTRAL COUNTY TRANSPORTATION AUTHORITY
AND
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Metro Administration Building
All meetings to take place at 11:30 a.m.

<u>January</u> 8 th Regular Meeting	<u>February</u> 12 th Regular Meeting	<u>March</u> 11 th Annual Meeting
<u>April</u> 8 th Regular Meeting	<u>May</u> 13 th Regular Meeting	<u>June</u> 10 th Regular Meeting
<u>July</u> 8 th Regular Meeting	<u>August</u> 12 th Regular Meeting	<u>September</u> 9 th Regular Meeting 23 rd Regular Meeting
<u>October</u> 14 th Regular Meeting	<u>November</u> 11 th Regular Meeting	<u>December</u> 9 th Regular Meeting

Meetings will be publicly noticed in accordance with the Michigan Open Meetings Act, unless otherwise noticed. Meetings will take place at 11:30 a.m. in the Metro Administration Building, 530 N. Rose St., Kalamazoo, MI 49007.



Connecting People Throughout
Kalamazoo County

AGENDA and MEETING NOTES

Board Operations Committee

October 19, 2023

9:00 am

Microsoft Teams Virtual Meeting

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

Staff: Sean McBride, Barbara Blissett

Items for Discussion:

1. Review CCTA/KCTA November 13, 2023 Agenda

Notes:

- The Committee reviewed the results of the October 9 meeting. The three standing committees should have sought more input from the membership the evaluation of the Executive Director. Care will be taken in the future to see member input.
- The Committee reviewed the November 13th CCTA/KCTA Board Agenda.
- The Committee agreed to keep the current CCTA/KCTA Board meeting days and times the same, i.e., the second Monday of the month, with the possibility of two meetings in September.

2. Review Committee Activities

Notes: Planning and Development Committee

- The Committee discussed Board Governing Agenda Matrix and needed updates
- The Planning and Development Committee requested to provide a five-year financial projection report
- The Committee also discussed the need for conducting a long-term facility planning assessment. This will be considered once microtransit implementation has moved forward
- The Committee discussed the need for a larger discussion of Metro fare structure. While the microtransit consultants will provide some fare options for that service, a more comprehensive review needs to occur.
- Discussion continued regarding timeframe, use of a consultant, and technology need for microtransit implementation.

- Exec. Dir. McBride shared that the newly hired Dep. Dir. of On Demand Services and Planning would be preparing an RFP for a fare study

Notes: Performance Monitoring Committee

- Aardema indicated the Performance Monitoring Committee would be meeting prior to preparation of the Board agenda and would be determining if the wash rack purchase and Avail updates would be ready for Board approval

Notes: External Relations Committee

- Farmer reported that five Boardmembers had responded to the survey about skillsets for future outreach efforts
- The Committee discussed next steps for having presentation materials for Boardmembers to present to jurisdictions and other community organizations

3. Board Operating Committee

Notes:

- The Committee discussed how to best manage agenda items such as microtransit that may have involvement of multiple committees
- Exec. Dir. McBride shared that the microtransit vendor would be providing a beginning recommendation for fare structure for microtransit
- It is important as we move forward with microtransit that we acknowledge this as a pilot project and adjustments are anticipated as we learn
- Farmer raised a question about peak-rate hours and the need for them because it is a public transit service
- Rosine noted that at the last meeting the Executive Director's evaluation and compensation was not included in the minutes presented to the joint Boards but only discussed at the Board Operations meeting. He said in the future the Boards would be consulted for this yearly recommendation
- Rosine asked the committee Chairs to request feedback on the Board Governing Structure and how they thought it was working for discussion at our November and December meetings. Committees were encouraged to review Exhibit A of the Eadie report on Metro Board Governing Role and Responsibilities as well as the adopted board policies outlining the responsibilities of the four standing committees.

4. Informational Items

Notes:

- Exec. Dir. McBride shared Metro had just hired five drivers and was anticipating adding some service to the routes. He said there were still more candidates in the process of hiring
- Exec. Dir McBride updated the Committee on the ATU negotiations
- Exec. Dir. McBride stated the RFP for the microtransit service would be issued by October 23rd
- The Committee requested a presentation on the major deliverables of the microtransit RFP process be provided as an informational item at the November Board meeting



Agenda Item: # 8
Meeting Date: 11/13/23

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: October 30, 2023
SUBJECT: Executive Director Update

Human Resources

Five new full-time Coach Operators began working at Metro on October 16th:

- Charles Brunett
- Elizabeth Bruner
- Tammy Connors
- Javon Johnson
- Tyrone Pritchett

The next Coach Operator training class will start January 8th.

