



Connecting People Throughout  
Kalamazoo County

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

*The next joint CCTA/KCTA Regular meeting will be held on  
Monday, April 14, 2025 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, March 10, 2025 at 11:30 a.m. for the purpose of:

	<b>Item</b>	<b>KCTA Action</b>	<b>CCTA Action</b>
1.	Roll Call		
2.	Consent Agenda	Voice Vote	Voice Vote
	a. Agenda for March 10, 2025*		
	b. Minutes for February 10, 2025*		
3.	Proclamation Recognizing Transit Workers Day March 18, 2025*	Voice Vote	Voice Vote
4.	Public Comment		
5.	Presentation on Downtown Kalamazoo Street Planning Phil Doorlag, Wightman and Associates		
6.	Presentation of 2024 Annual Report*		
7.	Report from Nominating Committee re: Election of CCTA and KCTA Officers*		
	a. Appoint CCTA Board Officers		Roll Call
	b. Appoint KCTA Board Officers	Roll Call	
8.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
	1. Planning & Development Committee Meeting Notes of February 17, 2025*		
9.	Performance Monitoring Committee		
	a. Action Items		
	b. Informational Items		
	1. Presentation re: 2023/2024 Socio-Economic Survey Report*		
	2. Monthly Service Metrics Reports*		
	3. Performance Monitoring Committee Meeting Notes of February 18, 2025*		
10.	External Relations Committee		
	a. Action Items		



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	b. Informational Items		
	1. Millage Outreach Overview*		
	2. External Relations Committee Meeting Notes of February 18, 2025*		
11.	Board Operations Committee		
	a. Action Items		
	1. Consideration to Adopt Resolution of Intent 25-002 to Apply for FY 2026 Grant Funding from MDOT*	Roll Call	Roll Call
	b. Informational Items		
	1. Board Operations Committee Meeting Notes of February 27, 2025*		
12.	Report from Executive Director*		
	a. Update Metro Link*		
13.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
14.	Chairperson's Report		
15	Public Comment		
16	Members' Time		
17.	Adjournment	Voice Vote	Voice Vote

\*Indicates attachments included in agenda packet

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

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

**CENTRAL COUNTY TRANSPORTATION AUTHORITY  
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY  
Joint Regular Meeting  
February 10, 2025**

Place: Metro Administration Building, Kalamazoo, MI  
Time: 11:30 A.M.  
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Sarah Joshi, Jason Emig, Rob Branch, Annette Arkush, Barbara Blissett  
Others Present: John Dulmes, Nichole Beauchamp, Earl Cox

**1.) KCTA ROLL CALL**

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

*KCTA Members Absent: Tim Sloan*

*A motion was made to excuse Sloan.*

*Motion: Farmer*

*Second: Eckland*

*Motion carried by voice vote.*

*\*Sigman arrived at 11:37 am.*

*\*\*Brown arrived at 11:42 am.*

**1.) CCTA ROLL CALL**

*CCTA Members Present: Curtis Aardema, Chris Burns\*, Dusty Farmer, Christyn Johnson, Lisa Mackie, Garrylee McCormick, Greg Rosine*

*CCTA Members Absent: Jim Pearson*

*A motion was made to excuse Pearson.*

*Motion: Farmer*

*Second: Mackie*

*Motion carried by voice vote.*

*\*Burns arrived at 12:30 pm.*

**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 10, 2025 with the approval of the CCTA/KCTA meeting minutes for January 13, 2025. ...*

*Motion: McCormick*

*Second: Farmer*

*Motion carried by voice vote.*

**4.) PUBLIC COMMENTS** – None

**5.) PLANNING AND DEVELOPMENT COMMITTEE**

Dir. of Support Services Vlietstra reported the Committee had discussed millage planning and proposed the potential ballot language on the Board agenda for discussion/approval in either May or June.

Exec. Dir. McBride noted the Committee was also considering a change to the millage duration by having CCTA request a five-year millage and KCTA extending its millage beyond five years. He said this would benefit both Authorities by not requesting voter approval in back-to-back years.

## **6.) PERFORMANCE MONITORING COMMITTEE**

Chair Rama indicated the Committee had a healthy discussion touching on various winter weather management topics including weather planning, coach operator training, snow and ice management and restricting Metro Connect and Metro Link during inclement weather and a new communication platform that will provide needed information for the public.

Discussion ensued about specialized passes for Bronson, Kalamazoo Valley Community College and Western Michigan University and the Youth Mobility Program. Dir. of Operations Woodson-Sow noted that currently there were 400 passes allotted for KPS with the intention to increase the amount to 500 passes next school year.

Exec. Dir. McBride stated that metrics reporting would begin to provide ridership information per route along with other data.

## **7.) EXTERNAL RELATIONS COMMITTEE**

Chair Farmer commented that the Committee discussed the 2024 Annual Report and consideration of partner locations for two Board meetings.

Exec. Dir. McBride introduced John Dulmes, Michigan Public Transportation Association (MPTA) Executive Director. He said he was invited to the CCTA/KCTA Board Meeting to provide an update on State-level advocacy for public transit.

Dulmes shared a PowerPoint presentation that described the different facets of transportation funding and how they worked. He noted funding for local transportation services was at an all-time low with the expectation that it will continue to drop in the coming year. He shared Governor Whitmer's proposal for assisting with funding solutions. (A copy of the PowerPoint is included with the minutes of the meeting.)

Boardmembers asked questions about the information provided and thanked Dulmes for the excellent presentation.

## **8.) BOARD OPERATIONS COMMITTEE**

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

## **9.) EXECUTIVE DIRECTORS REPORT**

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

- On Demand Services Study
- Articles of Incorporation – Boundaries
- Safety and Security
- Metro Link Update

Exec. Dir. McBride shared that the Amended CCTA Articles of Incorporation would be on the next Kalamazoo County Board of Commissioner's agenda for February 11<sup>th</sup> for approval. He said the Articles would include Precinct #1 located in Comstock Township.

Exec. Dir. McBride indicated Comstock Township had approved and recommended Comstock Township Clerk Nicole Beauchamp to replace Randy Thompson and would need County Board approval.

Exec. Dir. McBride invited Boardmembers to take a short tour of the Kalamazoo Transportation Center (KTC) after the meeting.

Exec. Dir. McBride provided information about the Crossroads Mall lawsuit.

Exec. Dir. McBride noted the KTC shooting incident that took place on January 23rd. Exec. McBride explained the process that takes place after this type of situation including debriefing and review of security systems in place. He also shared Metro was working with a new social media platform called HubSpot to notify riders and the public and was found to be a beneficial tool in an incident like this.

## **10) SUBCOMMITTEE REPORTS**

Pension Board – Did not meet.

KATS Policy Committee – Rama shared that KATS discussed the Transportation Improvement Program prioritization in December and would announce their decisions soon. 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) – Did not meet.

**11.) CHAIRPERSON REPORT** – No Report.

**12.) PUBLIC COMMENT** – None

**13.) MEMBERS TIME** – Boardmembers thank John Dulmes for the informative regarding State-Level advocacy for public transit

## **14.) ADJOURNMENT**

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

*Motion: McCormick*

*Support: Farmer*

*Motion carried by voice vote.*

The meeting adjourned at 12:39 PM.

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Curtis Aardema  
CCTA Chairperson

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Barbara Blissett  
CCTA Clerk

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Curtis Aardema  
KCTA Chairperson

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Barbara Blissett  
KCTA Clerk



## *Resolution Recognizing Transit Worker Appreciation Day*

**WHEREAS**, March 18, 2025, marks 363 years since the first launch of public transportation in Paris, France; and

**WHEREAS**, for 58 years Kalamazoo public transportation employees have been on the front lines ensuring safe and dependable service for the traveling public; and

**WHEREAS**, in 58 years Metro has provided 125 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, 2025, as "Transit Worker Appreciation Day."

Signed this 10<sup>th</sup> day of March 2025.

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**Curtis Aardema, Chair**  
**Central County Transportation Authority**  
**Kalamazoo County Transportation Authority**

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**Sean McBride, Executive Director**  
**Metro**

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**Dusty Farmer, Vice-Chair**  
**Kalamazoo County Transportation Authority**

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**Garrylee McCormick, Vice-Chair**  
**Kalamazoo County Transportation Authority**



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Agenda Item: # 6 Meeting Date: 03//10/25
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**DATE:** March 6, 2025  
**SUBJECT:** 2024 Annual Report

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



# METRO CONNECT SHARE LINK

530 N. Rose Street, Kalamazoo, MI 49007 | www.kmetro.com | (269) 337 - 8222




# METRO 2024 ANNUAL REPORT

## Metro Link Introduced!

### New App-based Service Expands Metro's Reach

Kalamazoo County's public transportation system – Metro – now has more ways to take more people more places.

The new Metro Link service provides shared rides to destinations the bus doesn't reach. Rides are \$1.50 or less. And Metro Link has its own app for on-demand scheduling.

"Public input and ridership studies made it clear we needed an on-demand microtransit option," said Sean McBride, Executive Director of Metro. "Metro Link fills that gap. Metro Link expands and enhances the versatility of Metro Connect, primarily used by persons with disabilities and seniors because they receive a discount for that service.

