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Kalamazoo County

**NOTICE AND AGENDA**  
**CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)**  
**KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)**  
**SEPTEMBER 8, 2025**  
**Regular Meeting**

*The next joint CCTA/KCTA Regular meeting will be held on*  
*Monday, September 22, 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, September 8, 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 September 8, 2025*		
	b. Minutes for August 11, 2025*		
3.	Public Comment		
4.	Planning & Development Committee		
	a. Action Items		
	1. Motion to Open Public Hearing/Close Public Hearing Regarding CCTA FY 2026 and FY 2027 Budget	Voice Vote	Voice Vote
	2. Consideration to Adopt KCTA Resolution 25-001 Levying the 2026 Transit Millage*	Roll Call	
	3. Consideration to Adopt CCTA FY 2026 and FY 2027 Budget*	Roll Call	Roll Call
	b. Informational Items		
	1. Planning and Development Committee Notes for August 26, 2025*		
5.	Performance Monitoring Committee		
	a. Action Items		
	1. Consideration to Approve Renewal of Workers Compensation Insurance with Accident Fund Insurance*	Roll Call	Roll Call
	2. Consideration to Approve Renewal of Liability Insurance with Michigan Municipal Management Authority (MMRMRA)*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	2. Performance Monitoring Committee Meeting Notes of August 25, 2025*		



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6.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. External Relations Committee Notes for August 20, 2025*		
7.	Board Operations Committee		
	a. Action Items		
	b. Informational Items		
	1. Board Operations Committee Meeting Notes of August 28, 2025*		
8.	Report from Executive Director*		
	a. Update Metro Link*		
	b. Election Update*		
	c. Jurisdictional Outreach Update*		
9.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
10.	Chairperson's Report		
11.	Public Comment		
12.	Members' Time		
13.	Adjournment	Voice Vote	Voice Vote

\*Indicates attachments included in agenda packet

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

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

**CENTRAL COUNTY TRANSPORTATION AUTHORITY  
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY  
Joint Regular Meeting  
August 11, 2025**

Place: Metro Administration Building, Kalamazoo, MI  
Time: 11:30 A.M.  
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Cheryl Pesti,  
Richard Congdon, Annette Arkush, Barbara Blissett  
Others Present: Mike Kosciuk, Michelle Cooper, Dave Sciacca, Earl Cox Sr.

**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

*\* Brown arrived at the meeting at 11:55 am*

*\* Ecklund left the meeting at 1:05 pm.*

*A motion was made to excuse Sloan.*

*Motion: Farmer*

*Second: Rosine*

*Motion carried by voice vote.*

**1.) CCTA ROLL CALL**

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

*CCTA Members Absent:* Nicole Beauchamp

*A motion was made to excuse Beauchamp.*

*Motion: Farmer*

*Second: Mackie*

*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 August 11, 2025 with the approval of the CCTA/KCTA meeting minutes from June 9, 2025.*

*Motion: McCormick*

*Second: Farmer*

*Motion carried by voice vote.*

**3.) PUBLIC COMMENTS** – Michelle Cooper thanked Metro for providing additional service on the West Main Route. And, she also commented on the Metro Link booking app and GPS system being occasionally inaccurate, making it difficult for customers in the West Main/Maple Hill area.

**4.) PLANNING AND DEVELOPMENT COMMITTEE**

Chair Ayers reported the Committee met with discussion on the annual CCTA Pension and OPEB valuations.

Dir. of Support Services Vlietstra introduced Mike Kosciuk, GRS, who presented the CCTA Pension Plan Annual Actuarial Valuation Report as of December 31, 2024 and the City of Kalamazoo Postretirement Welfare Benefits Plan (OPEB) as of January 1, 2025. (A PowerPoint is included with the minutes and materials on the presentation are available on the website [www.kmetro.com](http://www.kmetro.com)).

*A motion was made to receive the CCTA Pension Plan Annual Actuarial Valuation Report as of December 31, 2024 and the City of Kalamazoo Postretirement Welfare Benefits Plan (OPEB) as of January 1, 2025.*

*Motion: Sigman*

*Second: Farmer*

*Motion carried by voice vote.*

Committee Chair Ayers stated the Planning and Development Committee had met to discuss the upcoming budget with the emphasis on future funding to maintain current service levels.

Exec. Dir. McBride presented a PowerPoint on the FY 2026 and 2027 budgets. Exec. Dir. McBride noted there would be budget Small Group Meetings for Boardmembers prior to the September 9<sup>th</sup> public hearing.

*A motion was made by the CCTA and KCTA to adopt Resolution 25-001 scheduling a public hearing on Monday, September 8, 2025 to consider the CCTA FY 2026 and FY 2027 Budgets.*

*Motion: Farmer/McCormick*

*Support: Farmer/Sigman*

*Motion carried by roll call vote.*

*Ayes: Ayers, Brown, Burns, Ecklund, Farmer, Johnson, Mackie, McCormick, , Pearson, Rama, Rosine, Sigman, Rosine, Aardema*

*Nays: None*

*Absent: Beauchamp, Sloan*

## **5.) PERFORMANCE MONITORING COMMITTEE**

Committee Chair Rama shared that the Committee had met with the discussion centering on the Support Services Agreement with the City of Kalamazoo.

Dir. Vlietstra reviewed the new three-year Support Services Agreement extension with the City of Kalamazoo. He provided background on the last six years of the City providing financial, human resources and IT services. Vlietstra stated the contract amount showed an increase of 9.5% for the first year but is due to the increased cost of software agreements paid by the City of Kalamazoo, with the remaining two years being in line with inflationary costs. He said it has been a good relationship with the City and if Metro had to in-source these services, it would likely be a major increase in cost.

*A motion was made by KCTA and CCTA to approve a three-year Support Services Agreement with the City of Kalamazoo in the amount of \$2,150,578 and authorize the Executive Director to sign all necessary documents.*

*Motion: Rosine/Burns*

*Second: Rosine/Sigman*



*Motion carried by a roll call vote.*

Ayes:           Ayers, Brown, Burns, Ecklund, Farmer, Johnson, Mackie, McCormick, ,  
                    Pearson, Rama, Rosine, Sigman, Rosine, Aardema  
Nays:           None  
Absent:         Beauchamp, Sloan

## **6.) EXTERNAL RELATIONS COMMITTEE**

Committee Chair Mackie reported the Committee did not meet due to unforeseen but planning was continuing for the Legislative Breakfast and preparing for Boardmember outreach to local jurisdictions.

## **7.) BOARD OPERATIONS COMMITTEE**

Chair Aardema said the Board Operations Committee met and reviewed the August 11 agenda along with the Executive Director's performance evaluation process. He stated the individual committee would review the past year's performance along with goals met and those planned for the next year. Then the Committees would provide their input to the Board Operations Committee for a compensation recommendation to bring to the Board for final approval.

## **8.) EXECUTIVE DIRECTORS REPORT**

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

- Human Resources
- Outreach
- Training
- Federal Transportation Administration – Drug and Alcohol Audit
- Sprinkle Road Corridor
- Partnerships
- Kalamazoo Transportation Center - Construction
- Metro Link Update

(A copy of the report is filed with the meeting minutes.)