Fixed-Route Service Adjustments

Metro will be adding back :45 after the hour service for the following effective Monday, November 27th..

- Route 1-Westnedge from 5:45am to 6:41pm
- Route 9- Gull Road from 5:45am to 6:41pm
- Route 14- West main from 12:45pm to 5:41pm

Outreach Activities

Vivian Dobbins and Sean McBride participated in the City of Portage Community Human Services Open House on November 2nd.

The KCTA and CCTA Boards are invited to represent Metro in Maple Hill Holiday Parade at 11 am on Saturday, November 18th. Details on where to line-up and when will be issued shortly. Please let me know if you are planning to participate.

Intracity Bus Services

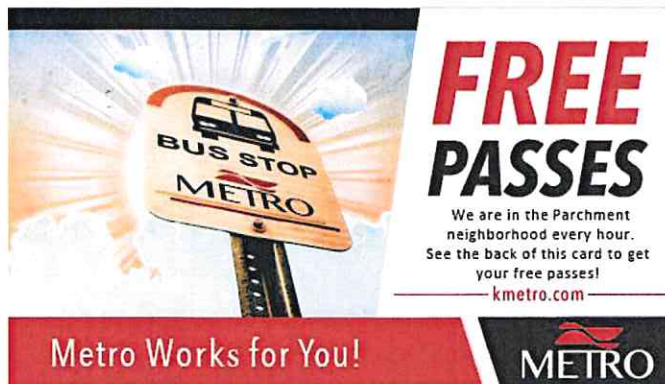
Indian Trails is reducing trips through Kalamazoo and other locations.

Youth Mobility Program

The Youth Mobility Program is moving ahead. 400 fare cards have been issued to partner schools – Loy Norrix, Kalamazoo Central, Phoenix and Kalamazoo Innovative Learning Program.

Fixed-Route Marketing

In mid-October about 2,700 postcards were sent to homes in the proximity of the Parchment Route. There have been about 80 individuals that have responded to the postcard and signed-up for 2 free rides using Token Transit.



Ride the Bus On Us!

Your two free passes through Token Transit will let you ride any of our 21 bus routes serving Kalamazoo County:

To our current riders, please accept these passes as a thank you!

To our new riders, take a look at where the Parchment bus goes in your neighborhood and plan your free trip!

How to download passes:
1. Scan the QR code or go to kmetro.com/free
2. Enter the promotional code: **MI19DGG23**
3. Instructions will be sent to your email!

MEIRO
500 N. State Street
Kalamazoo, MI 49007
(269) 237-8222

EMETRO **METRO2GO** **TOKEN TRANSIT**

*Our free pass is valid on the Metropolitan of Token Transit. It is not a cash or gift pass. This pass is valid only in the area of 49000-49099. Please contact Metro with your bus or transfer!

Safety and Security

Attached are the KTC Security Reports for the month of October prepared by Director of Operations Woodson-Sow.

Attachments

1. October KTC Security Reports
2. Board Governance Agenda Planning Matrix

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

Overview:

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

Many of the security incidents this month were regarding active disturbances or loitering and required police or emergency service personnel to respond.

Activity Summary:

51 Total security incidents occurred during October 2023 (Decreased from 60 incidents in September).

As the weather has begun to change, more problems have started occurring in the open areas of the KTC.

Incident Types	(Definitions)
----------------	---------------

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

Of the total 51 incident types:

1 were Drug/Alcohol related.

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

10 needed police to respond.