The service grew out of a once-a-decade comprehensive analysis that showed the demand was there. "Public input played an important part in the overall analysis," McBride said.

Also in that report were data showing that Kalamazoo County's Metro system performed favorably against peers for cost efficiency and cost effectiveness.

Metro fared less favorably on market

penetration, something Metro Link addresses.

"We continue to rebound from the COVID rider slump," said McBride, "and we feel we have the traction now, thanks to this array of services."

Metro also provides service through Metro Share, in which it provides vehicles to approved agencies that serve seniors and persons with disabilities. Funded in part by the Michigan Department of Transportation, Metro Share uses volunteer drivers who are trained and certified by Metro.

Meanwhile, the backbone of Metro – the collection of 21 scheduled bus routes – continues to attract more riders who use the pay-by-phone app, Token Transit. And a large percentage of riders track their bus in real time on their phones (myStop Mobile) and on the system's web site, kmetro.com.

Riders also use the web site to check on service interruptions caused by road repairs, weather and the like.



### How to Use Metro Link

Could Metro Link work for you? Sure. Just download the app. There are no qualifications, like residency, for ridership.

Like any ride-sharing app, MetroLink asks you where you want to go. It knows where you are.

Put in where you want to go and then it tells you how the Metro system can get you there. It might be a car. It might be a bus. It might be both. It will tell you pickup times and arrival times.

People most likely to use Metro Link are people who live in suburban and rural areas away from bus stops. But the app works in every part of Kalamazoo County. Metro Link cars are assigned to specific districts, or zones.

The best way to see if MetroLink can meet your transportation needs is to download the app, and try it!

#### Central County Transportation Authority Board

- Nicole Beauchamp
- Chris Burns
- Dusty Farmer
- Christyn Johnson
- Lisa Mackie
- Jim Pearson
- Greg Rosine
- Garrylee McCormick – Vice-Chair
- Curtis Aardema – Chair

#### Kalamazoo County Transportation Authority Board

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

#### Metro Leadership

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



# How We Serve You!

**Metro Bus** – Traditional bus routes in the urban area of Kalamazoo County. Fares \$1.50 or less.

**Metro Connect** – A countywide ridesharing service available to all Kalamazoo County residents for any reason. Registered riders can schedule trips up to seven days in advance. Provides transportation anywhere in Kalamazoo County and to the VA Medical Center in Battle Creek. One-way fares: Base fare is \$12; seniors 62+ and those with disabilities ride for \$4.

**Metro Share** – Providing vehicles to approved non-profit groups and government agencies serving seniors and individuals with disabilities at no cost. The program is partially funded by the Michigan Department of Transportation.

**Metro Link** – Blending traditional and modern transportation models. App-based, on-demand ride sharing. Operates in specific zones, most often in association with traditional bus transportation. Fares \$1.50 per ride.

## Meet Our New Leader

### Aardema Stresses Growth, Equity

The public bodies overseeing Metro operations have only had two leaders over the past 16 years.

“Linda Teeter and Greg Rosine are two of the most respected public officials in our community,” says the man recently elected to succeed them, Curt Aardema. “I definitely have big shoes to fill.”

Along with eight other members of the countywide authority and eight other members of the central city authority, Aardema’s job is to serve the public interest.

Those members represent a cross-section of constituencies, including governmental units, businesses, the general public and users of the Metro system (See all authority members listed on page 4).

Teeter, a community activist, and Rosine, a governmental relations specialist, were both instrumental in creating the system which exists today. Aardema, though, is no stranger to public transportation. As with his predecessors, public transportation is a passion.

In addition to chairing both authorities (KCTA and CCTA), Aardema serves on the advisory board for Kalamazoo/Battle Creek International Airport. He also serves on the City of Kalamazoo Downtown Development Authority.

Like his predecessors and current authority members, Aardema is focused on the needs of riders and the role of transportation in economic development.

“There’s a strong equity piece,” says Aardema. “We help make it possible for all people to fully contribute to the quality of life here.” Aardema cherishes Metro’s partnerships with schools, businesses and nonprofits – including people who can’t afford cars or who can’t drive -- to make this a complete community.

Aardema and his Metro authority colleagues oversee the work of a staff of 110 and a budget of roughly \$25 million. The system has more than 100 vehicles.

Aardema’s tenure on the KCTA board is the same as that of Sean McBride, who joined Metro as executive director in 2012.

“Sean is progressive,” says Aardema. “Under his leadership, we’ve been able to be on the front end of new ideas in transportation . . . environmental responsibility, technology, accessibility and adaptability. Sean also has put together a team that can handle the complexities that come with working with state and federal funds and agencies.”

Authority members find a number of ways to stay in touch with the people they serve. They visit local governments, service clubs, accessibility partners and other organizations to receive public input.

They also support the work of a Local Advisory Board for additional input from riders and other citizens. And all their meetings are open to the public.

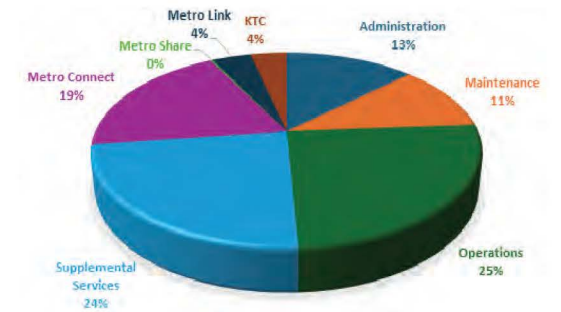


Curtis Aardema, CCTA & KCTA Chair

# 2024 Operating Revenue & Expenses

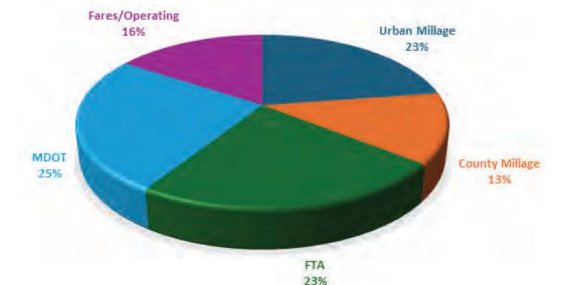
## Operating Expenses - \$22,218,314

Administration	\$3,750,790
Maintenance	\$3,192,163
Operations	\$7,363,363
Metro Connect	\$5,664,427
Metro Share	\$58,812
Metro Link	\$1,132,661
Kalamazoo Transportation Center (KTC)	\$1,056,099



## Operating Revenue - \$25,717,768

Michigan Department of Transportation (MDOT)	\$6,498,018
Urban Millage	\$5,825,452
Federal Transit Administration (FTA)	\$5,995,677
County Millage	\$3,359,069
Fares/Operation	\$4,039,552



## Who’s Riding Metro?

Once a week, the Brain Injury Association of Michigan (BIAMI) holds a chapter meeting at Disability Network in Kalamazoo. Diverse members from all walks of life gather in the meeting room to discuss important issues facing folks with traumatic brain injuries (TBIs), learn about resources and socialize with others who share similar experiences living with a complex disability. A topic that comes up frequently is transportation for members, many of whom are unable to drive themselves.



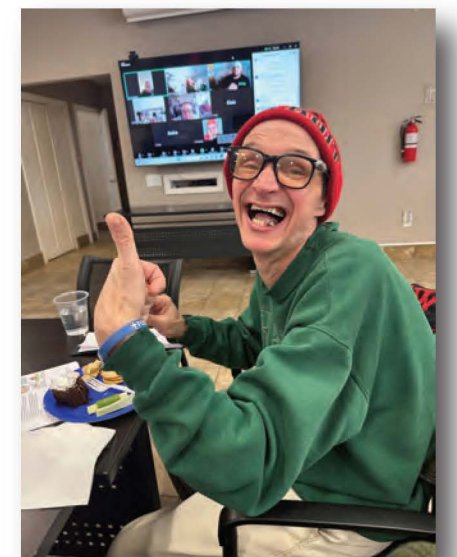
“Without Connect, I wouldn’t be able to get here,” said Chapter Secretary Sharon, “I have had my challenges with public transportation, but without it, I wouldn’t be able to get anywhere.”

While the key subject of the chapter meeting was learning more about how members could benefit from Metro Share and Metro Link, it was also a chance for members to meet in-person and virtually to socialize, talk about challenges they face due to their disability and share how other members have dealt with similar issues.

“This is why [Metro] is important,” said the current chapter president, Tim Sloan, who also sits on the Kalamazoo County Transportation Authority (KCTA) said, “Metro programs can help get more people here so we can meet face-to-face.” TBIs often impact brain functions such as memory, so face-to-face meetings are a more concrete experience and the sense of camaraderie among members is more satisfying, more impactful and helps build stronger relationships, something group members agreed was important to a fulfilling life.

“We do not have the luxury of driving,” stated group member Jayne, “We need public transportation options because we can’t just get in a car and go somewhere. We make it work!”

“I ride the bus all the time!” said group member Bobby with an enthusiastic thumbs up. “Awesome!”





