



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
FEBRUARY 10, 2025
Regular Meeting**

*The next joint CCTA/KCTA Annual meeting will be held on
Monday, March 10, 2025 at 11:30 a.m.*

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet on Monday, February 10, 2025 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
2.	Consent Agenda	Voice Vote	Voice Vote
	a. Agenda for February 10, 2025*		
	b. Minutes for January 13, 2025*		
3.	Public Comment		
4.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
	1. Planning and Development Committee Meeting Notes of January 20, 2025*		
5.	Performance Monitoring Committee		
	a. Action Items		
	b. Informational Items		
	1. Winter Safety Overview*		
	2. Monthly Service Metrics Reports*		
	3. Performance Monitoring Committee Meeting Notes of January 21, 2025*		
6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. John Dulmes, Executive Director, MPTA		
	2. External Relations Committee Meeting Notes of January 21, 2025*		
7.	Board Operations Committee		
	a. Action Items		
	b. Informational Items		
	1. Board Operations Committee Meeting Notes of January 23, 2025*		



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8.	Report from Executive Director*		
	a. Update Metro Link*		
9.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
10.	Chairperson's Report		
11.	Public Comment		
12.	Members' Time		
13.	Adjournment	Voice Vote	Voice Vote
14.	Optional Tour of Kalamazoo Transportation Center (KTC)		

*Indicates attachments included in agenda packet

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

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

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Regular Meeting
January 13, 2025**

Place: Metro Administration Building, Kalamazoo, MI
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Sarah Joshi, Kathy Schultz, Annette Arkush, Barbara Blissett
Others Present: Jim Ferner

1.) KCTA ROLL CALL

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

A motion was made to excuse Ayers.

Motion: Rosine

Second: Farmer

Motion carried by voice vote.

1.) CCTA ROLL CALL

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

A motion was made to excuse Johnson, Pearson.

Motion: Rosine

Second: Farmer

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 January 13, 2025 with the approval of the amended joint CCTA/KCTA meeting minutes for December 9, 2024 with the following change on Page 2: ...to include creation of a the Safety Committee. She reminded the Boards ~~they had~~ that the FTA had approved updates in April 2024 but now needed their approval for an annual update...

Motion: Sloan

Second: Farmer

Motion carried by voice vote.

4.) PUBLIC COMMENTS – Jim Ferner addressed the Boards regarding his interest in Metro’s future revenue sources and operations.

5.) PLANNING AND DEVELOPMENT COMMITTEE

Chair Burns reported the Committee had not met, however, would be looking forward to the upcoming millage preparation at the next meeting.

6.) PERFORMANCE MONITORING COMMITTEE

Chair Rama indicated the Committee had not met.

7.) EXTERNAL RELATIONS COMMITTEE

Chair Farmer commented that in the Boardmember packets there are updated materials for 2025 jurisdictional presentations.

Dep. Dir. Joshi of On-Demand Services and Planning presented a PowerPoint regarding responsibilities and explained in detail the jurisdictional information provided for presentations. A copy of the PowerPoint is included with the minutes.

Chair Aardema commented on the importance of the outreach part of the Boardmember responsibilities.

8.) BOARD OPERATIONS COMMITTEE

Chair Aardema reported the Committee met and reviewed the current agenda.

Exec. Dir. McBride introduced an item for consideration to adopt a resolution to approve a contract with the Michigan Department of Transportation (MDOT) for bus stop improvements.

Transit Planner Schultz explained the proposed changes and movement of bus shelters located on West Main Street and Gull Road to align with the new installation of pedestrian island crossings at three locations. Schultz said this will also involve installing new ADA bus stop pads and the minor adjustments to three stops. She said Metro has been working with MDOT to upgrade bus stops along their road facilities. Schultz said the resolution was part of a new process MDOT was requiring for contract approval prior to commencing construction.

A motion was made by KCTA and CCTA to adopt Resolution No. 25-001 to approve MDOT Contract No. 24-5179 for bus stop improvements and authorize the Executive Director to execute all documents related to the action on behalf of the CCTA.

Motion: Farmer/Pearson Second: Sigman/Rosine

Motion carried by a roll call vote.

Ayes: Aardema, Brown, Ecklund, Farmer, Rama, Sigman, Sloan, Rosine

Nays: None

Absent: Ayers

Ayes: Aardema, Burns, Farmer, Mackie, McCormick, Rosine

Nays: None

Absent: Johnson, Pearson

Exec. Dir. McBride presented to the Boards for approval an Intergovernmental Agreement for Provision of Disaster Relief Funds. He said this agreement would be offered by Kalamazoo County to provide enhanced public transit services outside the CCTA boundaries to Pavilion Township. He explained the County was using the Disaster Relief Funds following the tornado on May 7, 2024. Exec. Dir. McBride stated this funding would provide of Metro Link service discounted fares for and Metro Connect to residents.

A motion was made by KCTA and CCTA to approve an Intergovernmental Agreement for Provision of Disaster Relief Funds following the Tornado of May 7, 2024 between the County of Kalamazoo and the CCTA and to authorize a pilot program for services outside the CCTA boundaries.

Motion: Burns/Rosine Second: Rosine/Sigman

Motion carried by a roll call vote.

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

Ayes: Aardema, Burns, Farmer, Mackie, McCormick, Rosine
Nays: None
Absent: Johnson, Pearson

9.) EXECUTIVE DIRECTORS REPORT

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

- Outreach Updates
- Operational Studies
- Human Resources
- Metro Link Update

Exec. Dir. McBride shared with the Boards information on the CCTA 2025 Millage Election including:

- Timeline
- CCTA Boundary Adjustments
- Past Election Results

A copy of the presentation is included with the minutes.

10) SUBCOMMITTEE REPORTS

Pension Board – McCormick highlighted that the third quarter of 2024 had very positive results. Burns stated for this period that such positive results help the fund ratio of the CCTA Pension System.

KATS Policy Committee – Rama shared that KATS discussed the Transportation Improvement Program prioritization in December and would announce their decisions in January. Aardema added the Prioritization Committee looks at the future projects for the area and includes an emphasis on safety under the new prioritization scoring.