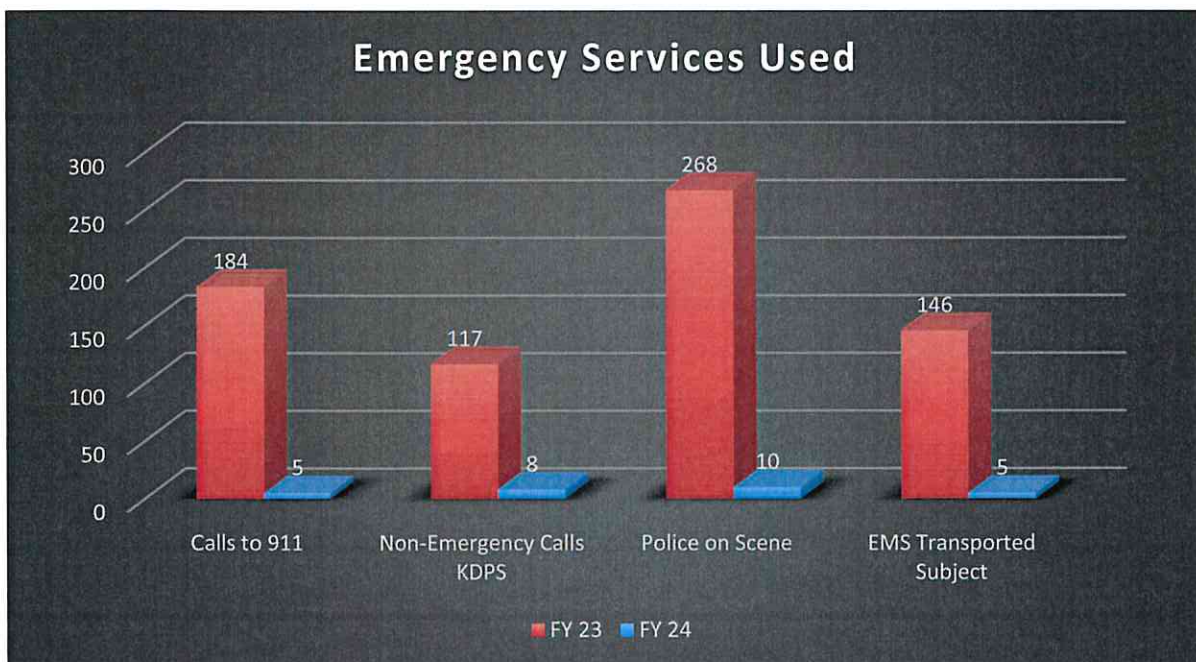
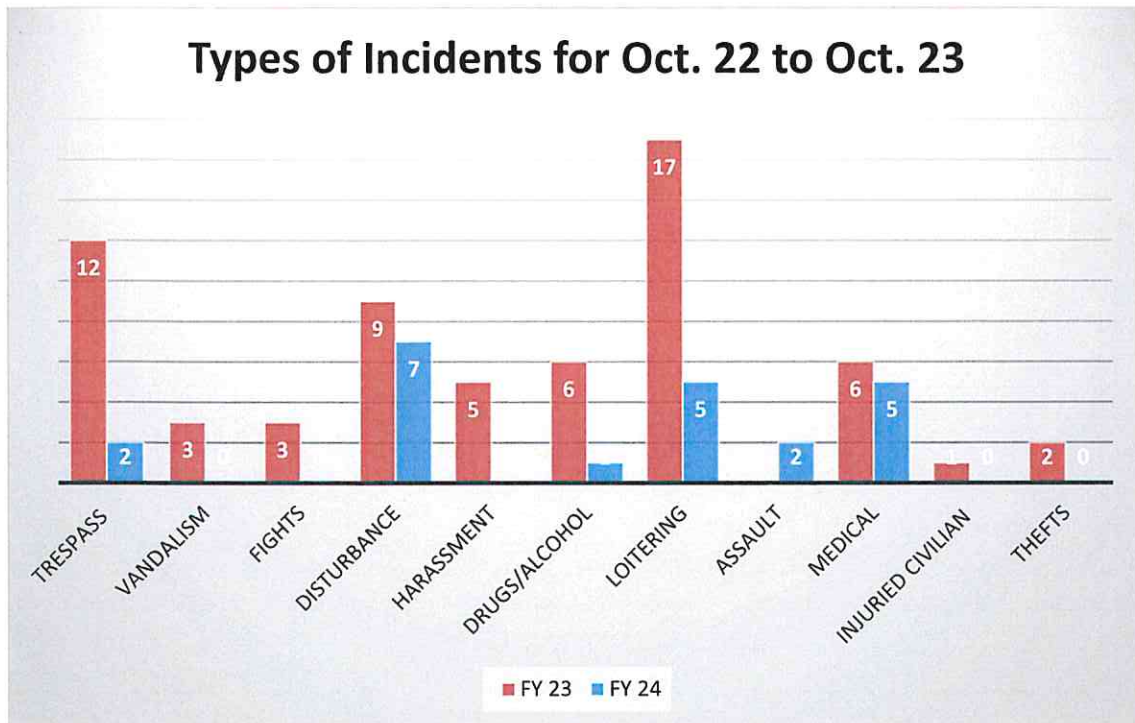
7 needed EMS/medical to respond.