Connecting People Throughout  
Kalamazoo County

Agenda Item: # 7  
Meeting Date: 03/10/25

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**DATE:** February 28, 2025  
**SUBJECT:** Nominating Committee Recommendation

The Nominating Committee will be meeting Friday, March 7<sup>th</sup> and provide a recommendation for CCTA and KCTA Board positions at its March 10<sup>th</sup> meeting.



## **AGENDA and MEETING NOTES**

**Planning & Development Committee**  
February 17, 2025 at 2 PM  
Microsoft Teams Virtual Meeting

Members: Chris Burns (Chair), Tafari Brown, Jim Pearson  
Absent: Lisa Mackie  
Staff: Greg Vlietstra, Sean McBride, Cheryl Pesti, Barbara Blissett

### 1. 2025 Millage Discussion

#### **Notes:**

- Chair Burns provided a brief overview of the background and process related to the upcoming CCTA/KCTA Millage Elections. He said Dep. Dir. Vlietstra had compiled comparison charts including:
  - Previous CCTA millages
  - Local Countywide Millages
  - Taxable property values
  - Costs of millage to property owners
  - Fare revenues and Operating expenses
  - Different millage dollar amounts and their impact
  - Millage duration scenarios
  - Possible service adjustments with relation to each millage dollar amount.
- Dep. Dir. Vlietstra and Exe. Dir. McBride entertained questions regarding the upcoming millages.
- The Committee requested additional information for their next meeting in March. Information included more detail on possible service impacts as well as inflationary impact on both revenue and expenditure services.
- Dep. Dir Vlietstra stated the suggested timeline would be to take the Planning and Development Committee recommendation to the full Board in April and have the final ballot language on the May 12<sup>th</sup> Board agenda for approval.
- Exec. Dir. McBride noted that The Rapid was looking at a sizable increase in next the millage request to guard against inflation and possibly provide more service options.

### 2. Other Update Items

#### **Notes:**

- Sean McBride provided an update on the CCTA boundaries.

The meeting adjourned at 3:04 pm.



# Ridership

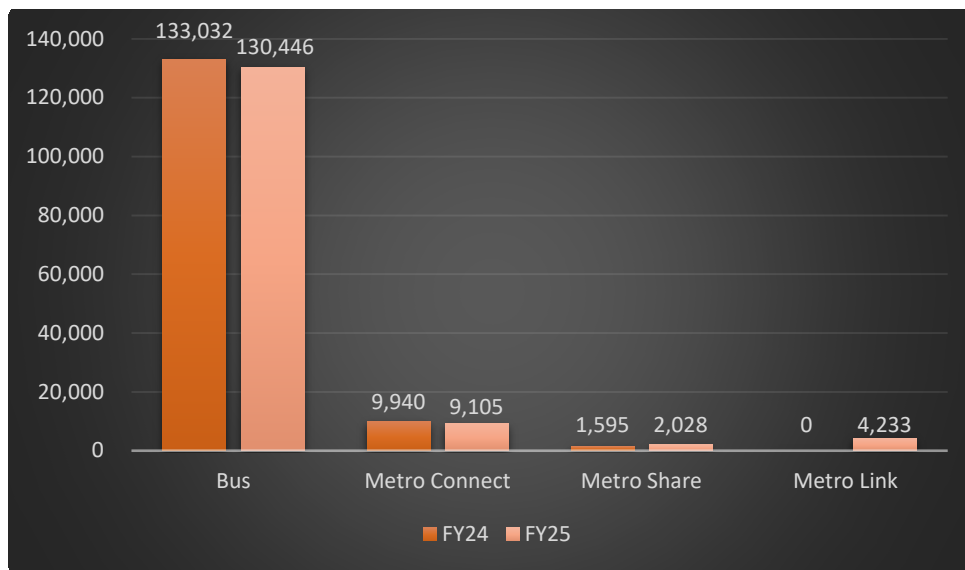
## Monthly Report- December 2024

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 December 2023 and December 2024.

Monthly Ridership December 2024					
	Bus	Metro Connect	Metro Share	Metro Link	System Total
FY25	130,446	9,105	2,028	4,233	145,812
FY24	133,032	9,940	1,595	0	144,567
Difference	(2,586)	(835)	433	4,233	1,245
%Change	-1.94%	-8.40%	27.15%	100.00%	0.86%



**FIXED ROUTE BUS SERVICE**

Metro fixed route bus service shows a decrease in ridership of 1.94% or approximately 2,586 less rides in December 2024 than December 2023. This trend is due to a larger number of inclement weather days and less people riding the bus.

Route 3- West Michigan decreased from 5,604 to 4,095.

Route 5- East Main ridership increased from 4,016 to 5,136 rides.

Route 12- Duke ridership decreased from 1,122 to 757 rides.

December 2024 ridership compared to December 2023 ridership varied, eleven routes had an decrease in ridership while ten routes ridership increased when compared year to year. Some routes continued to have low levels of ridership due to inclement weather and a large detour on route 3.

## METRO CONNECT

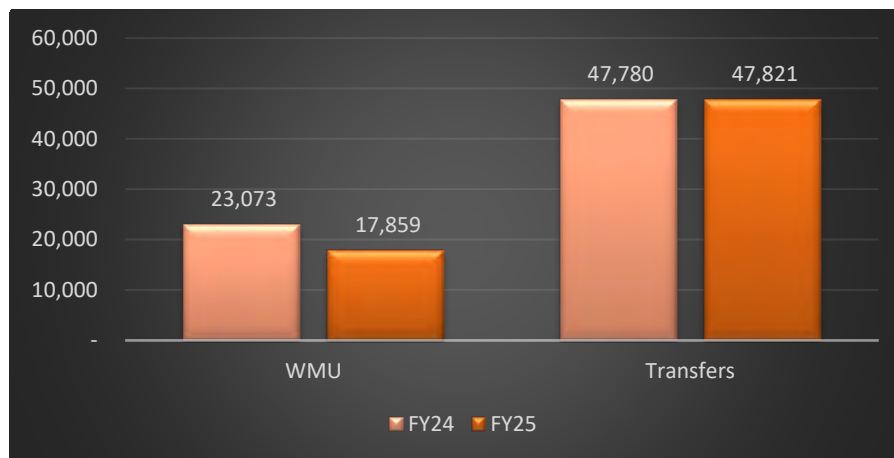
Metro Connect shows a decrease in ridership of 8.40% or approximately 835 less rides in December 2024 than December 2023. December trips on Metro Connect were down due to inclement weather, closings in the community, and school closings for the holidays. December is historically the least travelled month of the year due to these factors.

## METRO SHARE

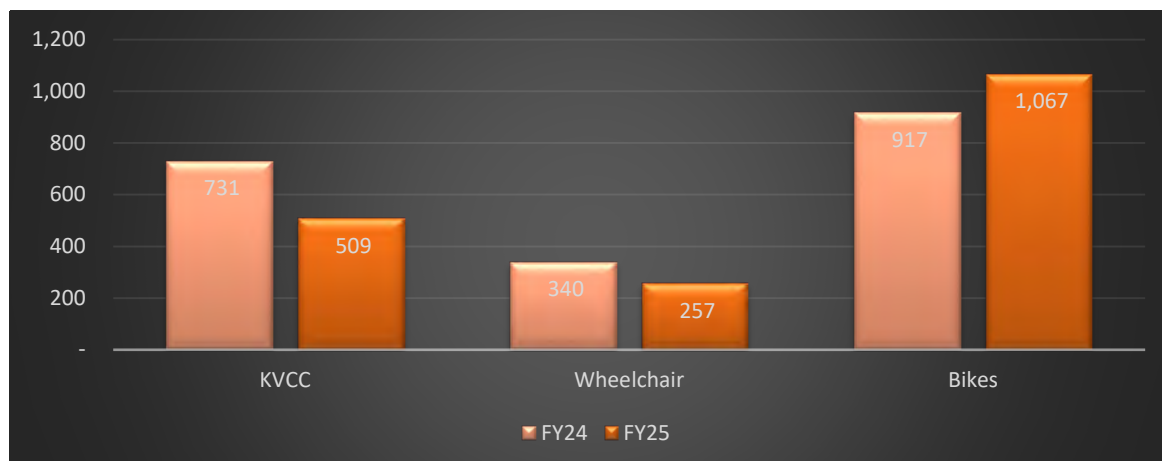
Metro Share shows an increase in ridership of 27.15% or approximately 433 more rides in December 2024 than December 2023.

## OTHER DATA

The data for Western Michigan University shows a decrease of 22.60% and can be contributed to less days of service in December 2024 than December 2023. Whereas the number of people transferring from one bus to another bus is up 0.09%.



Other data types like KVCC, passengers traveling in a wheelchair, and bikes continue to show increases in ridership December 2024 to December 2023. The data for Youth Mobility in December 2024 is 3,534 as the program continues to grow with the distribution of passes.