Local Advisory Committee (LAC) – Will meet on Wednesday, January 15th.

11.) CHAIRPERSON REPORT – No Report.

12.) PUBLIC COMMENT – Jim Ferner commented on how any increase in the millage would affect senior citizens and low-income individuals.

13.) MEMBERS TIME – Boardmembers wished Kathy Schultz success with her move to Minnesota and her role as the Mobility Management Program Manager with the Minnesota Department of Transportation. They all wished her well.

14.) ADJOURNMENT

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

Motion: McCormick

Support: Sigman

Motion carried by voice vote.

The meeting adjourned at 12:39 PM.

Curtis Aardema
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Curtis Aardema
KCTA Chairperson

Barbara Blissett
KCTA Clerk



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Kalamazoo County

AGENDA and MEETING NOTES

Planning & Development Committee

January 20, 2025 at 2 PM

Microsoft Teams Virtual Meeting

Members: Chris Burns (Chair), Tafari Brown, Jim Pearson

Absent: Lisa Mackie

Staff: Greg Vlietstra, Sean McBride, Barbara Blissett

1. Millage Discussion

Notes:

- Vlietstra provided a brief overview of the CCTA/KCTA millage information in the packet and discussions to be presented to the Boards in the next three months.
- The committee will review financial information at the February meeting. Committee members asked staff to be ready to discuss different scenarios including increasing the millage by the rate of inflation, keeping the millage rate current, the millage needed to sustain current service levels, and how much is collected through farebox revenue.
- Vlietstra shared that a State of Michigan House Bill has been passed that includes the option for local transit agencies to extend the length of the millage duration beyond five years. Governor Whitmer is expected to sign the legislation.
- McBride explained the various scenarios for the different millage timelines for CCTA and KCTA with the suggestion to continue with a five-year length for CCTA and possibly extending the KCTA an extra year or two. He said this would put some distance between the two millages and approaching voters in two consecutive years.
- McBride stated that Comstock Township had added Precinct #1 to the CCTA boundaries so that all of Comstock Township is within the boundaries.
- The Committee discussed other Michigan transit organizations and their millage amounts.

The meeting adjourned at 2:48 pm.



Connecting People Throughout
Kalamazoo County

TO: Performance Monitoring Committee
FROM: Keshia Woodson-Sow, Operations Director
PREPARED BY: Greg Vlietstra, Director of Support Services
DATE: January 16, 2024
SUBJECT: Winter Safety Overview

BACKGROUND

The information below is provided as an overview of how Metro manages snow and ice events for the safe and efficient mobility of our passengers. Not only does the information below serve as a historical reference, it also is a guide for future winter safety management at Metro. At the request of the CCTA and KCTA boards in December of 2021, the Metro administrative team has put extra attention and focus on winter safety – particularly snow and ice removal. Although recent winters have had below average snowfall totals (see attachment), the Metro Maintenance department has still had 27 snow and ice events the past three years (four so far this winter season) where an outside contractor was utilized to clear all 92 shelters.

TRAINING ACTIVITIES FOR COACH OPERATORS

When a new coach operator starts working for Metro, they go through the rigorous CDL training to obtain the full CDL license. During that training the coach operator is provided with classroom instruction and depending on the time of year or the weather during training they are taught processes that can keep them safe during inclement weather situations. The Taptco training videos focus on lowering speed and keeping distance while teaching them ways to get out of situations when a bus starts to hydroplane. The training program also teaches drivers that the weather is not the cause of a collision, but that the way people drive in weather conditions are the cause of the collision. The operations team does a series of quarterly trainings throughout the year and focus on different topics, weather is included in at least two of those trainings. During a weather event if a drop-off or pickup location is unsafe, often due to snow/ice berms, the coach operator is trained to find the next safe location (often a driveway).

STOP, SHELTER, BENCH, KTC SNOW & ICE MANAGEMENT PRACTICES

Requests for bus stop snow removals are handled on a as needed situation. This practice is very similar to other agencies in the state.

The Deputy Director of Fleet and Facilities or designee monitors current and forecasted weather conditions. They determine when snow or ice removal will be needed. Procedure for removal is as follows for Metro's 92 shelters and 5 benches. Procedure shall consist of hand shoveling to ADA specified path width of 36 inches to curb. Snow removal is provided by Metro maintenance staff and outside contractors.

Criteria for ice/snow removal for shelters are as follows:

1. Up to one inch of ice shelters will be salted. This will be completed for all shelters within 36 hours after weather event ordered by Fleet and Facilities Manager or designee.
2. Up to two inches of snow the shelters will be salted, and snow removed within 48 hours after weather event ordered by Fleet and Facilities Manager or designee.
3. Over two inches of snow but less than 4 inches, shelters will be salted, and snow removed within 72 hours after weather event ordered by Fleet and Facilities Manager or designee.
4. Over 4 inches but less than 6 inches, shelters will be salted, and snow removed within 96 hours after weather event ordered by Fleet and Facilities Manager or designee.

5. Over 6 inches, shelters will be salted, and snow removed within 120 hours after weather event but could be extended due to severe weather or unsafe conditions as ordered by the Fleet and Facilities Manager or designee.

Optics of snow removal efforts may not be evident after snow removal of street onto our shelters and pathways. We can order additional services if this happens. Time for this procedure varies from amounts and type of snow/ice accumulated.

The Fleet and Facilities manager or designee will request the staff or contractor to start the snow removal, they will document in the spreadsheet found in the K drive in metro maintenance/ shelters with the following information:

1. Date of request.
2. Staff or contractors performing the service.
3. Locations of shelters or benches.
4. When the service has been completed.
5. How much accumulation fell on the ground during that current snow event.

WHEN WE MIGHT ALTER SERVICE DUE TO CONDITIONS

FIXED ROUTE

During a weather event the operations team runs through a lengthy process to ensure we can keep service on the street. Supervisors and managers with cable access turn televisions to weather stations and work on up-to-date information as it comes in. Drivers notify dispatch of road conditions and dispatch communicates with the road commission for problem areas. The team uses one email thread per weather event to keep everyone up to date on what is happening including changes to Greyhound, Indian Trails, Miller Transportation, Metro Connect and Metro Link. This email thread triggers communications on social media and the website as well as internally.