## **9) SUBCOMMITTEE REPORTS**

Pension Board – Did not meet.

KATS Policy Committee – Did not meet.

Local Advisory Committee (LAC) – Farmer reported no updates.

On-Demand Ambassador Report – No Report

**10.) CHAIRPERSON REPORT** – No report.

**11.) PUBLIC COMMENT** – None

**12.) MEMBERS TIME** – None

**13.) ADJOURNMENT**

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

*Motion: McCormick*

*Support: Brown*

*Motion carried by voice vote.*

The meeting adjourned at 1:25 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



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Agenda Item #4a Meeting Date 09/08/25
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared By: Cheryl Pesti, Budget and Accounting Manager  
**DATE:** August 26, 2025  
**SUBJECT:** CCTA Budget for Fiscal Year 2026 (October 1, 2025 - September 30, 2026) and Fiscal Year 2027 (October 1, 2026 - September 30, 2027)

### **BACKGROUND**

A public hearing for the Fiscal Year 2026 and 2027 budgets is being held on September 8, 2025.

The CCTA budget is two one-year cycles. A two-year budget cycle better allows the CCTA and KCTA Boards and staff to coordinate budgeting, planning, and grant administration.

### **DISCUSSION**

The proposed Fiscal Year 2026 and 2027 Budgets were first presented at the August 11 board meeting and are available for the public online at [kmetro.com](http://kmetro.com).

The Planning and Development Committee comprehensive review took place at the meeting on July 23, which included the annual pension and Other Post-Employment Benefits (OPEB) valuation updates from GRS, the actuarial firm used by Metro.

Small group meetings took place on August 22 and August 26. These gatherings allowed board members to ask staff more detailed questions about the budgets.

When considering approval of the budget on September 8<sup>th</sup>, the board will also be considering two related items:

- 1) Transit Asset Management Annual Performance Target and measures. These metrics are on page 39.
- 2) Kalamazoo County Transportation Authority 2026 millage levy resolution. The resolution is found on page 16. Please note the Central County Transportation Authority millage resolution is not included. That resolution will be considered in Spring of 2026 pending successful passage of the CCTA millage on November 4<sup>th</sup>.

### **RECOMMENDATION**

- 1) The Executive Director recommends that the KCTA Board adopt a Resolution levying up to 0.3091 mills for the 2026 KCTA Transit Millage.
- 2) The Planning and Development Committee and Executive Director recommend CCTA/KCTA Board adoption of the Fiscal Year 2026 and 2027 Budgets.

Attachments:

1. Proposed Fiscal Year 2026 and 2027 Budgets (separate item on agenda website)
2. Resolution No. 25-001 Levying the 2026 KCTA Transit Millage

**KALAMAZOO COUNTY TRANSPORTATION AUTHORITY ("KCTA")**

**Resolution: 25-001**

**Resolution Levying the Transit Millage for 2026 and Providing for Collection of the Transit Millage  
in July 2026 for the Cities in Kalamazoo County and in  
December 2026 for the Townships in Kalamazoo County**

The KCTA makes the following findings:

1. The Kalamazoo County Board of Commissioners created the KCTA under Public Act 196 of 1986, as amended ("Act 196");
2. KCTA was created to fund county-wide transit system in Kalamazoo County.
3. Act 196 authorizes KCTA to levy a tax to provide for public transportation services, if approved by the voters.
4. KCTA adopted a resolution, which submitted to Kalamazoo County voters the question of whether 0.3124 mills should be levied during 2022, 2023, 2024, 2025 and 2026 for the purpose of providing public transportation services in Kalamazoo County.
5. The voters approved the millage request at the November 2, 2021 election.
6. KCTA is now adopting this resolution to levy 0.3124 mills on all taxable property located in Kalamazoo County for 2026. This millage should be collected by tax assessing officials for the cities located in Kalamazoo County as part of the July tax bill. Tax assessing officials for the townships located in Kalamazoo County should collect this millage as part of the December tax bill.

Based on these findings, the KCTA resolves:

1. Voters approved the millage request at the November 2, 2021 election. KCTA now levies 0.3091 mills or up to the allowable amount after the Headlee Amendment is applied by the Kalamazoo County Equalization Director on all taxable property located in Kalamazoo County for 2026. Tax assessing officials for the cities in Kalamazoo County shall collect this millage as part of the July tax bill. Tax assessing officials for the townships in Kalamazoo County shall collect this millage as part of the December tax bill. All funds generated by this levy shall be appropriated to expenditures according to KCTA's budget.
2. A certified copy of this resolution shall be filed with the proper tax assessing officials no later than May 15, 2026.
3. The KCTA Board and its officers and agents are authorized and directed to take all other actions appropriate to carry out the intent of this resolution, including providing an L-4029

The aforementioned resolution was offered by \_\_\_\_\_ and supported by \_\_\_\_\_.

Ayes:

Nays:

Absent:

RESOLUTION DECLARED ADOPTED.

STATE OF MICHIGAN            )  
  ) SS  
COUNTY OF KALAMAZOO        )

I, Barbara Blissett, Kalamazoo County Transportation Authority Clerk, do hereby certify that the foregoing is a true copy of a Resolution adopted by the Kalamazoo County Transportation Authority at a regular meeting held on September 8, 2025.

\_\_\_\_\_  
Barbara Blissett, Clerk  
Kalamazoo County Transportation Authority



## **Planning and Development Committee Notes**

Date: Wednesday, August 27, 2025

**Members Present:** James Ayers (Chair), Nicole Beauchamp, Chris Burns, Greg Rosine  
Keshia Woodson-Sow (Staff Liaison), Sean McBride (Executive Director)

**Absent:** Tafari Brown

**Guests:** Cheryl Pesti

**Committee Support:** Annette Arkush

### Action Items

1. Exec. Dir. McBride reviewed the 2026-27 budget process and the three action items that are needed for the September board meeting. Discussion about the change to the interest rate (4% to 3%) was discussed and detail was provided during the small group budget meetings. The committee agreed on the budget process to be presented at the board meeting and the board president will make the motion to open (and close) the Public Hearing and the committee Chair will present the information.

### Items for Discussion

1. Community Planning Presentation- Exe. Dir. McBride presented fourteen community projects currently under consideration. Discussion was had on how the projects will impact Metro services and partnerships, and how Metro will plan to work through these projects and the potential impacts to the operation he will present this information at the next board meeting.

Metro employees left the meeting at 2:56 pm and committee members remained to discuss Executive Director Performance Evaluation next steps.



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Agenda Item: 5a2 Meeting Date 09/0825
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**TO:** CCTA and KCTA Boards  
**FROM:** Performance Monitoring Committee  
**PREPARED BY:** Greg Vlietstra, Director of Support Services  
**DATE:** August 28, 2025  
**SUBJECT:** Workers Compensation Insurance Renewal

### **BACKGROUND**

When Metro was part of the City of Kalamazoo, workers compensation claims and expenses were historically higher than other private and public sector organizations. Beginning in October 2016, with assistance from our agent of record (Keyser Insurance), Metro instituted a fresh approach to workers compensation claims that included more prevention on the front end, enhanced communication with employees, a light-duty program, and better claims management on the back end. Significant progress in this important area has been made since 2016.