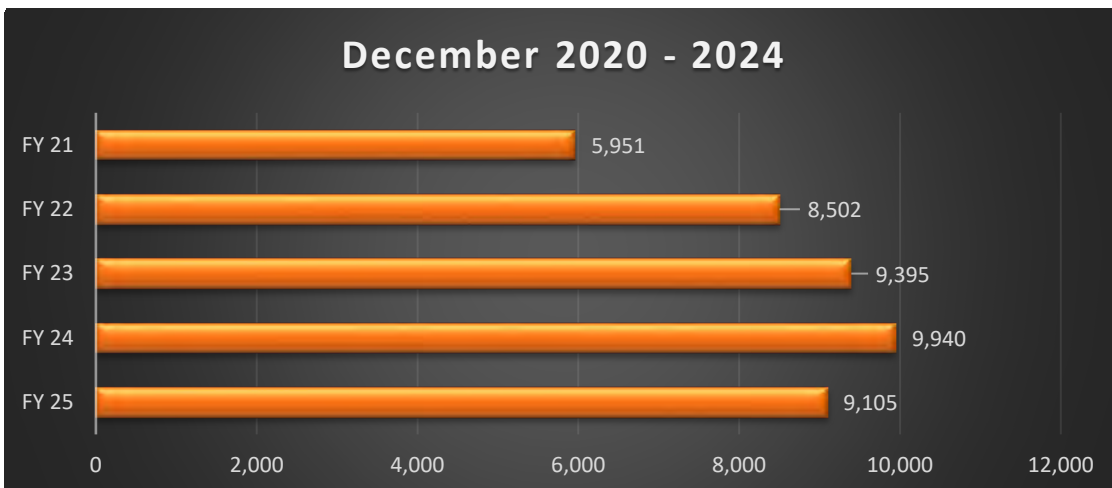


**5 YEAR DATA TRENDS**

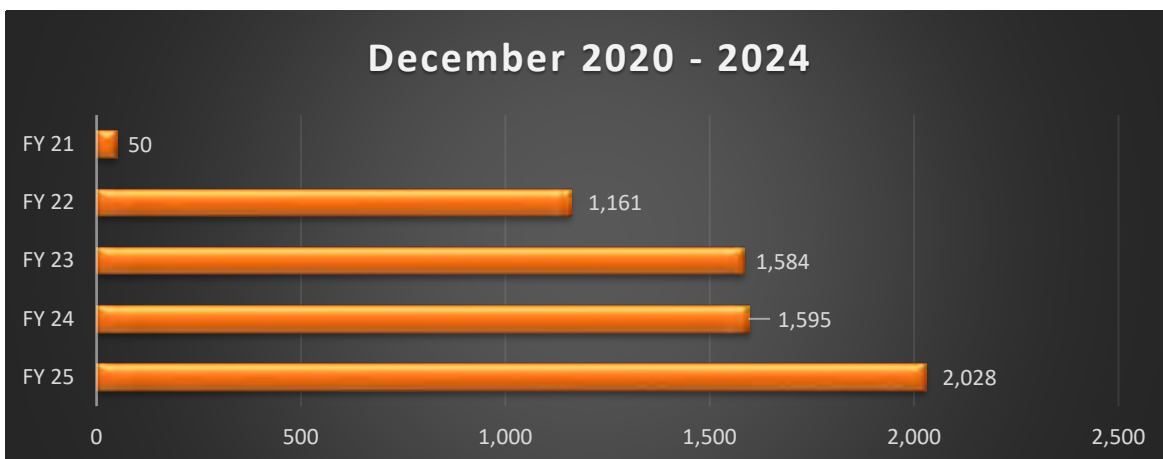
**FIXED ROUTE**



**METRO CONNECT**

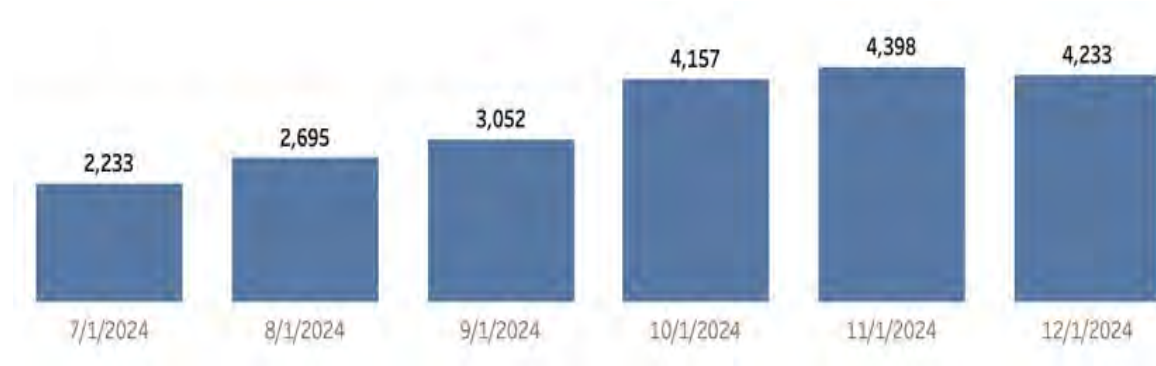


**METRO SHARE**

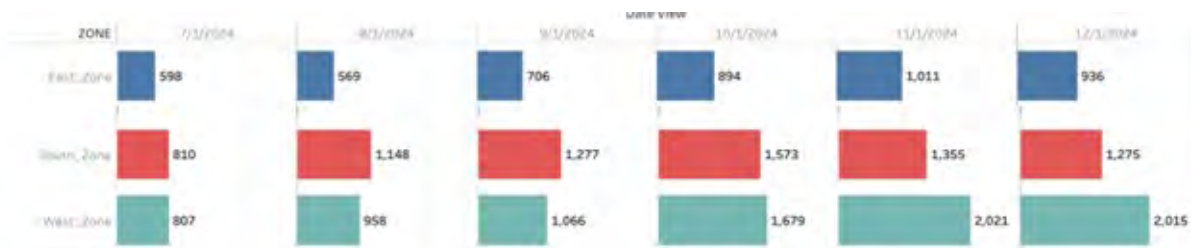


## Metro Link

Metro Link is a pilot program launched April 15, 2024, Link is an alternative on-demand mobility solution to assist passengers with transportation needs including first mile last mile connections to the fixed route system and point to point services within each of the three zones. Since launch the Link program has shown growth in multiple areas month to month including the number of completed rides, rides per hour, proposals and ridership growth.



## Completed Rides per Zone



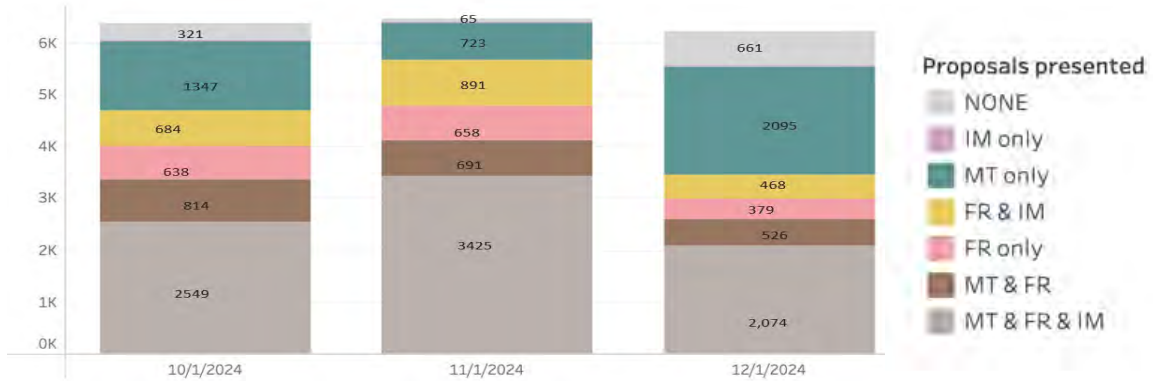
## Wait times

The average wait time has increased to around 13 minutes. The South zone being the largest of the three zones had an increase in the average wait time for the month of December and is now at 14.3 minutes. The goal is to reach each rider in 20 minutes although a wait time of 30 minutes is acceptable.

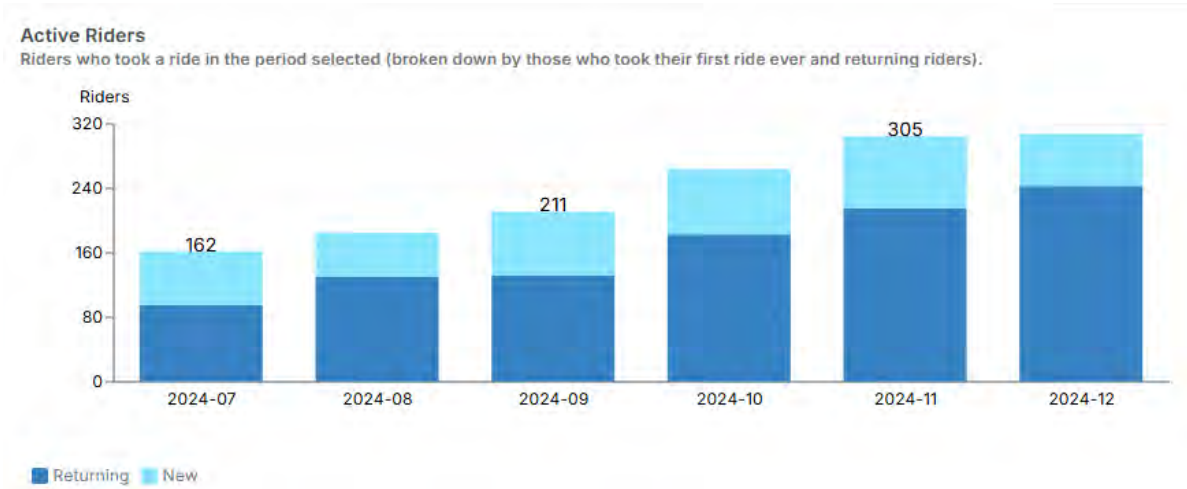


### Proposals Offered Over Time

In December 2024, Metro Link riders received a total of 6,203 proposals. Of those 3,447 proposals contained a fixed route option. 2,095 proposals were Metro Link only and some proposals informed passengers that they could use fixed route, link, and walk to get to their destination. In addition to the proposals listed, 661 riders did not receive a proposal.