The weather event will determine what will happen for service, for example, when the snow is coming down fast and freezing cars start to have problems making it up hills. That usually will trigger a change to service for routes with big hills like Westnedge, the bus will be detoured down the flattest road that can safely keep them close to their route. Passengers are then advised on Mystop, the website, and Facebook for alternative loading locations.

METRO CONNECT

In the event of inclement weather, the following procedures are to be followed for Metro Connect:

- The contractor will contact the Metro Connect Program Manager to assess the weather situation. If the fixed-route buses are operating their normal routes, Metro Connect will maintain regular service as well in the ADA service area and assess out-county trips as needed.
- The Metro Connect Program Manager will monitor fixed-route service for detours from normal routing due to weather. The Metro Connect Program Manager and Metro Dispatch will assess what areas are serviceable for Metro Connect.
- All service cuts, deviations and service suspensions are to be approved by Metro. In the event of any service suspensions, it is the responsibility of the contractor to contact any riders who are awaiting transport and provide transport to riders who were previously transported back to their residences, safety permitting. If it is unsafe to transport riders to their residences, the contractor will ensure that such riders are transported to a safe location approved by Metro. Under no circumstances shall the contractor leave any rider stranded at any time.
- Metro will post any Metro Connect service cuts on the Metro website and social media. Local media will not be contacted unless there are extensive service cuts or if all service is suspended.

Memo re: Winter Safety Overview

Date: January 16, 2025

Page 3

HOW WE COMMUNICATE SERVICE CHANGES/INTERRUPTIONS

- Communication Protocol for Weather Emergencies
- Management makes decision regarding service delays/interruptions;
- Alert email detailing delays/interruptions to any/all services;
- Outreach Coordinator will post details to social media sites via HubSpot and website.

Attachments

1. Historical Snow Fall Totals for Kalamazoo Since 1998-99
2. Rider Communication Examples

Monthly Snowfall Totals in Inches

Western Michigan University

Kalamazoo, Michigan

October 1998 through current

This page contains monthly snowfall totals in inches for all winters since 1998-99. Download this data: [Microsoft Excel format](#)

CoCoRaHS Data (October 1998 - April 2022)

	October	November	December	January	February	March	April	May	Annual
1998-99	0.0	0.1	6.2	39.6	8.0	10.9	0.0	0.0	64.8
1999-00	0.0	Trace	14.9	19.1	8.5	0.3	6.7	0.0	49.5
2000-01	0.1	23.2	46.6	3.7	11.5	12.6	0.3	0.0	98.0
2001-02	0.3	Trace	36.1	18.0	20.4	23.6	1.6	0.0	100.0
2002-03	Trace	8.2	15.8	21.7	13.5	6.9	3.5	0.0	69.6
2003-04	0.0	6.8	8.8	34.1	8.0	7.1	Trace	Trace	64.8
2004-05	Trace	6.5	16.2	27.1	12.2	13.6	2.3	0.1	78.0
2005-06	0.0	13.7	27.3	9.9	10.4	6.8	Trace	0.0	68.1
2006-07	7.3	1.3	15.7	19.3	22.2	9.7	14.1	0.0	89.6
2007-08	Trace	1.3	21.8	28.3	29.4	13.8	Trace	0.0	94.6
2008-09	Trace	7.1	43.1	37.3	12.1	0.5	3.8	0.0	103.9
2009-10	Trace	0.5	31.2	14.6	23.4	0.5	0.1	0.0	70.3
2010-11	0.0	Trace	13.6	25.2	26.0	1.8	4.0	0.0	70.6
2011-12	0.0	6.8	4.2	32.6	15.7	4.5	Trace	0.0	63.8
2012-13	0.0	Trace	5.7	20.4	30.4	10.1	0.7	Trace	67.3
2013-14	0.6	2.6	30.7	42.8	25.0	11.8	1.8	0.0	115.3
2014-15	0.2	23.0	0.3	21.2	25.7	2.6	Trace	0.0	73.0
2015-16	Trace	9.7	5.2	16.5	23.1	12.4	6.3	Trace	73.2
2016-17	0.0	1.5	39.4	15.1	4.5	6.5	2.4	0.0	69.4
2017-18	Trace	Trace	33.7	11.4	22.4	4.3	5.4	0.0	77.2
2018-19	Trace	17.4	2.5	32.7	20.1	6.1	5.2	0.0	84.0
2019-20	0.4	6.7	12.4	9.5	19.5	2.9	5.7	0.0	57.1
2020-21	0.0	1.5	5.7	12.1	25.2	Trace	0.2	0.0	44.7
2021-22	Trace	10.2	3.3	18.5	24.4	10.5	1.3	0.0	68.2
Average	0.4	6.2	18.4	22.1	18.4	7.5	2.7	Trace	75.6

Modern Data (October 2022 - present)

	October	November	December	January	February	March	April	May	Annual
2022-23	0.0	21.7	11.5	9.1	0.7	17.1	0.9	0.0	60.8
2023-24	0.5	4.4	2.2	16.5	1.7	3.9	Trace	0.0	29.2
2024-25	0.0	7.6	11.0	12.2	30.8

METRO Social ANNOUNCEMENTS USING HUBSPOT

 **MetroKzoo** @MetroKzoo

SERVICE DISRUPTION - METRO LINK 🔊 ❌

Due to the weather, Metro Link will NOT be operating this morning. We will reassess conditions at noon. Buses are running as usual, however, the weather may cause delays. If you have questions or concerns, please call 269-337-8222

Created by You

Published on
Dec 12, 2024 8:31 AM

 **MetroKzoo** @MetroKzoo

GOOD NEWS! 👍 🗣️

1 - Westnedge detour is coming to an end! 🚌



Route 1 - Westnedge will return to full regular routing Thursday, December 12.

Check myStop Mobile or Track My Bus tomorrow morning!