Metro as a new organization in 2016 with no claims history independent of the City of Kalamazoo, was placed in the Michigan Workers Compensation Placement Facility Assigned Risk Pool. Liberty Mutual was assigned as our carrier in 2016. Due to reduced claims, better claims management, instituting a light-duty program, and guidance from our agent of record, Metro was able to procure competitive quotes outside the Michigan assigned risk pool. This is an advantage to Metro because it results in lower rates, higher coverage limits, and more flexibility.

### **DISCUSSION**

Accident Fund has been our carrier the last five years and their customer service and claims process were efficient and effective. Accident Fund Insurance Company of America, headquartered in Lansing, has been one of the largest companies in the nation that specializes in workers compensation insurance.

Keyser Insurance, our local agent of record, assisted Metro by procuring a one-year renewal with an annual premium cost of \$279,300. The proposed cost when compared to the premium last year is an increase of \$21,510, or 8.3%. However, this is the only the fourth year with a premium cost increase since 2018. Further, the total annual premium amount is only \$41,903 more than Metro paid in 2018.

The cost increase is attributed to three primary factors. First, our premium is calculated on a rolling cycle of the past three-years. The fiscal year that rolled off the calculation (2021) was one of lower claims and therefore no longer benefits our premium cost. Secondly, workers compensation premiums are also based on estimated and actual payroll figures. Metro has increased payroll hours, particularly among coach operators, as we exited the pandemic. Thirdly, Metro has also increased hourly wages rather significantly.

### **RECOMMENDATION**

The Performance Monitoring Committee and Metro staff recommend approval by the CCTA and KCTA Boards to allow the Executive Director to execute necessary documents to renew Metro workers compensation insurance coverage with Accident Fund at a cost of \$279,300 for coverage from October 1, 2025 through September 30, 202



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Agenda Item: 5a2 Meeting Date 09/08/25
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**TO:** CCTA and KCTA Boards  
**FROM:** Performance Monitoring Committee  
**PREPARED BY:** Greg Vlietstra, Director of Support Services  
**DATE:** August 28, 2025  
**SUBJECT:** Renewal of Property, Auto, and General Liability Insurance with MMRMA

### **BACKGROUND**

The Michigan Municipal Risk Management Authority (MMRMA) was created by authority granted by the laws of the State of Michigan to provide liability and property coverage services to eligible Michigan public entities. The CCTA is eligible to be a member of the MMRMA.

MMRMA was started in 1980 in a marketplace that was becoming increasingly unfriendly to public entities. Three member municipalities founded MMRMA as a joint purchasing arrangement, which allowed them to secure necessary insurance coverage at a reasonable price. Within a few years of MMRMA's inception, commercial insurers either ceased to offer coverage to governmental entities or sharply increased their premiums. Today, MMRMA is the largest liability and property pool in Michigan and a recognized national leader in the field. MMRMA has been a leader in municipal risk for over 30 years and remains committed to meeting the unique challenges of the public sector ([www.mmrma.org](http://www.mmrma.org)).

In light of the very severe bus accident on May 24, 2017, we have put additional emphasis on insurance to ensure sufficient coverage limits as well as balancing the cost of that coverage. One of the first steps taken was having our agent of record, Keyser Insurance, competitively seek quotes for comparable coverage. There was not another carrier who could come close to the MMRMA price and scope of coverage.

Another step we have taken as part of a more comprehensive review of insurance is to make sure we are not underinsured with the insurance covering our bus fleet in the case of catastrophic event such as a facility fire or tornado. In 2018, we increased the per occurrence vehicle physical damage limit from \$1.5 million to \$17.5 million. Our request for this increased per occurrence limit is somewhat unusual and outside the normal scope of MMRMA coverage. We believe the additional estimated cost of approximately \$30,000 is worth the benefit in the case of a catastrophic event.

### **DISCUSSION**

The annual premium to cover CCTA for property, auto, and general liability insurance, including all vehicles, through September 30, 2026 is \$340,308. This amount is an increase of only \$294 or of 0.0008% from last year. This follows a *decrease* of \$6,279 (or 1.9%) realized two years ago and a 3.4% increase last year. Further, \$50,000 of the premium amount is a self-insured retention deposit from which potential future loss deductibles will be deducted. The self-insured deposit balance (currently \$158,183) will earn an interest rate of 3.64 percent and is only reduced to pay claims expenses. Additionally, Metro will also be receiving a check in the amount \$25,684 of excess net assets which is essentially a refund from the statewide pool.

### **RECOMMENDATION**

The Performance Monitoring Committee and Metro staff recommend approval by the CCTA and KCTA Boards to allow the Executive Director to execute necessary documents to ensure adequate property and liability insurance coverage with the MMRMA from October 1, 2025 through September 30, 2026 at a cost of \$340,308.



July 2025



# Metrics Report

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



# Ridership

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## System Information Totals for July 2024 and 2025

	Fixed-Route	Metro Connect	Metro Share	Metro Link	System Totals
2025	122,440	11,801	2,387	7,192	145,365
2024	125,244	12,180	3,553	2,233	141,665
Difference	-2,804	379	1,166	4,959	3,700
%Change	-2.24%	1.99%	48.85%	222%	2.61%

System ridership typically fluctuates throughout the year, due to the weather. The month of July typically produces favorable weather conditions, resulting in decreases compared to other months. In observation of the communities we serve, favorable weather conditions result in an influx of community members walking or riding their bikes to their destinations. In addition, the decreased number of students attending Western Michigan University (WMU) results in lower summer ridership.

## Fixed Route

Metro ridership in the month of July decreased in 2025 when compared to 2024. This decrease can be contributed to a different level of service on the street and fluctuations in WMU's campus break. Some routes experienced larger fluctuations in ridership, such as routes 7-Alamo, 19-Ring Road, and 12-Duke, where a 20% to 700% fluctuation rate was observed.