Of the 7 total EMS/medical incidents, 4 people were transported to the hospital.

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

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

Security Related Totals for Last 9 Months:





Agenda Item: 8a Meeting Date: 11/13/23

Connecting People Throughout
Kalamazoo County

TO: Central County Transportation Authority and Kalamazoo County Transportation Authority
FROM: Sean McBride, Executive Director
 Prepared By: Keshia Woodson-Sow, Director of Operations
DATE: October 3, 2023
SUBJECT: September 2023 Information Summary Report

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

BACKGROUND

Monthly Ridership				
	Bus	Metro Connect	Metro Share	System Total
FY23	132,286	11,552	1,718	145,556
FY22	120,024	10,281	2,065	132,370
Difference	+12,262	+1,271	-347	+22,385
% Change	+14.11%	+12.36%	-16.80%	-9.96%

Year-to-Date Ridership				
	Bus	Metro Connect	Metro Share	Oct 22-Sept 23 System Total
FY23	1,514,073	115,254	21,304	1,650,631
FY22	1,223,628	100,342	14,821	1,338,527
Difference	+290,445	+14,912	+6,483	+312,104
% Change	+23.74%	+14.86%	+43.74%	+23.32%

WHEELCHAIR LIFT/RAMP INCIDENT REPORT – August 2023

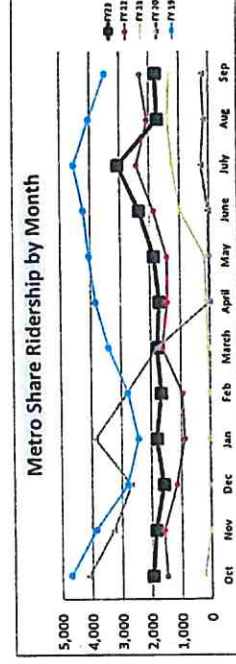
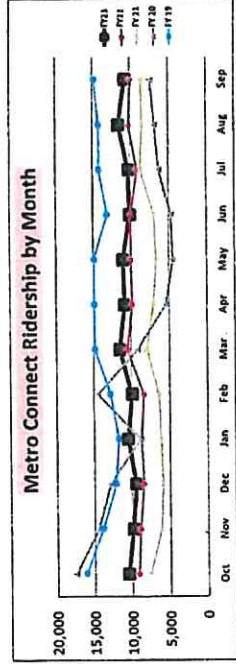
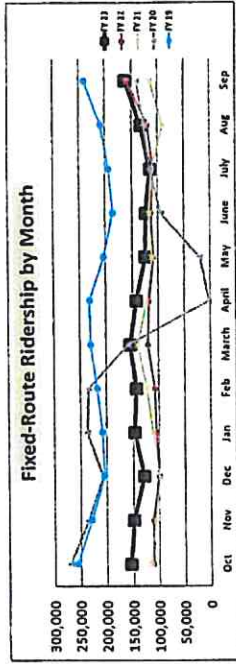
Passengers in mobility devices for the month of August 2023 were 556. There were no incidents that involved a ramp/lift during this month.

WMU STUDENT RIDERSHIP REPORT – August 2023

For the month of August 2023 there were 19,689 passenger trips for WMU.

DEMAND/RESPONSE MONTHLY SUMMARY REPORT – August 2023

For the month of August 2023 there were 11,552 passenger trips on Metro Connect.