### Rider Growth



## Metro Connect

Trips:	10,277	On-Time Performance:	95.47%
ADA Denials:	0	Cancellations:	3,346
Demand Response Nothing to Offer:	0	ADA Certifications:	7
		DR Certifications:	46
MC Non-Accommodated:	0	Senior Certifications:	26
Avg. Call Back Time:	18 minutes	Total Certifications:	<b>79</b>

ADA Denial/DR Nothing to Offer - A passenger requested a trip time and nothing was available within one hour of that time

Non-Accommodated - A passenger was offered a trip time within an hour of the requested time but

### Jurisdictions

	Jan	Total
<b>Township</b>		
Alamo	72	72
Augusta	79	79
Brady	26	26
Charleston	18	18
Climax	64	64
Climax -Village	6	6
Comstock	459	459
Cooper	525	525
Galesburg	221	221
Kalamazoo Township	699	699
Kalamazoo City	3,490	3,490
Out Of County	49	49
Oshtemo	991	991
Parchment	317	317
Pavillion Township	104	104
Portage	2,115	2,115
Prairie Ronde	32	32
Richland	171	171
Richland- Village	0	0
Ross	28	28
Schoolcraft	285	285
School- Village	38	38
Texas	271	271
Vicksburg	213	213
Wakeshma	4	4
	<b>10,277</b>	<b>10,277</b>

## December 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.

**209** of the security incidents this month were regarding loitering after a series of bomb threats having been called into the gospel mission. 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

### Activity Summary:

**109 Total security incidents** occurred during December 2023 (Increase **109** in November).

Incident Types	(Definitions)
<b>5</b> Trespasses	(Asked to leave due to refused to do so/Someone trespassed returned to site)
<b>61</b> Loitering	(Significantly overstayed their time on property, sleeping. Blocking paths)
<b>0</b> Vandalism	(Damage to property)
<b>1</b> Active Fights	(Physical Altercation between parties occurred)
<b>23</b> Disturbances	(Behavior is interrupting other people around them)
<b>0</b> Harassments	(Using threatening or degrading language)
<b>1</b> Assaults	(Someone physically attacked by another)
<b>2</b> Thefts	(Property Stolen on KTC Property)
<b>9</b> Medical	(Medical emergency situations)

Of the total **109** incident types:

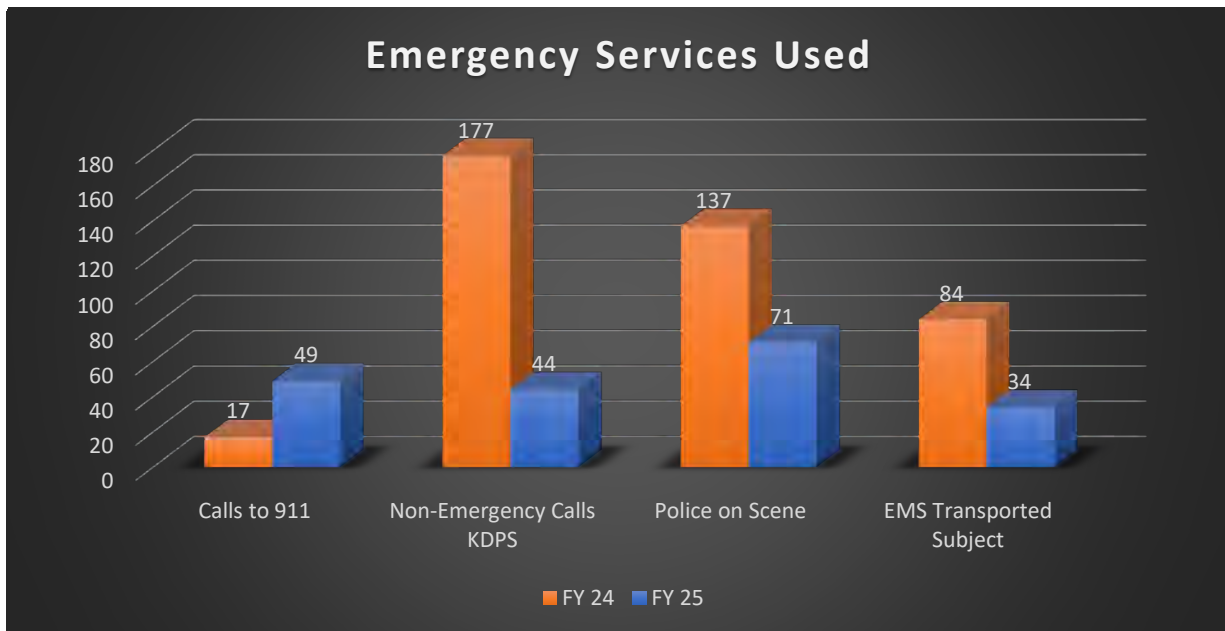
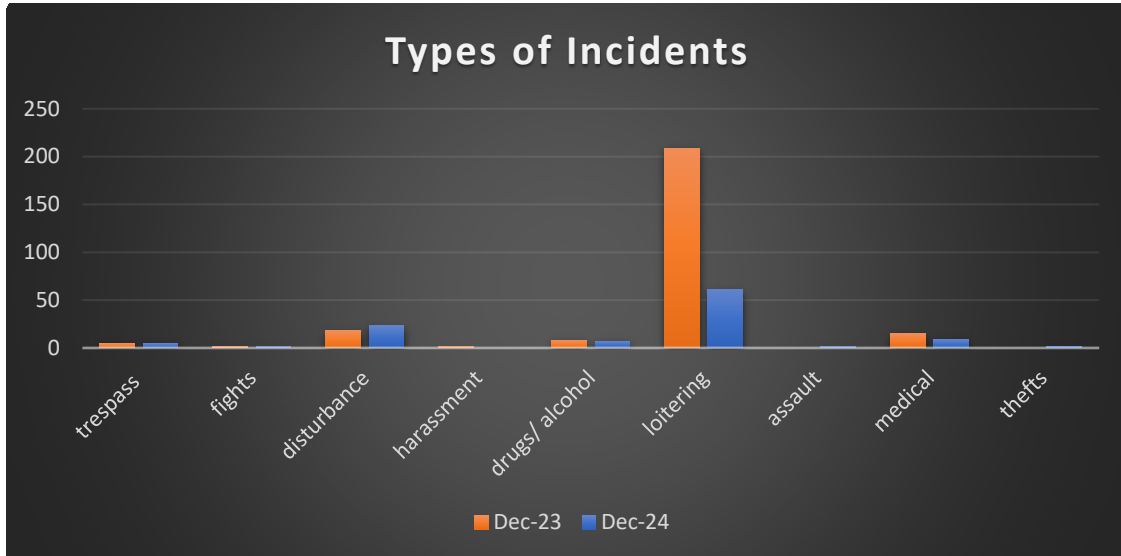
- 7** were Drug/Alcohol related.
- 19** were calls to 9-1-1 made by security.
- 23** needed police to respond.
- 13** needed EMS/medical to respons.

Of the **13** total EMS/medical incident **9** 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. In Janaury, members of management were made aware of a situation involving an individual who is a regular on the bus. The management team worked with public safety until the person was taken in and banned from the transit system.

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

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





Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared By: Cheryl Pesti, Budget and Accounting Manager  
**DATE:** February 20, 2025  
**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 \$1,161,508 (12%) of the FY25 millage.
- We have collected \$1,277,929 (39% 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 January 2024 was \$2.33 and in January 2025, it was \$2.21. This is a 5% decrease.
- Total operating expenditures for Metro year-to-date are 28% of the total budgeted amount.