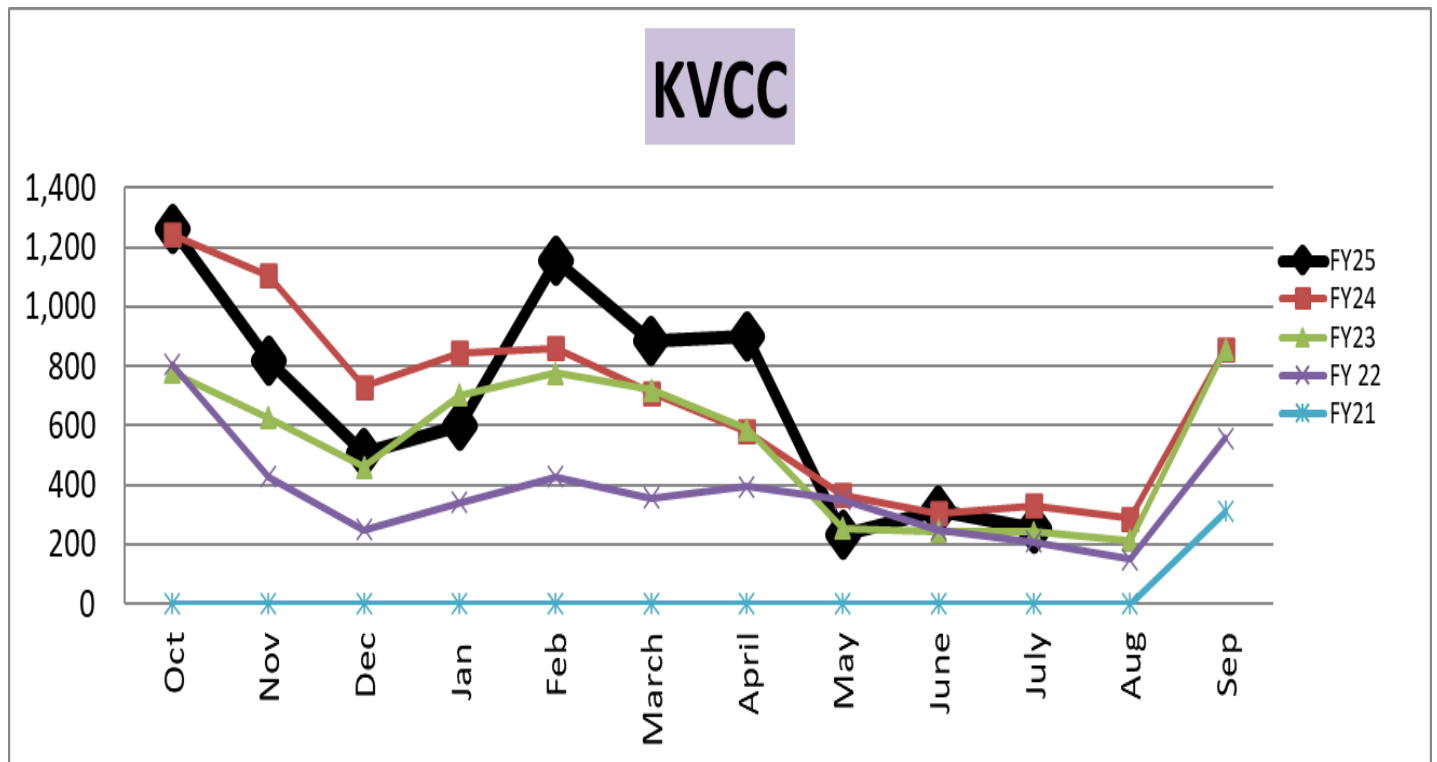
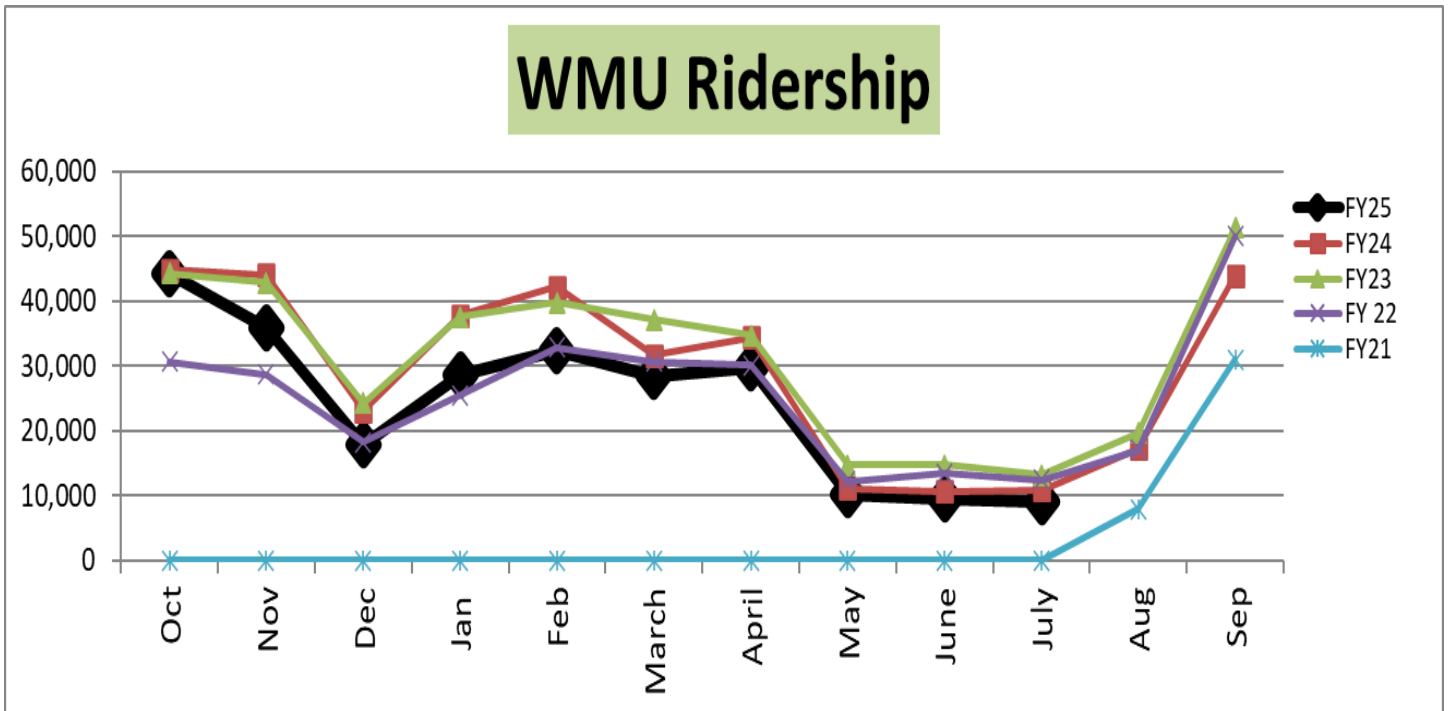
See the chart below for the year-to-date breakdown by route.

Route	Year to Date- Oct 1, 2024 to July 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Westnedge	192,755	188,158	2.44%	29.51	28.46	3.67%
Portage	88,132	88,661	-0.60%	18.28	16.81	8.73%
West Michigan	47,626	52,398	-9.11%	11.12	11.81	-5.86%
Oakland	48,533	48,142	0.81%	11.33	10.85	4.44%
East Main	45,778	43,809	4.49%	19.76	19.60	0.77%
Parchment	63,920	54,628	17.01%	15.40	12.78	20.47%
Alamo	75,894	71,134	6.69%	17.99	16.68	7.84%
Milwood	61,049	61,428	-0.62%	14.31	13.89	2.97%
Gull Road	131,737	129,371	1.83%	21.42	20.97	2.14%
Comstock	42,720	42,777	-0.13%	9.97	9.64	3.44%
Stadium Drive	88,792	92,434	-3.94%	13.96	14.65	-4.72%
Duke	8,458	9,703	-12.83%	7.11	7.52	-5.46%
South Burdick	81,821	73,931	10.67%	17.26	16.66	3.60%
West Main	116,707	118,423	-1.45%	22.51	22.37	0.61%
Paterson	29,881	32,191	-7.18%	12.09	13.85	-12.68%
Lovell	104,902	115,921	-9.51%	15.94	16.85	-5.41%
Ring	34,127	52,935	-35.53%	14.90	20.53	-27.41%
Solon/Kendall/Lafayette	43,340	42,606	1.72%	26.61	24.74	7.53%
Parkview	58,030	70,041	-17.15%	15.71	18.99	-17.29%
West Centre	20,630	22,173	-6.96%	6.13	5.23	17.11%
East Romence	19,406	22,269	-12.86%	5.71	5.20	9.93%
WMU Shuttle	7,273	5,189	40.16%	40.10	9.92	304.07%
<b>Total Fixed Route</b>	<b>1,411,511</b>	<b>1,438,322</b>	<b>-1.86%</b>	<b>16.34</b>	<b>15.96</b>	<b>2.37%</b>