Created by You


Published on
Dec 11, 2024 10:59 AM

 **Metro Transit**


SERVICE RESUMINGAs road conditions appear to be improving, Metro Link will resume regular service starting at 2pm today, Thurs, Dec 12. Thank you for your patience! Safe travels!


Created by You

Published on
Dec 12, 2024 12:52 PM

 **Metro Transit**


Metro Link is one of many mobility solutions Metro offers Kalamazoo County. We all win when we all have access to our community. Metro is here to help! Let's go Metro!




 Image


Created by You

Published on
Dec 16, 2024 2:08 PM

 **Metro Transit**

Metro Link es una de las muchas soluciones de movilidad que Metro ofrece al condado de Kalamazoo. Todos ganamos cuando todos tenemos acceso a nuestra comunidad. ¡Metro está aquí para ayudar! ¡Vamos Metro!



 Image

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Published on
Dec 16, 2024 2:08 PM



Metrics Report

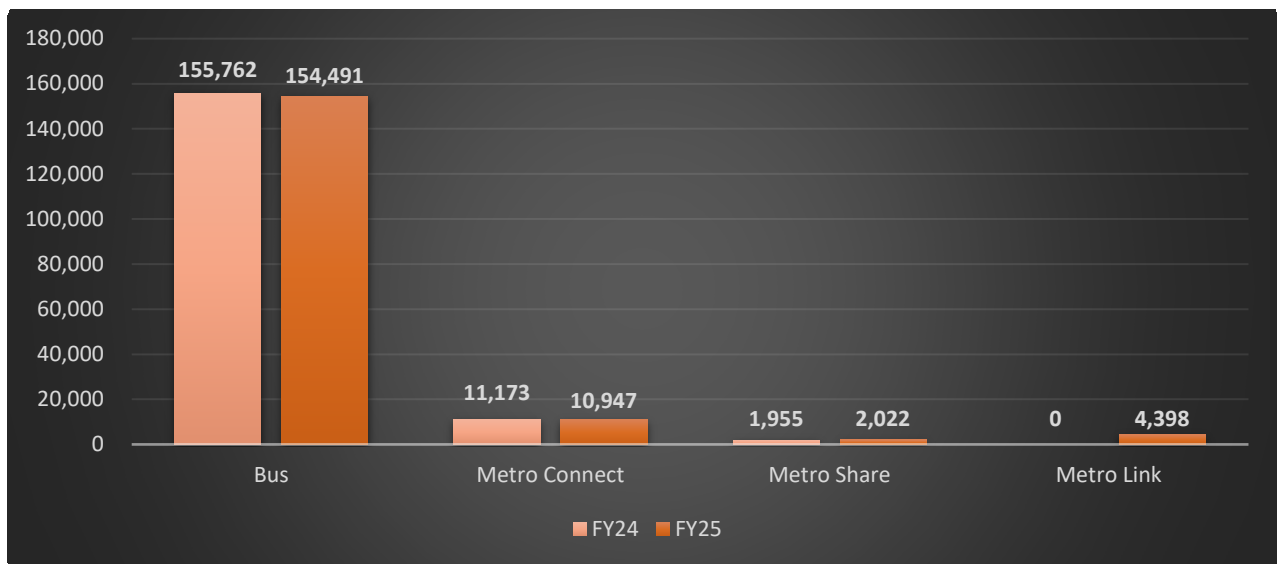
November 2024

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

BACKGROUND

The information listed below shows the changes in ridership levels across all three of Metro's major services for the month of November 2023 and November 2024.

Monthly Ridership November 2024					
	Bus	Metro Connect	Metro Share	Metro Link	System Total
FY25	154,491	10,947	2,022	4,398	171,858
FY24	155,762	11,173	1,955	0	168,890
Difference	(1,271)	(226)	67	4,398	2,968
%Change	-0.82%	-2.02%	3.43%	0.00%	1.76%



FIXED ROUTE BUS SERVICE

Metro fixed route bus service shows a decrease in ridership of 0.82% or approximately 1,271 less rides in November 2024 than November 2023. November ridership fluctuates year to year with changes in service on WMU campus and less ridership from students when they have more and more non school and half days.

Route 19- Ring Road ridership decreased from 8,180 to 5,707.

Route 21- Solon/Kendall Ridership increased from 7,010 to 7,528 rides.

Route 12- Duke ridership decreased from 1,417 to 827 rides

November 2024 ridership compared to November 2023 ridership varied, twelve routes had an increase in ridership while nine routes ridership decreased when compared year to year. Some of the route fluctuations can be attributed to the changes in service year to year. For example, in 2023 route 7, 14, and 11 were running different service hours than in 2024.

METRO CONNECT

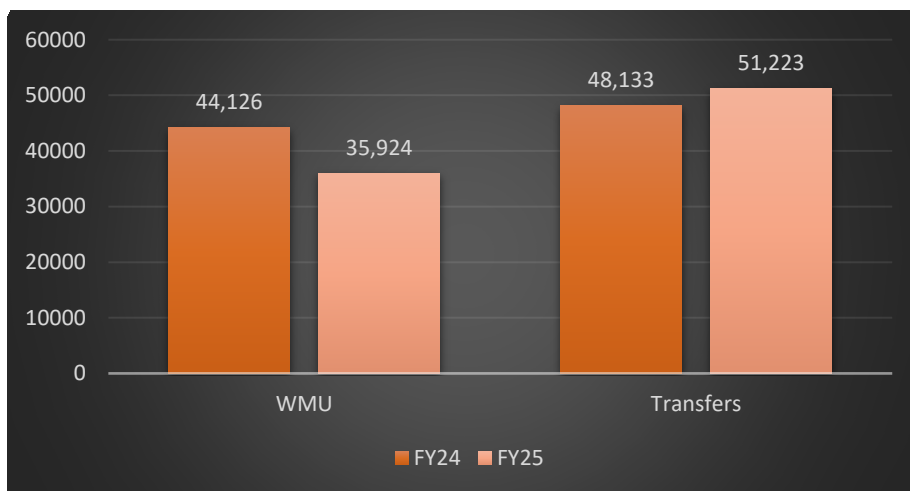
Metro Connect shows a decrease in ridership of 2.02% or approximately 226 less rides in November 2024 than November 2023. Data for Connect is a reflection of the holiday and the weather in November 2024. Many agencies had extended breaks over the Thanksgiving holiday.