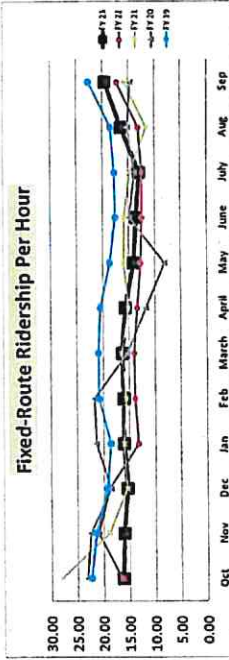
Fixed-Route	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY 23	154,781	148,789	129,141	146,676	143,167	154,576	142,242	124,242	123,503	114,294	132,286	160,910
FY 22	111,081	110,936	99,797	104,448	107,420	120,374	118,404	108,775	113,729	108,641	120,024	157,474
FY 21	116,340	106,583	98,448	111,044	123,352	140,679	122,253	110,950	116,725	111,485	90,114	114,200
FY 20	270,270	235,017	206,618	236,803	233,960	198,895	3,053	20,235	94,104	114,359	126,171	140,709
FY 19	256,407	227,942	203,583	207,095	216,717	228,868	230,683	203,056	185,112	192,778	207,565	239,660

Metro Connect	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY23	10,482	9,795	9,395	10,460	9,922	11,554	10,818	10,999	10,073	10,204	11,552	10,875
FY22	9,202	8,977	8,502	8,773	8,466	10,556	9,891	10,049	10,073	9,179	10,281	10,068
FY 21	7,851	6,217	5,951	6,197	6,430	7,970	7,093	6,678	6,976	8,669	8,433	8,557
FY 20	17,529	14,514	12,941	8,841	14,536	9,168	5,456	4,495	4,736	6,277	6,851	7,341
FY 19	16,106	13,923	12,153	11,781	12,918	14,857	14,935	14,934	13,191	14,231	14,231	14,837

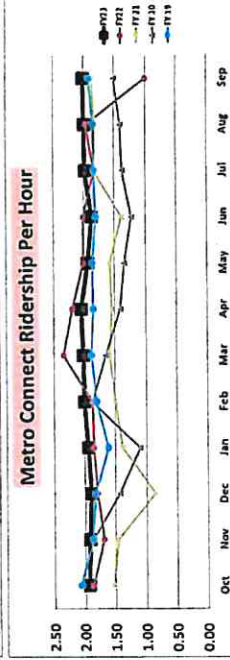
Metro Share	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	1,963	1,847	1,584	1,810	1,649	1,769	1,695	1,863	2,345	3,061	1,718	1,779
FY 22	1,486	1,579	1,161	886	943	1,612	1,431	1,441	1,866	2,432	2,065	2,313
FY 21	237	22	50	59	49	72	115	159	982	1,235	1,376	1,317
FY 20	4,106	3,275	2,886	3,875	2,813	1,774	6	18	27	260	167	226
FY 19	4,884	3,856	2,793	2,419	2,765	3,410	3,829	4,036	4,213	4,531	4,027	3,476

September 2023

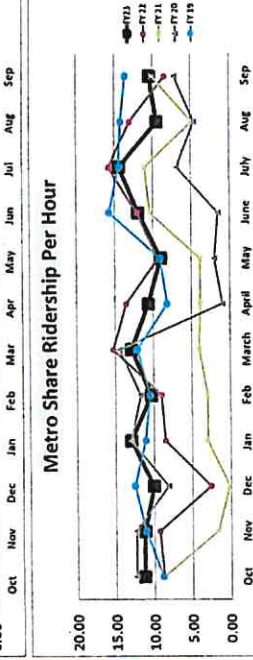
Fixed-Route	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY 23	16.23	16.04	15.37	16.02	16.05	16.27	15.69	14.05	13.53	12.97	16.36	19.46
FY 22	16.51	20.95	18.89	13.27	13.85	14.04	13.38	12.72	12.51	12.41	13.10	17.19
FY 21	27.97	18.80	15.46	16.08	15.54	16.44	14.99	15.92	15.86	14.72	11.52	15.69
FY 20	23.17	22.50	18.53	21.38	21.68	15.30	11.72	8.16	14.88	13.82	15.15	14.63
FY 19	22.33	21.39	19.22	18.54	20.79	20.86	20.49	18.61	17.50	17.67	18.38	22.61



Metro Connect	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	1.93	1.92	1.90	1.94	2.00	2.02	2.05	1.94	1.87	1.98	1.99	2.01
FY22	1.87	1.69	1.79	1.85	1.87	2.34	2.19	2.01	2.01	1.83	1.96	1.00
FY 21	1.53	1.45	0.85	1.38	1.49	1.58	1.54	1.57	1.38	1.83	1.81	1.86
FY 20	2.07	1.86	1.43	1.10	1.87	1.65	1.41	1.34	1.22	1.37	1.40	1.50
FY 19	2.06	1.87	1.82	1.61	1.80	1.88	1.85	1.86	1.80	1.83	1.84	1.91