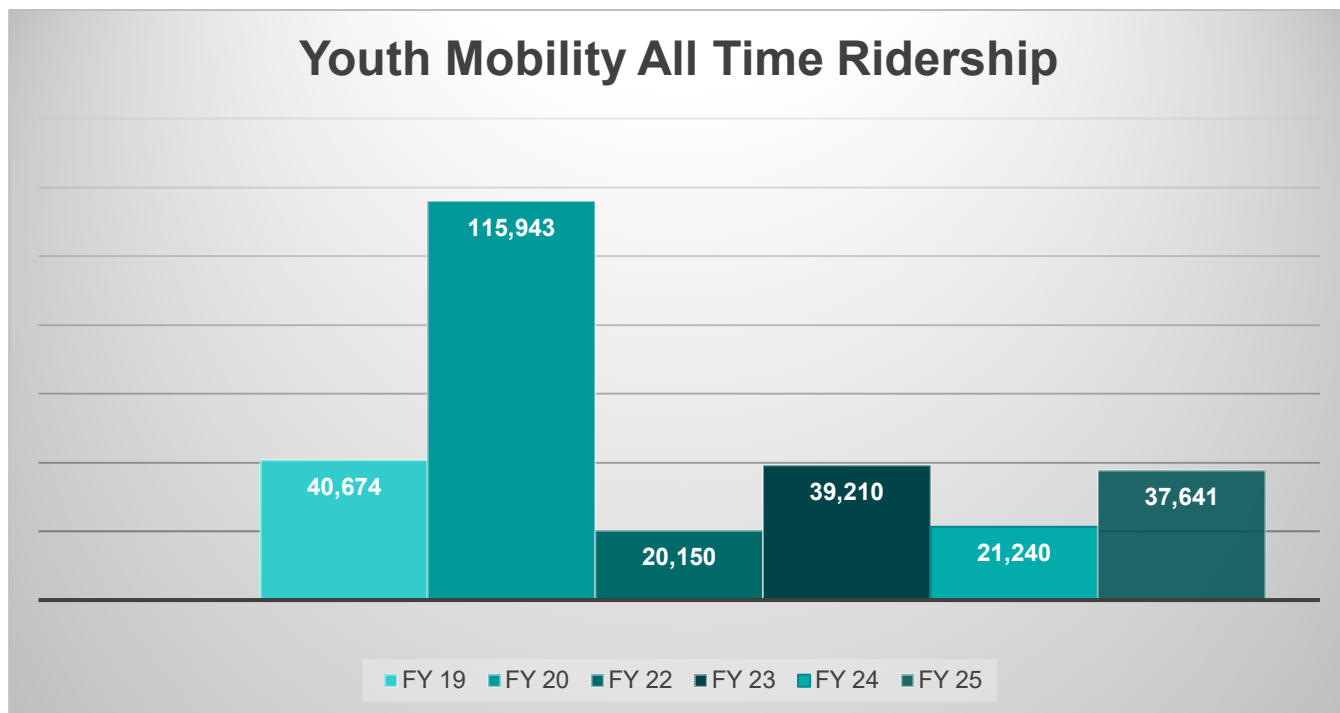
The fixed route provides service through a series of specialized pass programs. These programs include WMU, Kalamazoo Valley Community College (KVCC), and the Youth Mobility Program. The chart below highlights the data from these specific programs.

Other Data	Month to Date			Year to Date		
	# of Rides		Increase / decrease	# of Rides		Increase / decrease
	FY25	FY24		FY25	FY24	
WMU	8,940	10,903	-18.00%	245,844	295,182	-16.71%
KVCC	253	329	-23.10%	6,928	7,089	-2.27%
Youth Mobility	1,911	1,842	3.75%	37,641	19,367	94.36%

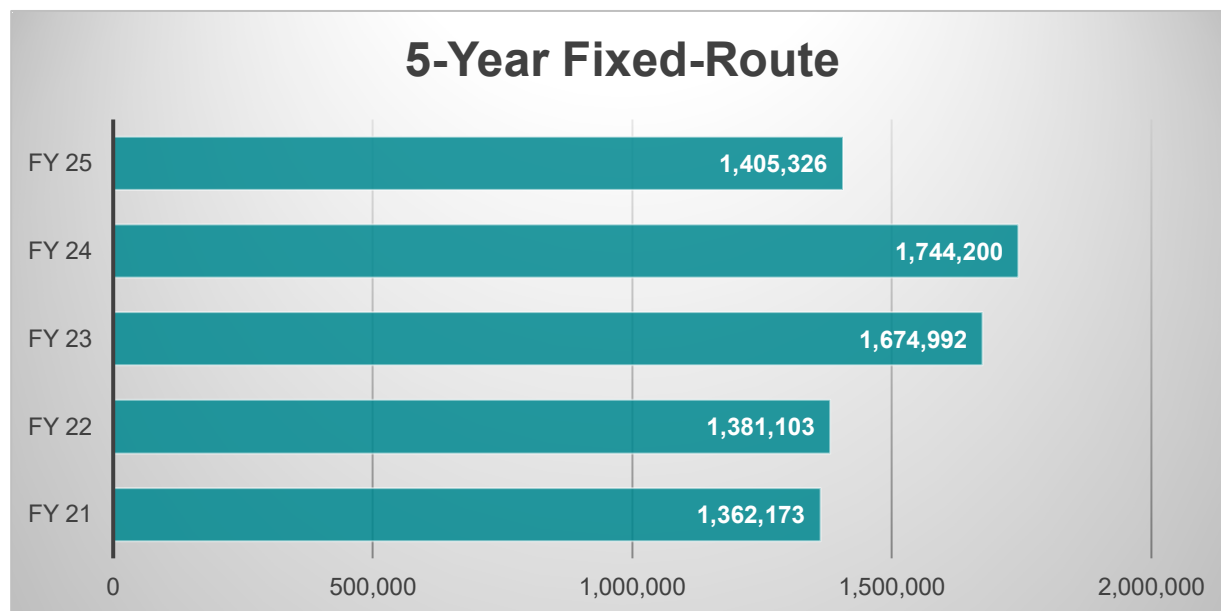
The charts below show WMU and KVCC ridership over a five-year time frame.