METRO SHARE

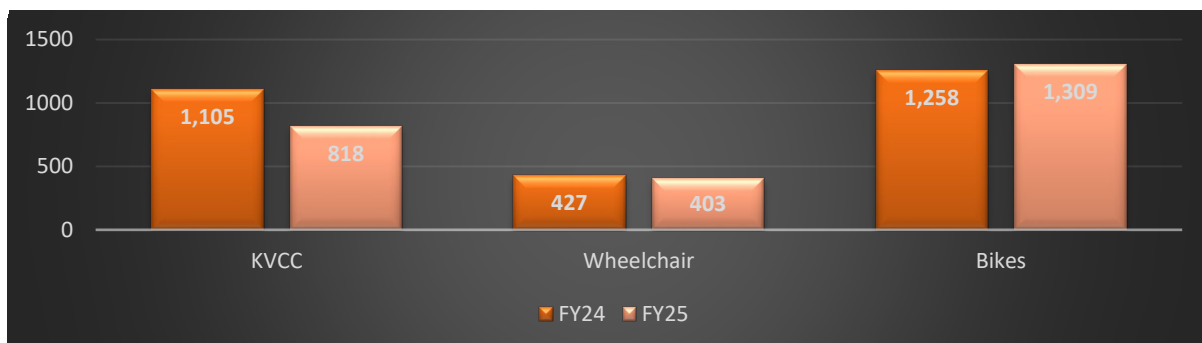
Metro Share shows an increase in ridership of 3.43% or approximately 67 more rides in November 2024 than November 2023. Data for metro Share is a reflection of new agencies continuing to register and starting to use the service.

OTHER DATA

The data for Western Michigan University shows a decrease of 18.59%. Whereas the number of people transferring from one bus to another bus is up 6.42%.

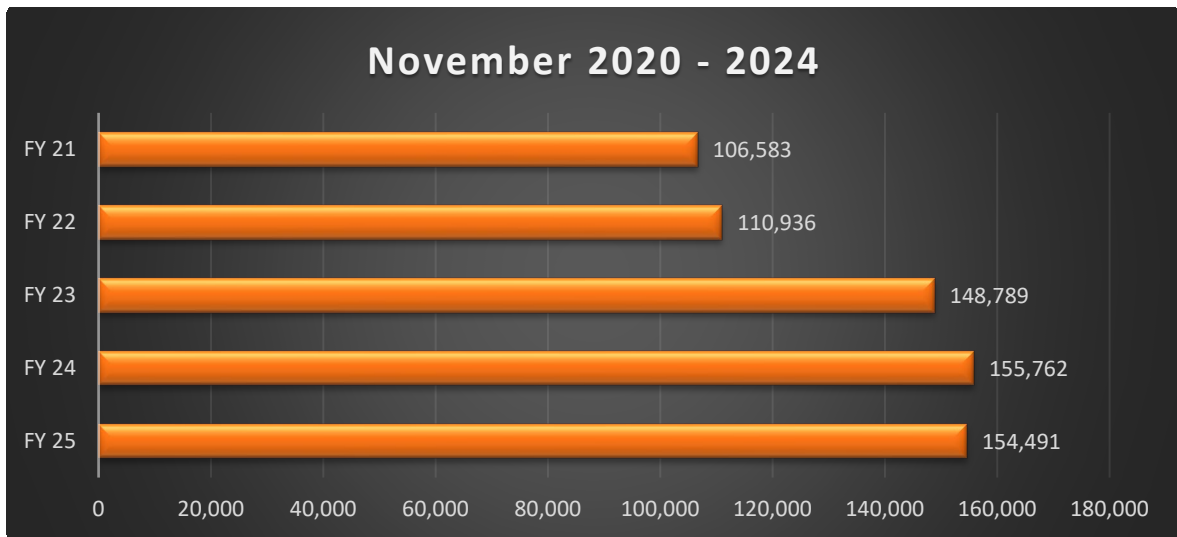


Other data types like KVCC and bikes continue to show increases in ridership while passengers in a wheelchair show a decrease November 2024 to November 2023. The data for Youth Mobility in November 2024 is 4,055 as the program kicked off at the start of the school year and students were actively using transit.



5 YEAR DATA TRENDS

FIXED ROUTE



METRO CONNECT



METRO SHARE



November 2024 KTC Security Report

Prepared by: Jason Emig

Title: Safety and Security Manager

Overview:

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

38 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. Additionally 49 people were asked to move along when found sleeping in the bus bays in the early morning.

Activity Summary:

88 Total security incidents occurred during November 2024 (Decreased fro **83** in October).

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

Of the total **88** incident types:

- 17 were Drug/Alcohol related.
- 19 were calls to 9-1-1 made by security.
- 27 needed police to respond.
- 21 needed EMS/medical to respond.