Metro Share	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	11.28	11.24	10.00	12.97	10.30	12.89	10.64	8.96	11.91	14.39	9.42	10.41
FY 22	8.70	9.26	2.54	8.47	8.93	15.26	13.55	9.34	12.10	15.76	13.04	8.43
FY 21	8.67	1.63	0.16	2.95	2.93	3.97	3.81	3.87	10.35	11.00	4.78	10.03
FY 20	12.37	12.31	8.09	12.97	11.69	14.41	0.97	1.95	1.50	6.81	4.55	7.14
FY 19	8.80	11.07	12.49	11.05	10.48	12.08	8.11	9.07	15.70	14.41	14.13	13.57



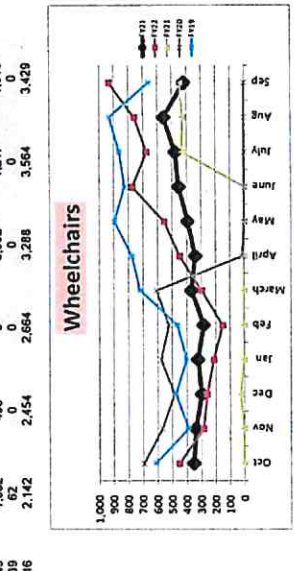
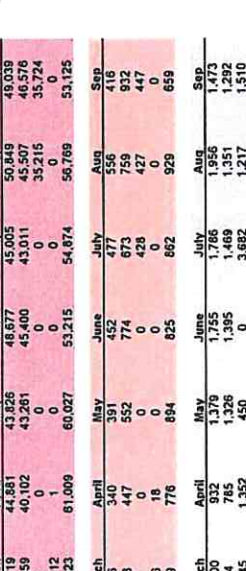
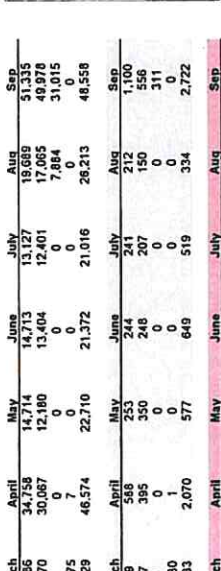
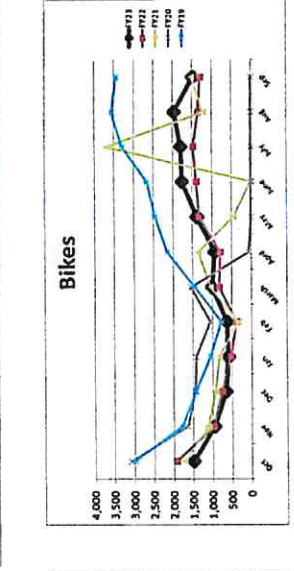
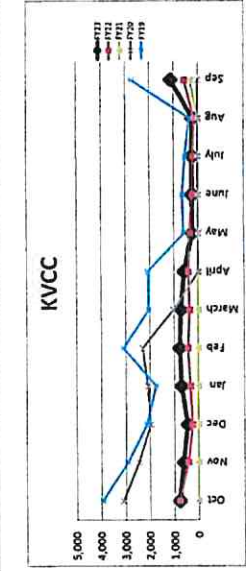
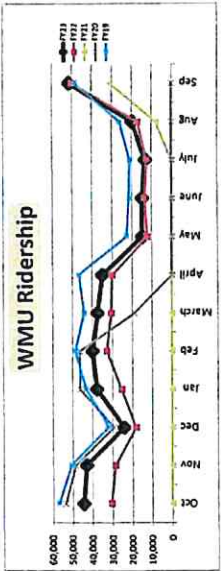
WMU	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	44,276	42,868	24,238	37,638	38,808	37,186	34,758	14,714	14,713	13,127	19,089	51,335
FY22	30,701	28,672	18,218	25,443	32,823	30,670	30,087	12,160	13,404	12,401	7,865	31,015
FY21	0	0	0	0	0	0	0	0	0	0	7,864	0
FY20	53,111	48,568	29,600	46,040	48,220	18,875	7	0	0	0	0	0
FY19	58,916	50,544	31,930	43,036	48,481	44,029	46,574	22,710	21,372	21,016	26,213	48,558