The Youth Mobility Program data includes six years of ridership. It does not include ridership from FY 21 as Metro was not collecting fares while buses were boarding from the rear, due to COVID protocols.



Below is the five-year ridership data for the fixed route system.



\*\*FY 25 is October 1, 2024, through July 31, 2025

# Metro Connect

Metro Connect is an origin-to-destination program that will pick up riders and transport them to a specified location. Service scheduling is available up to seven days in advance. You can also request same day service depending on availability. Metro Connect is available to anyone in Kalamazoo and provides transport throughout the Kalamazoo County area and the VA Hospital in Battle Creek.

Metro Connect	Year to Date- Oct 1, 2024 to July 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
Demand-Response	112,734	113,207	-0.42%	1.97	1.93	1.94%
ADA Trips	37,732	41,447	-8.96%	2.02	1.99	1.66%

In July 2025, Metro Connect service saw a decrease due to weather fluctuations in the area. Ridership data shows that although there were **2,379 cancellations**, **11,943 trips** were completed in July 2025.

Metro Connect provides service to 25 jurisdictions; FY 25 ridership data is listed here:

2025	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Total
<b>Township</b>											
Alamo	92	71	68	72	56	61	90	68	59	60	697
Augusta	74	69	60	79	68	65	69	43	43	39	609
Brady	38	28	18	26	28	27	24	32	32	26	279
Charleston	28	24	13	18	19	24	26	27	31	37	247
Climax	84	66	52	64	66	77	71	73	62	75	690
Climax -Village	4	8	2	6	13	13	7	19	13	20	105
Comstock	536	495	444	459	511	567	553	479	489	505	5,038
Cooper	621	549	447	525	532	649	716	654	681	675	6,049
Galesburg	219	235	193	221	198	238	220	262	227	207	2,220
Kalamazoo Township	796	696	563	699	708	822	825	805	735	816	7,465
Kalamazoo City	4,107	3,573	3,083	3,490	3,502	3,957	4,049	3,699	3,612	4,159	37,231
Out Of County	81	77	45	49	50	46	72	48	45	49	562
Oshtemo	1,320	1,100	884	991	947	1,174	1,192	1,125	1,080	1,187	11,000
Parchment	405	315	276	317	367	420	410	395	408	438	3,751
Pavillion Township	79	80	75	104	70	61	52	47	42	58	668
Portage	2,383	2,114	1,732	2,115	2,066	2,231	2,310	2,078	2,132	2,333	21,494
Prairie Ronde	56	44	29	32	33	40	44	41	39	34	392
Richland	204	166	174	171	174	188	157	152	158	154	1,698
Richland- Village	2	0	0	0	0	0	1	2	1	0	6
Ross	54	35	25	28	40	39	56	39	37	47	400
Schoolcraft	373	290	217	285	309	367	429	441	365	393	3,469
School- Village	38	35	28	38	34	28	42	31	32	58	364
Texas	415	301	227	271	285	319	311	337	313	322	3,101
Vicksburg	301	278	229	213	242	271	275	232	251	251	2,543
Wakeshma	8	20	12	4	4	5	10	10	8	0	81
	12,318	10,669	8,896	10,277	10,322	11,689	12,011	11,139	10,895	11,943	110,159

Other data from Metro Connect shows that in July 2025, no passenger was denied a ride that was requested and passengers for demand response requests were given an

offer when they called. Telephone data shows that the average call back time was seven minutes.

New certifications for the month of July include thirteen ADA Certifications, thirty-six Demand Response Certifications, twenty-five Senior Certifications for a total of seventy-four new Certifications for the Metro Connect service.

## Metro Share

Metro Share is a specialized services program partnering with non-profit and government agencies that serve seniors age 62+ and individuals with disabilities. Metro Share vans are provided to these partner agencies on a first-come-first served basis through reservations. Drivers complete training on Metro's policies, proper van procedure as well as background checks and drug screening.

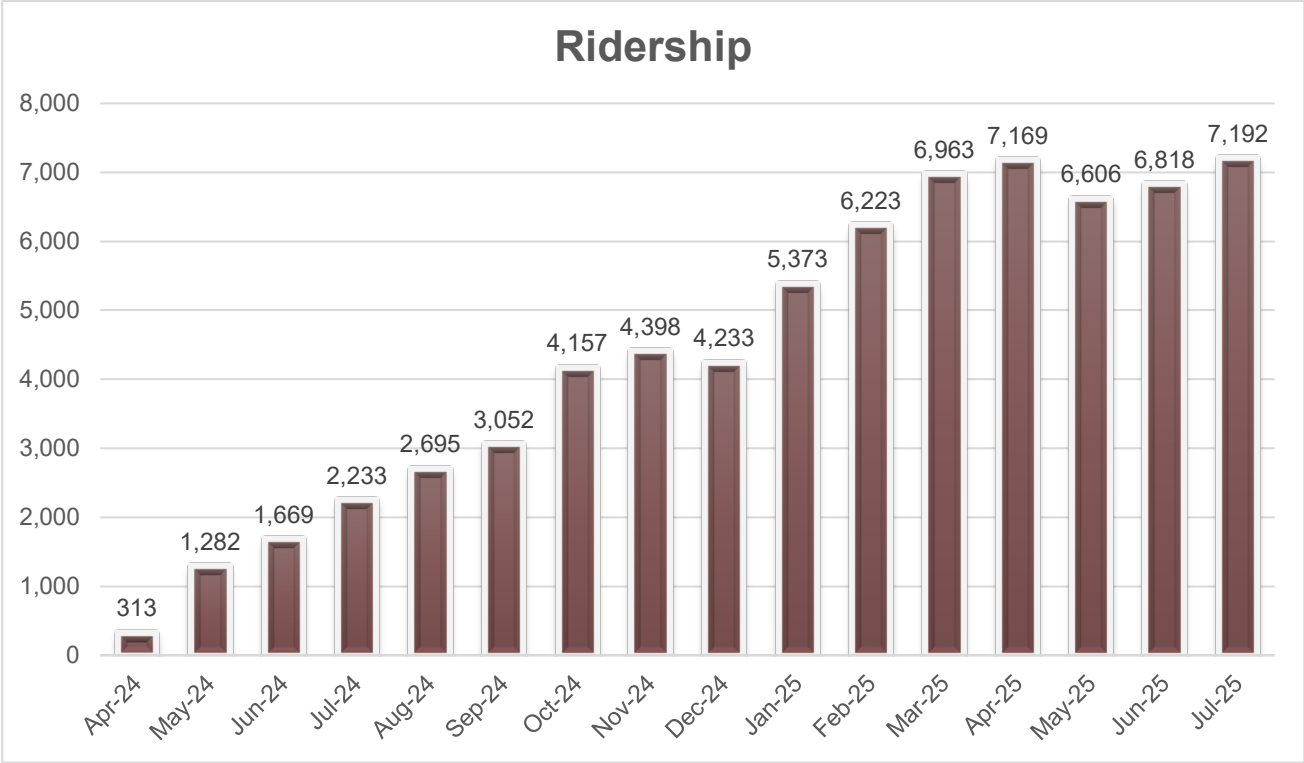
	Year to Date- Oct 1, 2024 to July 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
<b>Metro Share</b>	24,875	19,737	26.03%	9.96	8.10	23.00%