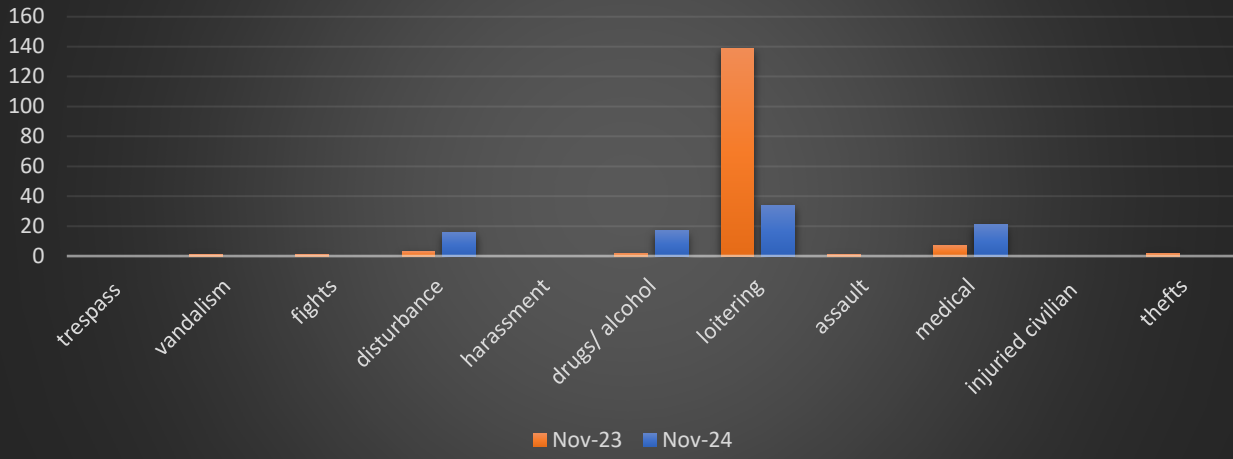
Of the **21** total EMS/medical incident **19** people were transported to the hospital.

Drug dealing around the property continued to decrease with an increased number of patrols by security and public safety when coming through downtown. In October, Metro was made aware of a situation involving a man exposing themselves to females at the station and on the bus. Metro staff continued working with police and sheriff until the man was located and taken into custody.

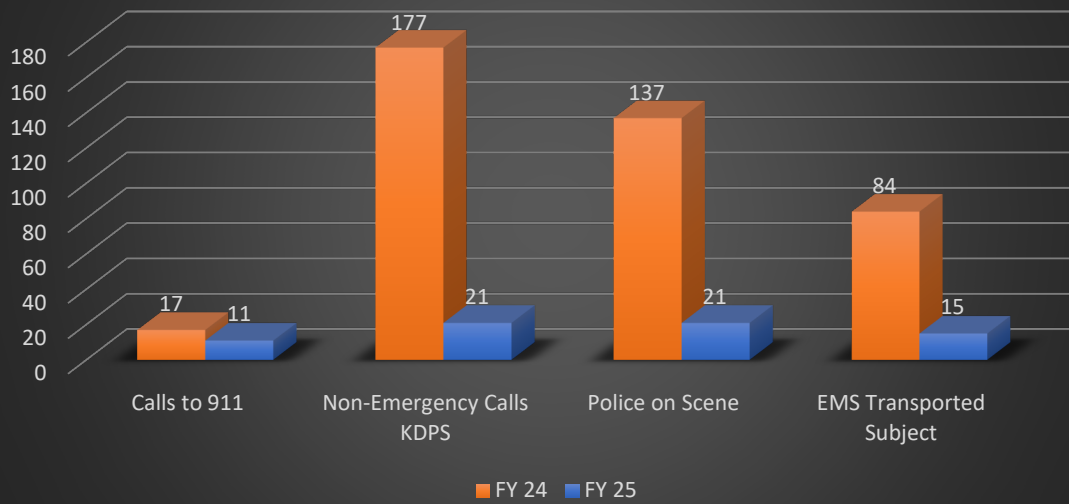
Please see next page for running total graphs for security related incidents:

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

Types of Incidents Nov. 2023 & Nov. 2024



Emergency Services Used





Agenda Item: #5b
Meeting Date: 01/13/25

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: December 19, 2024
SUBJECT: November 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 \$192,561 (2%) of the FY25 millage.
- We have collected \$339,210 (10% of the budgeted amount) in fares for this year.
- The FTA operating assistance revenue is accrued at the end of the year (September). To date, we have requested \$14,024,494 in COVID-19 relief funds (2020-\$1,500,000; 2021-\$4,500,000, 2022-\$2,000,000, 2023-\$2,524,494, 2024-\$3,500,000).
- The average price for a gallon of diesel fuel in November 2023 was \$2.86 and in November 2024, it was \$2.27. This is a 21% decrease.
- Total operating expenditures for Metro year-to-date are 12% of the total budgeted amount.

Attachment:

1. November 2024 Income & Expense Statement



	FY2025 CCTA Board Recommended Budget	November 2024	Year to Date FY 2025	Year to Date %	Monthly Funding %
STATEMENT OF INCOME AND EXPENSE					
Operating Revenue					
Fare Revenue					
Regular Route Cash	738,001	71,813	133,095	18%	6%
Metro County Connect Fares	505,595	25,857	89,896	18%	6%
Metro Link Fares	23,400	1,051	1,413	6%	
WMU Fares	1,196,850	0	0	0%	
Tokens	353,000	29,137	65,389	19%	4%
Pass Sales	322,317	19,206	49,418	15%	3%
Texas Twp/KVCC Prepaid Fares	100,413	0	0	0%	0%
	<u>3,239,576</u>	<u>147,064</u>	<u>339,210</u>	10%	19%
Other Revenue					
Advertising	75,000	4,167	4,167	6%	0%
Intermodal Operations	231,781	4,355	9,705	4%	1%
Miscellaneous Revenue	24,900	6,842	7,069	28%	0%
Commission Revenue - (GH, IT, FlixBus)	5,000	444	852	17%	0%
Interest Income	379,000	20,895	48,079	13%	3%
	<u>715,681</u>	<u>36,703</u>	<u>69,872</u>	10%	3%
Urban Millage (CCTA)	6,030,922	97,380	142,723	2%	4%
County-wide Millage (KCTA)	3,669,863	33,949	49,838	1%	2%
MDOT - Operating	7,685,054	751,828	1,226,542	16%	46%
FTA - Operating	5,888,302	0	0	0%	0%
Provision for Depreciation	3,255,200	260,937	522,091	16%	26%
TOTAL OPERATING REVENUE	<u>30,484,598</u>	<u>1,327,862</u>	<u>2,350,276</u>	8%	100%
Operating Expenses by Division					
Administration/Overhead	7,697,748	439,856	1,020,535	13%	
Kalamazoo Transportation Center Operations	1,064,487	93,247	138,376	13%	
Maintenance	3,593,062	308,301	479,624	13%	
Operations	8,429,221	719,809	1,115,790	13%	
Metro Connect	5,780,382	478,395	482,802	8%	
Metro Share	70,124	4,210	6,647	9%	
Metro Link	2,239,542	174,010	176,795	8%	
TOTAL OPERATING EXPENSE	<u>28,874,566</u>	<u>2,217,829</u>	<u>3,420,570</u>	12%	
NET (UNFUNDED) BALANCE for period	<u>1,610,032</u>	<u>(889,967)</u>	<u>(1,070,294)</u>		