KVCC	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	778	628	461	701	775	719	588	253	244	212	1,100	212
FY22	803	428	250	340	427	357	395	350	248	207	150	558
FY21	0	0	0	0	0	0	0	0	0	0	0	311
FY20	3,088	2,467	1,969	2,081	2,296	1,030	1	0	0	0	0	0
FY19	3,938	2,900	2,112	1,729	3,080	2,033	2,070	577	649	519	334	2,722

Transfers	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	4,651	4,813	45,059	45,385	43,913	49,119	44,681	43,826	46,677	43,011	50,849	49,039
FY22	57,169	34,230	35,282	33,321	33,854	39,559	40,102	43,261	45,400	43,011	45,507	46,578
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	56,803	52,014	53,526	57,197	53,714	35,112	1	0	0	0	0	0
FY19	65,958	59,137	58,174	55,735	56,924	61,623	81,009	60,027	53,215	54,874	56,789	53,125

Wheelchairs	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	350	337	296	322	283	366	340	391	452	477	556	416
FY22	450	284	259	214	150	298	447	552	774	673	759	932
FY21	0	0	28	0	0	0	0	0	0	46	47	0
FY20	684	587	484	576	522	606	10	0	0	0	0	0
FY19	611	386	474	399	463	719	776	894	825	862	928	659

Bikes	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	1,480	957	652	592	623	1,000	932	1,379	1,755	1,766	1,956	1,473
FY22	1,924	969	762	525	382	824	785	1,326	1,395	1,469	1,351	1,292
FY21	1,720	1,117	923	826	327	1,045	1,352	450	0	3,662	1,217	1,510
FY20	3,085	1,638	1,444	1,418	1,054	1,539	62	0	0	0	0	0
FY19	2,983	1,774	1,428	1,059	770	1,446	2,142	2,454	2,664	3,288	3,564	3,429



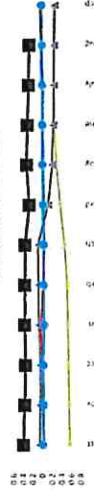
September 2023

YTD System Total		Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY23	167,217	327,648	467,768	626,714	781,452	949,351	1,104,106	1,241,595	1,377,516	1,505,075	1,650,631	1,824,004	1,824,004
FY22	124,496	246,574	321,814	465,928	594,243	716,785	846,511	966,776	1,092,444	1,103,005	1,223,629	1,514,921	1,514,921
FY21	124,228	237,050	341,959	458,789	588,630	737,351	866,812	984,875	1,109,558	1,230,847	1,336,870	1,454,944	1,454,944
FY20	291,905	544,765	767,010	1,016,529	1,267,838	1,437,635	1,446,150	1,470,898	1,569,765	1,690,661	1,823,850	1,972,126	1,972,126
FY19	277,179	522,918	741,447	962,742	1,195,142	1,442,277	1,691,724	1,913,750	2,110,266	2,327,806	2,553,629	2,811,602	2,811,602
% Change													
FY23	39.33%	36.73%	34.46%	35.92%	35.39%	34.11%	24.51%	29.82%	27.39%	25.21%	23.74%	23.33%	23.33%
FY22	-4.52%	-0.41%	0.14%	1.88%	-3.97%	-6.09%	-5.65%	-5.21%	-4.91%	-4.69%	-1.95%	1.39%	1.39%
FY21	-56.95%	-55.90%	-54.86%	-54.42%	-53.01%	-48.05%	-39.11%	-31.87%	-28.26%	-26.35%	-26.55%	-24.80%	-24.80%
FY20	5.41%	4.33%	3.46%	6.00%	6.38%	7.00%	-14.43%	-23.08%	-25.54%	-26.90%	-27.98%	-29.36%	-29.36%
FY19	-1.81%	-3.49%	-3.16%	-5.24%	-5.19%	-5.26%	-4.28%	-3.91%	-3.87%	-3.38%	-3.13%	-2.64%	-2.64%
YTD % Change													
FY23	13.91%	11.54%	15.03%	16.14%	16.35%	13.05%	14.12%	12.11%	14.87%	15.15%	14.86%	15.64%	15.64%
FY22	29.27%	24.60%	30.08%	32.82%	32.59%	32.56%	33.59%	35.67%	36.67%	32.64%	31.67%	30.29%	30.29%
FY21	-56.45%	-56.72%	-55.94%	-51.67%	-52.54%	-47.87%	-42.75%	-38.06%	-33.67%	-29.10%	-25.71%	-27.76%	-27.76%
FY20	6.84%	6.71%	6.64%	-26.00%	2.21%	-5.15%	-14.16%	-21.62%	-26.11%	-29.16%	-31.26%	-32.96%	-32.96%
FY19	8.99%	5.87%	5.46%	-0.10%	-0.82%	-0.86%	0.06%	0.31%	0.00%	0.52%	0.51%	1.36%	1.36%
% Change													
FY23	32.10%	24.31%	27.64%	40.92%	46.21%	38.54%	35.36%	34.55%	43.43%	53.54%	43.74%	43.04%	43.04%
FY22	527.00%	1675.00%	1267.64%	1289.13%	1352.04%	1467.85%	1406.29%	1281.26%	610.89%	397.89%	268.02%	238.71%	238.71%
FY21	-84.23%	-96.49%	-96.03%	-87.36%	-87.51%	-87.36%	-96.74%	-95.89%	-90.61%	-84.18%	-77.08%	-70.50%	-70.50%
FY20	-12.34%	-13.57%	-11.17%	1.38%	1.44%	-7.02%	-21.98%	-33.24%	-41.95%	-48.43%	-53.14%	-58.33%	-58.33%
FY19	NA	0.62%	-8.41%	-19.83%	-21.66%	-21.55%	-18.94%	-16.12%	-15.09%	-12.11%	-12.14%	-12.42%	-12.42%