## Metro Link

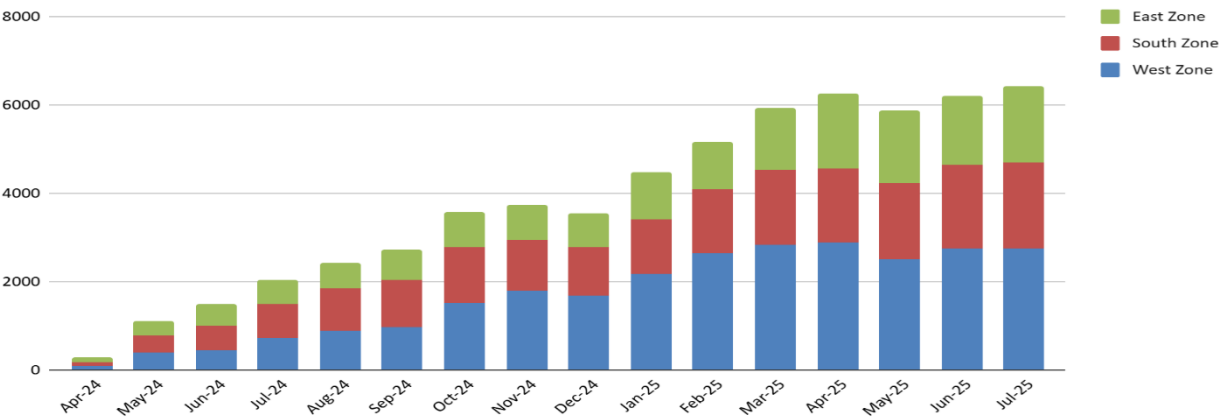
Metro Link is a pilot program launched on April 15, 2024. Link is an alternative on-demand mobility solution to assist passengers with transportation needs including first mile last mile connections to the fixed-route system and point to point services within each of three zones. Since launch, the Link program has shown growth in multiple areas month to month, including the number of completed rides, rides per hour, proposals, and ridership growth. Ridership in July 2025 for Metro Link shows 7,192 rides.

	Year to Date- Oct 1, 2024 to July 2025					
	# of Rides		Increase / decrease	Rides per hour		Increase / decrease
	FY25	FY24		FY25	FY24	
<b>Metro Link</b>	59,132	5,497	1175.71%	4.07	1.45	135.64%

Monthly ridership since the Link launch is shown in this chart.

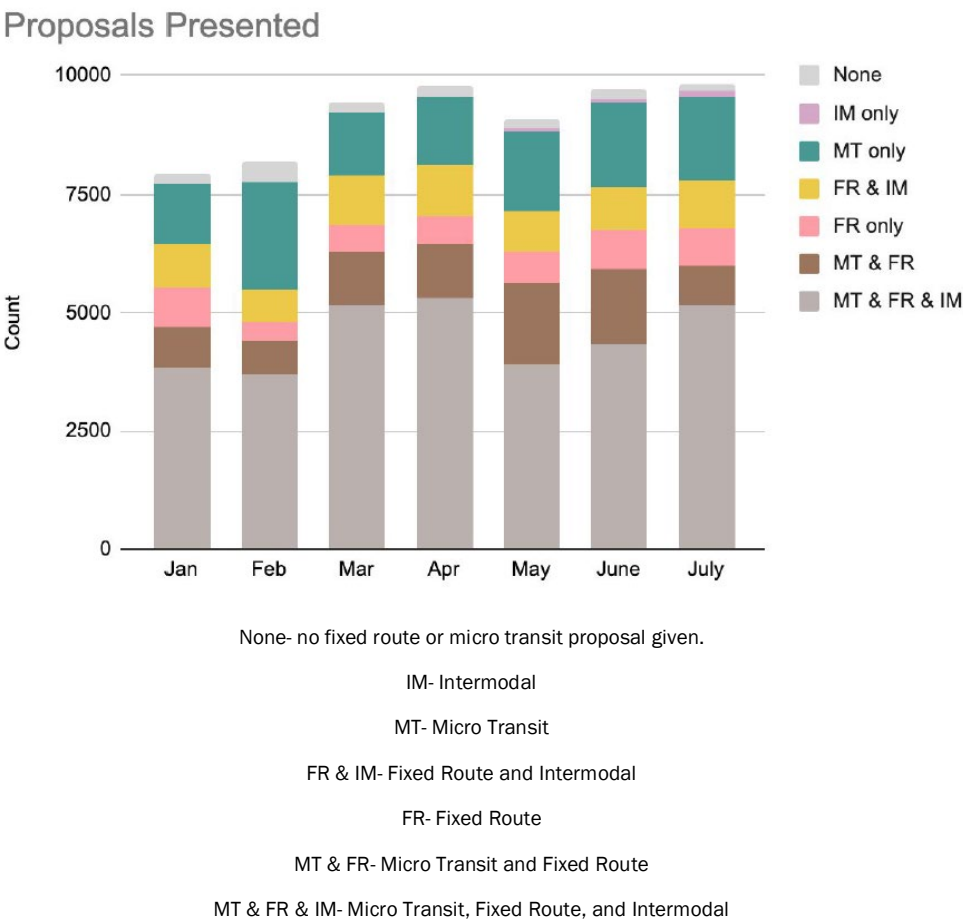


Metro Link operates within three zones: East, West, and South, while also allowing overlaps between the South and East and the South and West zones. The data below show ridership per zone.

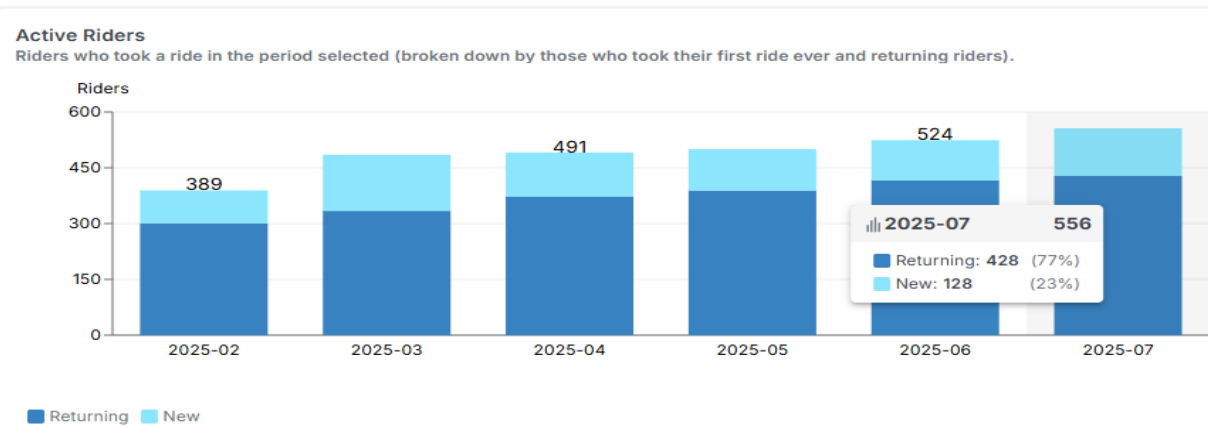


The average wait time is consistently around 14 minutes. The goal is to reach each rider within 20 minutes, although a wait time of 30 minutes is acceptable.