Attachment:

1. January 2025 Income & Expense Statement



	FY2025 CCTA Board Recommended Budget	January 2025	Year to Date FY 2025	Year to Date % 33%	Monthly Funding %
<b>STATEMENT OF INCOME AND EXPENSE</b>					
<b>Operating Revenue</b>					
<b>Fare Revenue</b>					
Regular Route Cash	738,001	53,697	248,020	34%	6%
Metro County Connect Fares	505,595	63,900	173,610	34%	6%
Metro Link Fares	23,400	1,186	4,129	18%	
WMU Fares	1,196,850	598,975	598,975	50%	
Tokens	353,000	31,428	127,994	36%	4%
Pass Sales	322,317	28,245	100,075	31%	3%
Texas Twp/KVCC Prepaid Fares	100,413	25,127	25,127	25%	0%
	3,239,576	802,558	1,277,929	39%	19%
<b>Other Revenue</b>					
Advertising	75,000	0	4,167	6%	0%
Intermodal Operations	231,781	60,674	74,729	32%	1%
Miscellaneous Revenue	24,900	10,593	17,851	72%	0%
Commission Revenue - (GH, IT, FlixBus)	5,000	238	1,478	30%	0%
Interest Income	379,000	17,990	85,269	22%	3%
	715,681	89,495	183,494	26%	3%
<b>Urban Millage (CCTA)</b>	6,030,922	316,903	517,708	9%	4%
<b>County-wide Millage (KCTA)</b>	3,669,863	573,660	643,800	18%	2%
<b>MDOT - Operating</b>	7,685,054	613,271	2,456,103	32%	46%
<b>FTA - Operating</b>	5,888,302	0	12,077	0%	0%
<b>Provision for Depreciation</b>	3,255,200	253,854	1,048,507	32%	26%
<b>TOTAL OPERATING REVENUE</b>	30,484,598	2,649,741	6,139,618	20%	100%
<b>Operating Expenses by Division</b>					
Administration/Overhead	7,697,748	451,350	2,149,299	28%	
Kalamazoo Transportation Center Operations	1,064,487	93,945	321,905	30%	
Maintenance	3,593,062	265,182	1,072,934	30%	
Operations	8,429,221	595,865	2,471,383	29%	
Metro Connect	5,780,382	479,159	1,442,531	25%	
Metro Share	70,124	4,876	21,050	30%	
Metro Link	2,239,542	174,396	523,655	23%	
<b>TOTAL OPERATING EXPENSE</b>	28,874,566	2,064,775	8,002,758	28%	
<b>NET (UNFUNDED) BALANCE for period</b>	1,610,032	584,966	(1,863,139)		



## NOTES

### Performance Monitoring Committee

Date: Tuesday, February 18, 2025

Attending: Adi Rama (Chair), Garrylee McCormick, Paul Ecklund, Greg Rosine, Keshia Woodson-Sow, Annette Arkush, Sean McBride  
Guests: Sarah Joshi, Richard Congdon

#### 1. Discussion Items

- **Socio Economic Survey**  
Deputy Director Sarah Joshi presented the results of the Socio-Economic Survey that was done in two parts and combined. The first part was done in the Spring of 2023 and Fall of 2024. There were 700 respondents. The committee discussed the value of the information collected and wondered if the results were a good representation of our ridership. Deputy Director Joshi will present the results to the Board.
- **Monthly Metrics**  
Director of Operations Woodson-Sow presented the reformatted Metrics Report. Discussion regarding the reasons for changes between December 2023 and December 2024 included road closures, weather closures, school holiday closures. Mr. Rosine asked if YTD information could also be included. The Metro Link stats showed a positive increase in returning riders.  
  
Chair Rama asked if there was any information to provide regarding Connect customer service. For example, he is interest in how people schedule their rides, by mail, by an APP, by telephone? How many riders are normally on the van? What are the top 10 location destinations for Connect riders? What is the percentage of rides used for medical, school, work? How many rides are provided that are inter-county? Mr. Congdon joined the meeting and advised affirmatively that he could pull more of this data together for the next meeting.
- **March Committee Meeting**  
Due to a room scheduling conflict, Director Woodson-Sow asked the committee if they wanted to do a Teams meeting in March there was a positive response. Mr. Rosine advised the committee he would not be present in March.

**Next Meeting: March 18, 2024 @ 3:00PM via Teams**



Connecting People Throughout  
Kalamazoo County

Agenda Item: 10b1 Meeting Date 3/10/25
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared by Sarah Joshi, Deputy Director of On-Demand Services & Planning  
**DATE:** March 5, 2025  
**SUBJECT:** Millage Outreach Overview and Timeline

**BACKGROUND**

The current five-year millage of .9 mills funds bus service within CCTA boundaries and will expire this year. Plans are being made to put a millage question on the November ballot in precincts within those boundaries.

Over the past two months, staff has worked with its marketing firm to create a plan for building community awareness around the value of bus service. The External Relations Committee has reviewed this outreach and education plan at its February meeting.

**DISCUSSION**

The following outreach is planned to help educate voters on the millage issue:

January	Develop millage plan, build community support through awareness
February	Coordinate with InVerve to strategically post information
March	Community presentations by Metro staff and board members, social and site posts regarding millage education
April	Send annual report, social/site posts
May	Social/site posts continue, draft educational materials
June/July	Host community event, prepare special report draft, social/site post
August	Release special report, social/site posts
September	Mail postcard late September, hold Legislative Breakfast, jurisdictional outreach, social/site posts
October/November	Social/site posts aimed at get out the vote, jurisdictional outreach

Jurisdictions to be targeted include Cities of Kalamazoo, Parchment, and Portage as well as Comstock, Kalamazoo, and Oshtemo Townships. Leaders of these communities will be a particular focus of the September 19<sup>th</sup> legislative breakfast event.

Other groups to be included in educational efforts include Metro’s Local Advisory Committee and Public Transit Human Services Committee, neighborhood associations, Rotary Clubs, Portage Senior Center, Disability Network of Southwest Michigan, and the WMU student government.

**RECOMMENDATION**

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





Connecting People Throughout  
Kalamazoo County

## External Relations Committee Meeting Notes

February 19, 2025

11:30 AM

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

- 1. Funding Update**  
Executive Director McBride shared information regarding Federal and State funding under the new administration. He commented that funding is fluid and he is remaining apprised of any potential changes to our state grants. It is unclear whether previously-approved grants may be affected, and no direction on how to proceed has been provided to date. We did receive reimbursement for the two new buses. Gary Sigman asked if there was any possibility of local philanthropic funding, and Tim Sloan asked for a best-case scenario. Dusty Farmer asked when the committee should update the full Board. Director McBride stated that he will provide an update at the March Board meeting.
- 2. Annual Report Draft Review**  
Exec. Director McBride indicated that the report is in the final stages of preparation and will be sent out to the Board for thoughts and comments soon.
- 3. Selections of off-site Board Meeting locations in 2025**  
Following a short discussion and information provided by Dep. Director Joshi, the decision was made to hold meetings at Kalamazoo Township and Parchment. Details to follow.
- 4. Legislative Breakfast**  
The committee discussed hosting the Legislative Breakfast in September rather than May, as the audience will be from KCTA jurisdictions, and it is tied into the millage timing. The committee agreed on September 19, 2025. Mr. McBride added that this is a good opportunity to get millage comments from city and state representatives.
- 5. Millage Campaign Draft**  
Exec. Director McBride shared that he is in the process of organizing the social media platform and plans to start regular posting in March, beginning with the Transit Worker appreciation week (March 17-22) followed by the annual report in April.



Connecting People Throughout  
Kalamazoo County

Agenda Item: 11a1 Meeting Date: 03/10/25
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**TO:** Board Operations Committee  
**FROM:** Sean McBride, Executive Director  
**PREPARED BY:** Greg Vlietstra, Director of Support Services  
**DATE:** February 26, 2025  
**SUBJECT:** Resolution of Intent to Apply for FY 2026 Grant Funding from MDOT

**BACKGROUND**

State of Michigan Public Act 51 grants provide the largest single funding source at approximately twenty-five (25%) percent for the public transit system. Generated fares, local Millages, Federal operating assistance, and other sources comprise the approximate seventy-five (75%) percent of remaining operating revenue. MDOT and Central County Transportation Authority (CCTA) entered into the Master Agreement on September 21, 2016.

The recommended MDOT grant funds include:

- The Metro Share program which provides the use of vehicles to non-profit agencies qualifies for funding from Michigan’s Specialized Services.
- Ridesharing activities are eligible for reimbursements from the state’s Congested Mitigated Air Quality (CMAQ) funds.
- Mobility Management identified by the Public Transit/Human Services Transportation Committee.
- MDOT capital funding for purchases such as new buses, vans, equipment, building improvements, etc.

This grant application, which corresponds with the CCTA and KCTA Adopted Budget for Fiscal Year 2025 and 2026, will be filed with formal submission to MDOT and will occur upon completion of board approval and the required 30-day public comment period. A notice will be published in the *Kalamazoo Gazette* that this application will be available for public review and comment.

**RECOMMENDATION**

It is recommended to approve a Resolution of Intent to apply for annual grant funding from the Michigan Department of Transportation (MDOT) for Fiscal Year (FY) 2026. The resolution also authorizes the Executive Director to execute documents pertaining to the 2026 grant application on behalf of the CCTA and KCTA Boards.