NOTES

Performance Monitoring Committee

Date: Tuesday, January 21, 2025

Time: 3:00pm to 4:15pm

Attending: Rama, Rosine, Eckland, Woodson-Sow, Joshi, McCormick

Absent: Arkush, McBride

Guest: Blisset

a. Notes

- Performance Monitoring Committee Responsibilities- Committee Chair Rama lead a discussion on the committee responsibilities. Committee discussed the possibility of coordinating with other committees and what the role of the Board Operations Committee. Discussion on financial reporting and what kind of reporting of annual financial information the committee has discussed. Director Woodson-Sow discussed the to do matrix that the committee designed when it first started and how the committee has been working through that matrix.
- Inclement Weather- Director Woodson-Sow presented the Inclement Weather Memo and information. The committee had a detailed conversation on the training that new coach operators must complete, new training standards, and what refresher training looks like. Director Woodson-Sow discussed a newly designed communications program in which the company is kept up to speed on what is happening through all modes of transportation and how other community agencies play into the email thread. Some discussion was had on how Metro Connect handles inclement weather and when service is restricted how that affects those in the community who still need to get to appointments.
- Metrics Report- Director Woodson-Sow presented the November Metrics Report highlighting areas like the increased ridership along route 12 Duke and the changes to ridership on WMU campus. Discussions continued fluctuations on Metro Connect, Metro Share and increased ridership on Metro Link. Director Woodson-Sow discussed the Security Report including the lower numbers due to a variety of reasons, but primarily the weather and how it affected the numbers. As well as providing information on a situation that was handled in cooperation with Kalamazoo County Sheriff's department.



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- Specialized Pass Programs- Director Woodson-Sow presented information and data surrounding the three specialized pass programs that Metro has. The discussion around these programs was centered on education of when these programs started and ways, we have found to improve them. Some discussion was had on how the Fare Study could impact these programs or make way for future improvements and growth of these programs.

Next Meeting: February 18 , 2025 @ 3:00pm



External Relations Committee Meeting Notes

January 21, 2025

11:30 AM

Attending: Dusty Farmer, Chair, Gary Sigman, Tim Sloan, James Ayers, Christyn Johnston (all via Teams), Annette Arkush, Sarah Joshi, Emily Lower

1. **Jurisdictional Outreach Update**
Updated jurisdictional outreach assignments were in the January board packet with the new Essential Connections brochure that will support this year's outreach when they visit jurisdictions. Once approved, it is ready for print.
2. **Board Meeting Off-Site Location Ideas**
There were questions regarding Kalamazoo Township's and Parchment's capacity to host. Sarah will follow up with each so that the committee can decide on specific locations next month.
3. **Metro Annual Report Review**
Emily presented a very basic draft that was created by the contractor, Blaine Lam. Articles included Mobility Solutions, Who's Riding Metro? The Value of Metro, and the reporting of the 2024 Operating Revenue and Expenses charts. Committee members were very positive about the direction of the report with the addition human interest stories.
4. **2025 Outreach Plan Review**
Emily presented a multi-phase outreach plan to build stronger ties with the community and help support the millage request. The four focus areas are Millage, HubSpot, Public Engagement and Annual and Special Reports. The committee talked about activities in the community that Metro is not currently involved in (i.e. Senior Breakfast, Urban Alliance, KRESA Back to School Breakfast). Discussion regarding invitations to these events and several members who are familiar with these events offered to gather more information,
5. **Legislative Update**
Discussion postponed until the February meeting to allow Executive Director McBride to be present.

Next External Relations Committee meeting is February 18, 2025



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AGENDA and MEETING NOTES

Board Operations Committee

January 23, 2025

2 pm

Via Teams Meeting

Members: Curtis Aardema, Chris Burns, Dusty Farmer Garrylee McCormick, Aditya Rama
Absent: None
Staff: Sean McBride, Barbara Blissett

Items for Discussion:

1. Review CCTA/KCTA February 10th Meeting Agendas

Notes:

- The Committee reviewed the February 10th meeting agenda
 - a. Review Committee Activities

2. Review Committee Activities

Notes:

- Aardema indicated the Planning and Development Committee discussed upcoming millages, different fare increases if needed to maintain service levels as well as targeted duration for the millages
- Rama reported the Performance Monitoring Committee had no action items but discussed the future Metrics Reports and what additional items should be presented to the full Boards.
- McBride shared that John Dulmes, Executive Director of MPTA would be at the February meeting to provide information on State of Michigan legislative items

3. Other Items

Notes:

- McBride noted the newest Crossroads lawsuit hearing would be held on Monday, January 27th.
- McBride stated the Nominating Committee would be meeting to finalize their recommendations
- Future meeting dates are February 27th and March 25th

The meeting adjourned at 2:35 pm



Agenda Item: #8
Meeting Date: 02/10/25

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Kalamazoo County

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

On-Demand Services Study

The On-Demand Services consultant Left Turn Right Turn, Ltd. had a team in town from February 3rd to 6th. The purpose of the visit was to interview Metro staff, service providers from Via and First Student, and riders of Metro Connect and Metro Link. They also had an opportunity to visit facilities and to test the services. The study is anticipated to be concluded by the end of March.

CCTA Articles of Incorporation - Boundaries

The Kalamazoo County Board of Commissioners at their meeting of February 4th unanimously approved updates to the CCTA Articles of Incorporation. A single change was made adding Comstock Township Precinct One back into the CCTA boundary. The boundary of the CCTA now includes:

- City of Kalamazoo – All
- City of Parchment - All
- City of Portage – All
- Comstock Township – All
- Kalamazoo Township – All
- Oshtemo Township – Precincts #3, #4, #5, #6, #7, #8 and #9

Safety and Security

An update will be provided at the meeting.