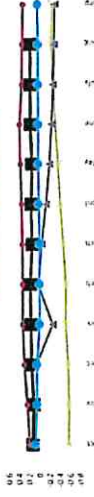
Year To Date System Total - All Service Modes



Fixed Route YTD % Change



Metro Connect YTD % Change



Metro Share YTD % Change



METRO CONNECT

October 2023

			October 2022	% Change
Individuals Certified:				
ADA Certified:	8		16	-50.00%
MCC Certified with a Disability:	30		32	-6.25%
MCC Certified Senior:	42		6	600.00%
Total Certified:	80		54	48.15%
Service Statistics:				
Total Trips:	11,853		10,305	15.02%
Total Passenger Trips:	12,076		10,482	15.21%
Saturday Trips-included in total:	435		562	-22.60%
Sunday Trips-included in total:	434		324	33.95%
ADA Passengers:	4,673		4,421	5.70%
D/R w/ a Disability Passengers:	5,343		4,384	21.88%
D/R Senior Passengers:	1,837		1,500	22.47%
Ambulatory:	10,437		8,688	20.13%
Non-Ambulatory:	1,416		1,617	-12.43%
PCA:	223		177	25.99%
Companion Trips:	50		31	61.29%
Ten Minute Stops:	19		7	171.43%
Requests:	15,254		13,448	13.43%
No Shows:	584		617	-5.35%
ADA Denials:	0		0	0.00%
D/R Nothing to Offer:	0		0	0.00%
Non-Accommodated:	0		0	0.00%
Cancellations:	2,817		2,526	11.52%
Late Trips:	342		358	-4.47%
On-Time Performance:	97%		97%	0.61%
Service Days:	31		31	0.00%
Performance Measurements:				
Total Miles:	104,145		90,164	15.51%
Total Hours:	7,302		6,512	12.13%
Total Revenue Miles:	91,655		79,465	15.34%
Total Revenue Hours:	6,092		5,425	12.29%
Passenger Miles:	117,732		99,171	18.72%
Total Contract Cost:	\$441,071.75		\$393,772.08	12.01%
Cost per Trip:	\$37.21		\$38.21	-2.62%
Cost per Passenger:	\$36.52		\$37.57	-2.77%
Cost per Mile:	\$4.81		\$4.96	-2.89%
Cost per Hour:	\$72.40		\$72.58	-0.25%
Passengers per Hour:	1.98		1.93	2.59%
Average Miles per Passenger:	9.75		9.46	3.05%
Gallons of Fuel Used:	NA*		19,739	#VALUE!
Cost of Fuel:	NA*		\$32,033.74	#VALUE!
Total Fares Collected:	\$45,089.00		\$40,439.00	11.50%
*Fuel supplier is having computer issues				