**ATTACHMENTS**

1. FY 2026 Resolution of Intent

Michigan Department  
Of Transportation  
3078

**FY 2026 RESOLUTION OF INTENT**

*The approved resolution of intent to apply for state formula operating assistance for fiscal year 2026 under Act 51 of the Public Acts of 1951, as amended.*

WHEREAS, pursuant to Act 51 of the Public Acts of 1951, as amended (Act 51), it is necessary for the  (hereby known as THE APPLICANT) established under Act  to provide a local transportation program for the state fiscal year of 2026 and, therefore, apply for state financial assistance under provisions of Act 51; and

WHEREAS, it is necessary for the governing body, to name an official representative for all public transportation matters, who is authorized to provide such information as deemed necessary by the State Transportation Commission or department for its administration of Act 51; and

WHEREAS, it is necessary to certify that no changes in eligibility documentation have occurred during the past state fiscal year; and

WHEREAS, the performance indicators have been reviewed and approved by the governing body.

WHEREAS, THE APPLICATION , has reviewed and approved the proposed balance (surplus) budget, and funding sources of estimated federal funds \$  estimated state funds \$  estimated local funds \$  with total estimated expenses of \$

(Note: Local funds include fare box and any other local revenue)

NOW THEREFORE, be it resolved that THE APPLICANT hereby makes its intentions known to provide public transportation services and to apply for state financial assistance with this annual plan, in accordance with Act 51; and

HEREBY, appoints  as the Transportation Coordinator, for all public transportation matters, who is authorized to provide such information as deemed necessary by the State Transportation Commission or department for its administration of Act 51 for 2026

I,  (Name)

(Secretary/Clerk) of THE Applicant , having custody of the records and proceedings of THE APPLICANT, does hereby certify that I have compared this resolution adopted by THE APPLICANT at the meeting of

, 20 with the original minutes now on file and of record in the office and that this resolution is true and correct.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed seal of said , this  day of  A.D 20

SIGNATURE



Connecting People Throughout  
Kalamazoo County

## **AGENDA and MEETING NOTES**

### **Board Operations Committee**

February 27, 2025 at 2 PM  
Microsoft Teams Virtual Meeting

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

#### 1. Review CCTA/KCTA March 10<sup>th</sup> Meeting Agendas

##### **Notes:**

- The Committee reviewed the March 10<sup>th</sup> meeting agenda

#### 2. Review Committee Activities

##### **Notes:**

- Chair Burns indicated the Planning and Development Committee at their February 17<sup>th</sup> meeting discussed at length the information provided for the upcoming ballot proposal for the CCTA millage election in November.
- Chair Rama reported the Performance Monitoring Committee reviewed the newest Metrics Reports. He said the recent survey information was being compiled and would be available soon.
- Chair Rama discussed the Socio-Economic Survey that was presented at the meeting. Discussion was held on trends and impact of data.
- Chair Farmer reported the 2024 Annual Report was being finalized for publication. She said the Committee had selected Kalamazoo Township and Parchment for remote Board meetings in 2025 and were working outreach for the 2025 millage election.
- Burns suggested CCTA Attorney Richard Cherry attend a future meeting to give pertinent information to Boardmembers on the dos and don'ts for the 2025 millage campaign.

#### 3. Other Items

##### **Notes:**

- Exec. Dir. McBride shared that he would be meeting with legislators at the annual MPTA Legislative Breakfast in March to gain insight to the future of transportation funding.
- Future meeting dates are Tuesday March 25<sup>th</sup> and Thursday, April 24<sup>th</sup> and Thursday, May 29<sup>th</sup>

The meeting adjourned at 3:05 pm



Agenda Item: #12  
Meeting Date: 03/10/25

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**DATE:** March 5, 2025  
**SUBJECT:** Executive Director Update

### **Route Adjustments**

Please see the attached memo from Director Woodson-Sow.

### **Road Construction and Other Projects**

Metro staff met with City of Kalamazoo staff regarding summer construction projects. Projects that were anticipated to start soon and be significantly impactful to operations are currently in a holding pattern, awaiting final Federal approvals from the Federal Highway Administration. Once approvals are completed then the construction procurement process will start. If everything is smooth, work will start no sooner than this fall. Construction of Douglas from West Main to Michigan was to start soon. Once substantially complete, the West Michigan was to begin construction moving from Douglass towards Park Avenue. Metro will be working with City staff to maintain routes and stops on projects this summer.

The Executive Director is meeting regularly with Kalamazoo County officials and City of Kalamazoo staff regarding the design of a parking garage located between the railroad tracks and McDonalds on Rose Street across from the Kalamazoo Transportation Center. Conceptual design work is anticipated to be completed late this summer and then decisions will be made on proceeding with construction design and procurement in the fall of 2025.

### **Social Media Outreach**

In January 2025, we began onboarding with HubSpot through our partnership with InVerve Marketing. HubSpot is a customer platform which allows us to combine and centralize a number of customer service activities - most notably social media. This allows us to build a robust virtual presence and meaningfully communicate with the public. Working with InVerve, Metro has begun regular postings on Facebook and X aimed at educating and informing the community about our services. Beyond alerts, route and detour information, targeted posting content includes:

- Service education & promotion
- Metro videos
- Voter & millage education
- Honoring holiday and recognition days (e.g. Transit Employee Appreciation Day on March 18)
- Promoting community events (e.g. Bits of Business on April 25)
- "Retro Metro" - once per month post featuring photos and historical information

InVerve is finalizing the knowledge base for a chatbot feature which will be added to Metro's website by May. The chatbot will allow the public to virtually submit questions and receive quick answers. HubSpot also gives us the ability to develop email campaigns, which we intend to use as part of our millage outreach strategy this year.

Memo: Executive Director Update

March 5, 2025

Page 2

### **Travel Training and Outreach**

Travel Training will be provided by Outreach specialist Lower to several Goodwill ESL classes starting March 14<sup>th</sup>. She will also participate in the Portage Senior Center Bots of Business on April 25.

### **Federal Impacts**

There have been no changes to funding or staff that work with us at the Federal Transit Administration. Training and assessments that we have scheduled with the TSA have been put on hold due to staffing reductions and travel restrictions. Requests are in queue to allow travel to Kalamazoo for these activities and the possibility of virtual trainings, if approved. Also, Metro is to host Transit Safety Institute (TSI) training later this spring. All travel has been suspended for conducting training classes. As of March 4, 2024, we are unsure how the training will be impacted for Kalamazoo in June.

### **Attachments**

1. Metro Link
2. Routh Adjustments



Agenda Item: 12a  
Meeting Date 3/10/25

Connecting People Throughout  
Kalamazoo County

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

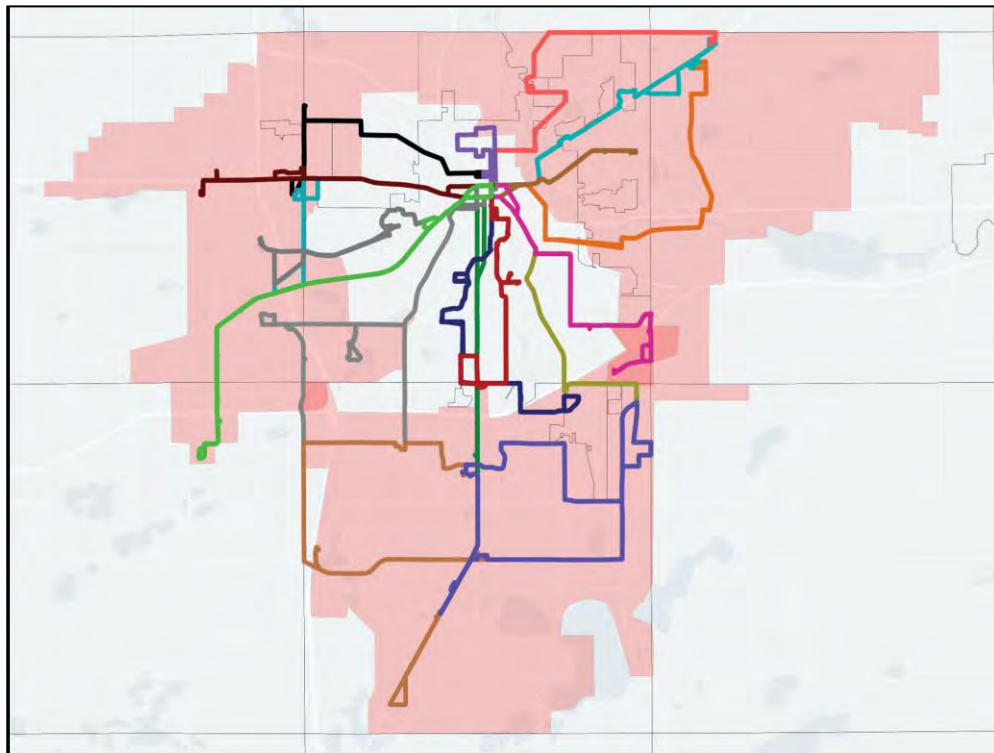
### **BACKGROUND**

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 January, as presented at last month's Performance Monitoring Committee meeting.