Metro Link Update

Attached



Agenda Item: 8a
Meeting Date 2/10/25

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Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Sarah Joshi, Deputy Director of On-Demand Services & Planning
DATE: February 5, 2025
SUBJECT: Metro Link Update

BACKGROUND

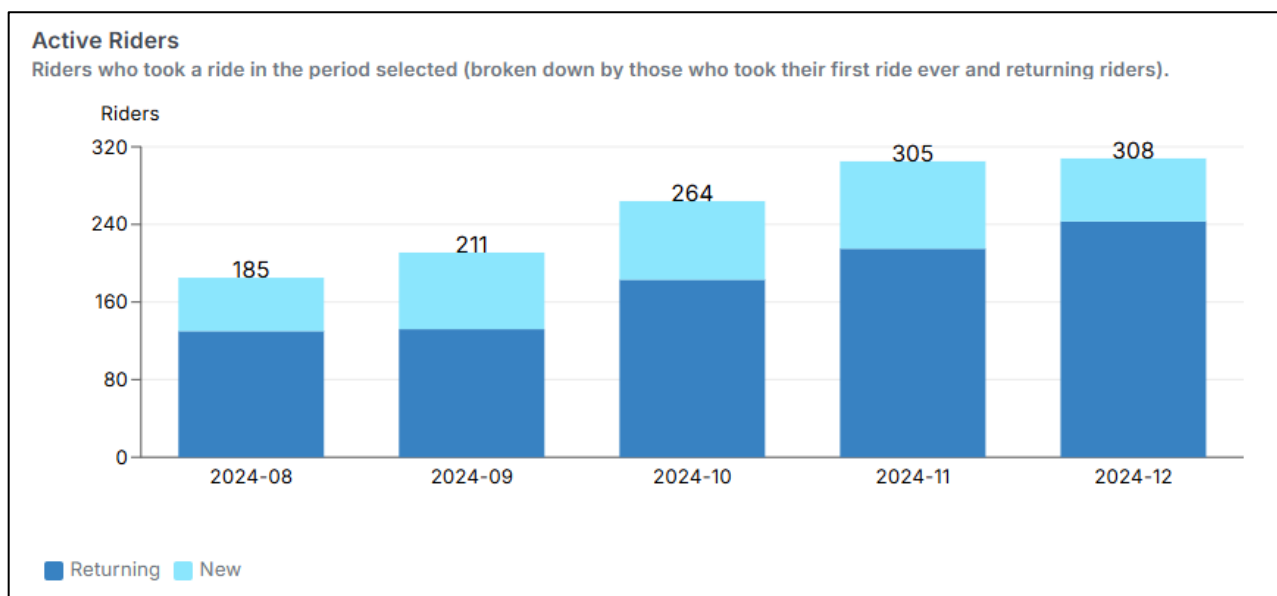
The Metro Link microtransit pilot service launched in three zones on April 15, 2024. The pilot project is slated to conclude at the end of 2025. This memo will provide an overview of performance through December, as presented at last month’s Performance Monitoring Committee meeting.

CURRENT SERVICE DISCUSSION

The boundary expansion has gone smoothly, and the addition service to a small but densely populated area of Pavilion Township is underway. That contract amendment is underway, and service will begin within six weeks of execution

December’s average productivity rate (rides per driver hour from first pickup to last drop-off minus fueling and breaks) was 2.4 with spikes of 2.7 or above on eight days of the month. Target is 3.0.

New riders continue to use the service each day. Monthly numbers of new riders are depicted by the light blue portions of the chart below.

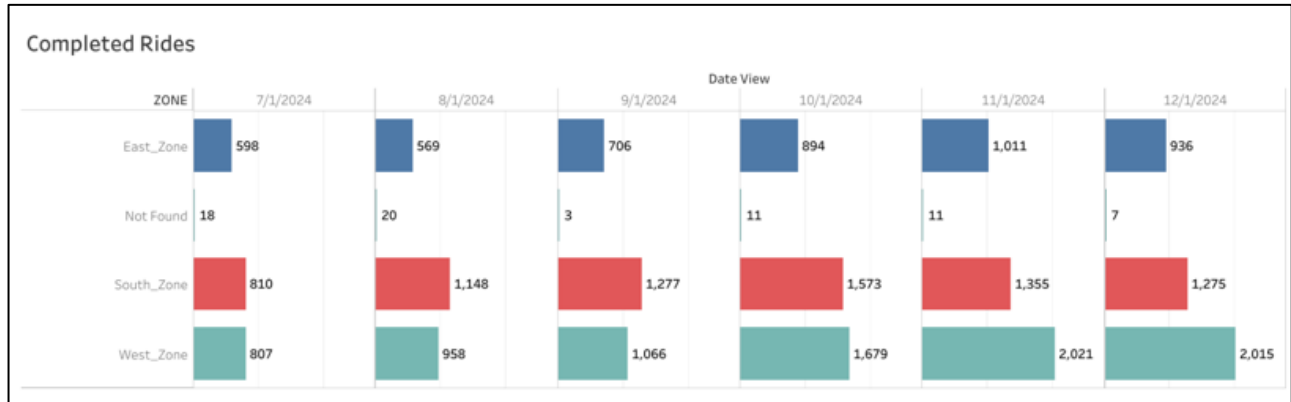


Metro Link Update

February 5, 2025

Page 2

December saw a new daily ride record of 308, and the total number of rides decreased nearly 2% over the previous month. YTD completed rides at the end of December was 24,032 with met demand at 91%. Demand was steady across zones.



Following each trip, riders may rate their experience on a five-star scale within the app. They may also leave comments. Among this month’s comments was this compliment for driver Taresa C., “Kind and caring person, a valuable asset to your company – simply because she was very kind and welcoming and drove great.”

For additional performance metrics, see the Performance Monitoring Committee’s January meeting notes.

RECOMMENDATION

This update is provided for informational purposes. No action is requested.