### **SERVICE DISCUSSION**

The boundaries have again expanded, this time to include a small but densely-populated area of Pavilion Township. This expansion was effective March 1 and is funded with Kalamazoo County ARPA funds. Promotion is underway, particularly with Pavilion Estates, to help people learn about the service.

Metro Link now serves an area of 83.4 square miles where 109,600 people live.



*Current Metro Link zone configuration*

# Metro Link Update

March 5, 2025

Page 2

New security cameras were installed in Metro Link vehicles this month for safety and an improved ride experience. The cameras record the road ahead, using AI to detect risky behavior and offer real-time audio alerts. Via piloted these cameras in two markets last year and credits these alerts with reducing tailgating by 45%. Events related to collisions, near collisions, traffic violations, distracted driving, speeding, and harsh braking cause video to be automatically stored and sent to Via for review.

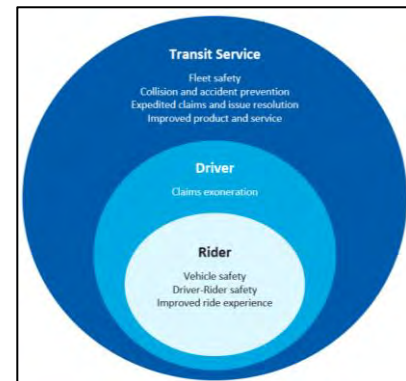
Additionally, each vehicle’s cabin-facing camera enables the driver to record unsafe situations when driving. AI technology is used to monitor driver behavior as well and was shown in Via’s pilot to reduce drivers’ mobile phone usage by 60%. After six months, the number of collisions was reduced by 33%.

Safety & Compliance Programs

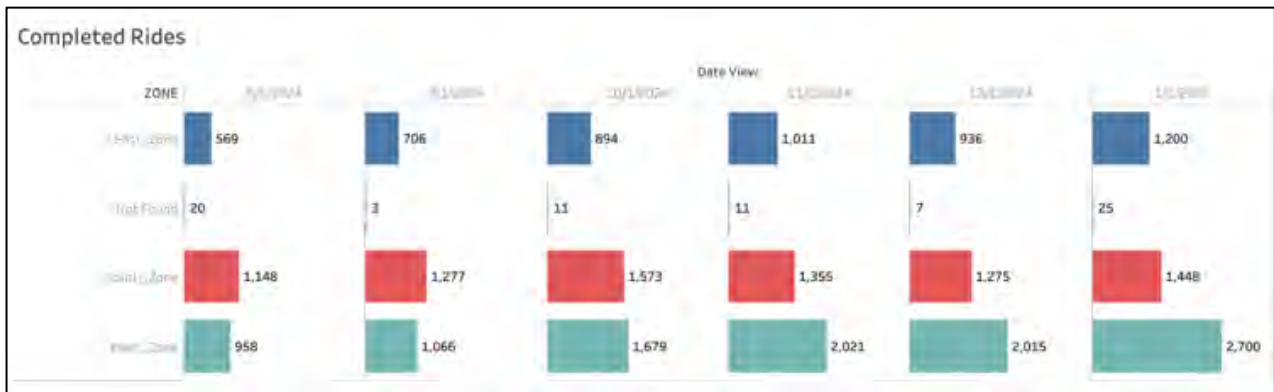
### Deploying Integrated Driver Safety & Reporting Tools

Samsara leverages HD video, in-vehicle alerts, and safety reporting to improve safety outcomes.

- Streamlined post-accident video collection and diagnostics.
- Seamless integration with existing incident management systems.
- Real-time, in-cab alerts to help drivers improve safe driving behaviors.

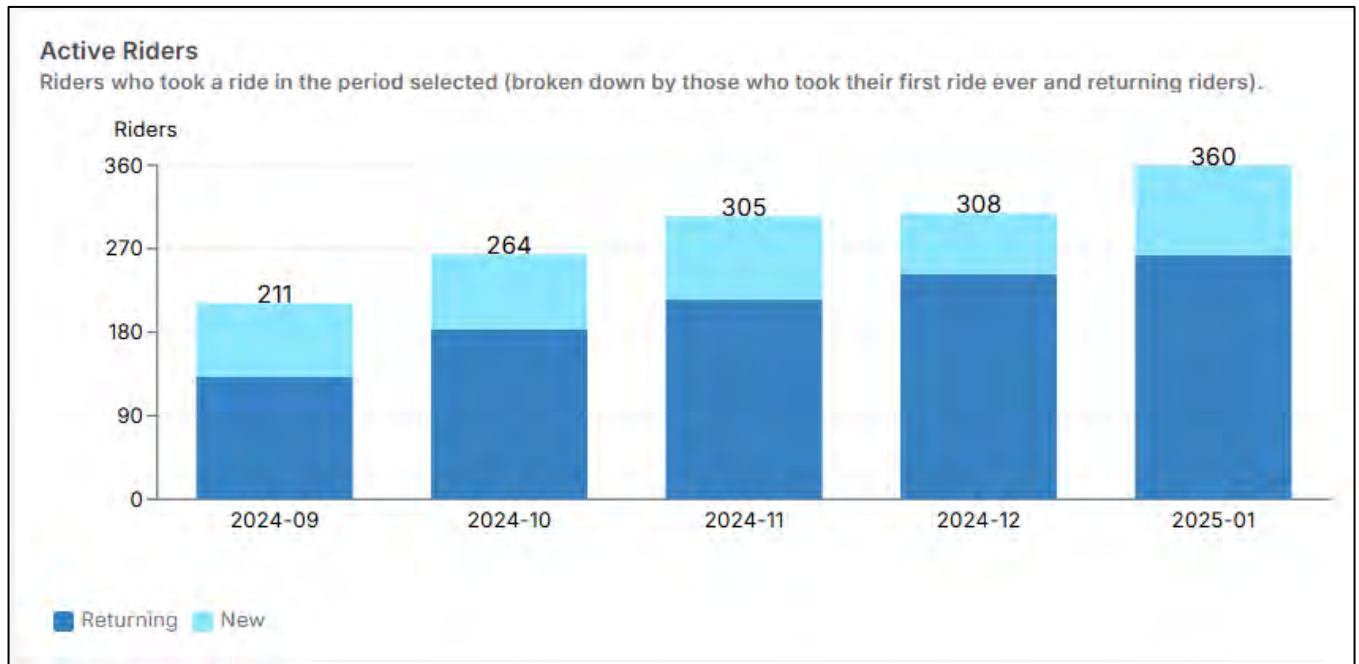



A new weekly ride record was set in January with 1,420 rides completed. Ridership increased in each zone as shown below. Total rides completed from the date of launch through January 2025 was 29,405.



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. Twenty-seven percent of Metro Link riders rode for the first time in January.





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

**RECOMMENDATION**

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



Connecting People Throughout  
Kalamazoo County

Agenda Item # 12  
Meeting Date 03/10/25?

**TO:** Sean McBride, Executive Director  
**FROM:** Keshia Woodson-Sow, Director of Operations  
**DATE:** March 4, 2025  
**SUBJECT:** Service Reduction- March 17, 2025

### **BACKGROUND**

During the last two years Metro has strived to grow service to the community. Fluctuations in staffing stability for coach operators has allowed service to increase slightly over the past year, with last increase occurring October 2024. Unfortunately, a continued CDL driver shortage is requiring a service adjustment reducing hours of fixed-route service.

Since October 1, 2024, Metro has lost 16 coach operators either permanently or due to extended leave, while adding two new drivers.

- 6 Coach Operators on extended medical leave
- 10 Coach Operators permanently lost:
  - 5 within the first 6 months of employment
  - 3 with less than two years of employment
  - 1 with less than four years of employment
  - 1 with seven years of employment

### **DISCUSSION**

The operations team has spent the last few weeks evaluating service levels and discussing what service can be moved around without causing great impact to the riders. The operations team has determined that the reduction needs to be between 150 and 200 hours of service to allow for the best usage of the current staffing levels. Specifically, a 153-hour reduction will include:

- Removal of the :45 Alamo, Portage, and West Main. These routes currently run from 1:45pm to 6:41pm.
- Reduction in service to the East Romence and West Centre route. These routes will run Monday through Friday from 6am to 6:45pm. There will no longer be weekend service or late evening service. Metro Link will remain available seven days a week.

These changes will be effective Monday, March 17.

The discussion on service changes has been driven by the rider data from the routes and the Comprehensive Operational Analysis (COA). Data for the East Romence and the West Centre routes show that there are approximately 5 rides per hour over the past several months. This is consistent with data that was reviewed during the COA.

The operations team in collaboration with the Outreach Specialist have compiled signage and social media campaigns to assist in the public knowledge of the service reduction. The team is planning to place signage on buses, at the transportation center, on bus stops in the community, and on the website. A press release has been created and will be released to the public as well.

Memo re: Service Reduction

Date: March 4, 2025

Page 2

The highest priority in staffing is hiring people who will qualify to be a Coach Operator. This continues to be an area in which transit agencies struggle. The attraction of people is not a problem but having candidates who can make it through the hiring process and all the way to the full CDL license is a struggle.

Metro will continue to monitor service levels and staffing levels to increase service when we are coach operator stable again.