In July 2025, Metro Link riders received a total of 9,827 proposals. Of those 7,789 proposals contained a fixed route option. 1,768 proposals were Metro Link only while other proposals informed passengers that they could use fixed route, Link, and walk to get to their destination. In addition to the proposals listed, 141 riders did not receive a proposal.



The Rider Growth Chart shows the difference between new active riders and returning riders.





# Security

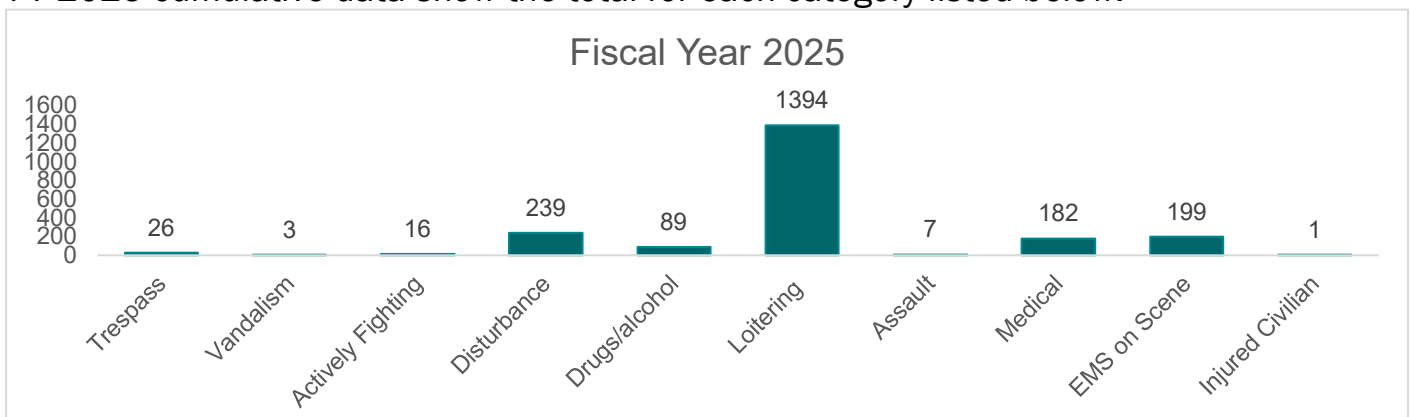
Kalamazoo Department of Public Safety presence at the KTC was consistent throughout the month of July. Their presence typically lasts for a few minutes at a time.

144 of the security incidents this month were regarding loitering. These loitering incidents were handled by security and required little police assistance. Additionally, 29 people were asked to move along when found sleeping in the bus bays in the early morning.

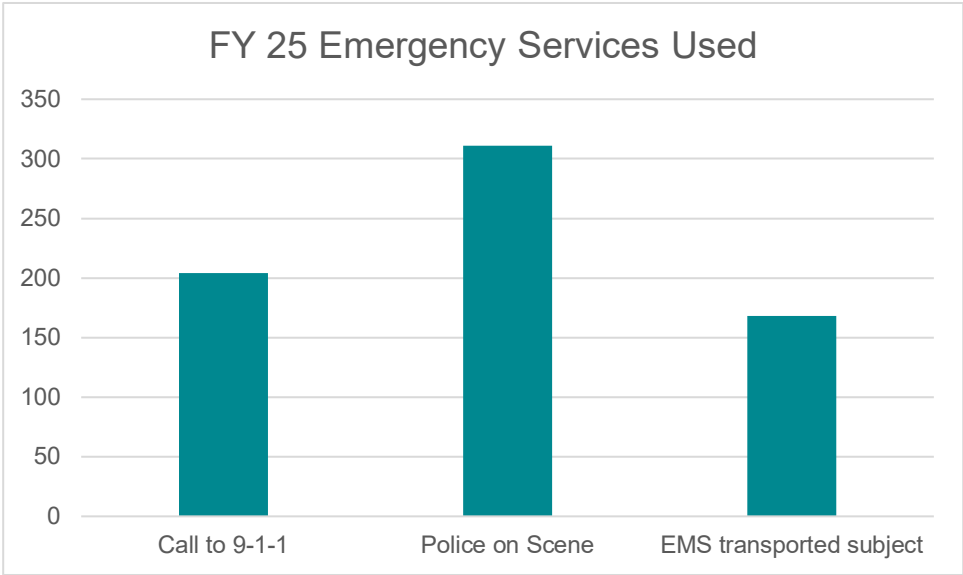
The activity summary for the month of July totals 202 security incidents. The incidents are broken down into categories below:

Incident Types		Definitions
5	Trespass	Asked to leave refused to do so/ trespassed and returned to site
144	Loitering	Significantly overstayed their time on property, sleeping, blocking paths
0	Vandalism	Damage to property
1	Active Fights	Physical altercation between parties occurred
23	Disturbances	Behavior is interrupting other people around them
0	Harassment	Using threatening or degrading language
2	Assaults	Someone physically attacked by another
0	Theft	Property stolen on KTC property
22	Medical	Medical emergency situations

FY 2025 cumulative data show the total for each category listed below:



Emergency services used per month vary and the data is based on three categories: Calls to 9-1-1 made by security or KTC staff, Police on Scene, and People transported by EMS away from the KTC. The data below shows FY 2025 Emergency services used as provided by security data.



\*\* YTD includes data from October 1, 2024, to July 31, 2025.



Connecting People Throughout  
Kalamazoo County

Agenda Item: #5b1 Meeting Date: 09/08/25
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared By: Cheryl Pesti, Budget and Accounting Manager  
**DATE:** August 19, 2025  
**SUBJECT:** July 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 \$4,517,662 (47%) of the FY25 millages.
- We have collected \$2,325,787 (72% 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 July 2024 was \$2.51 and in July 2025, it was \$2.50. This is less than a 1% decrease.
- Total operating expenses for Metro year-to-date are 73% of the total budgeted amount.

Attachment:

1. July 2025 Income & Expense Statement



# STATEMENT OF INCOME AND EXPENSE

	FY2025 CCTA Board Recommended Budget	July 2025	Year to Date FY 2025	Year to Date % 83%	Monthly Funding %
<b>Operating Revenue</b>					
<b>Fare Revenue</b>					
Regular Route Cash	738,001	58,416	601,290	81%	6%
Metro County Connect Fares	505,595	82,247	459,594	91%	6%
Metro Link Fares	23,400	2,464	32,151	137%	
WMU Fares	1,196,850	0	598,975	50%	
Tokens	353,000	25,250	303,711	86%	4%
Pass Sales	322,317	23,949	254,686	79%	3%
Texas Twp/KVCC Prepaid Fares	100,413	25,127	75,382	75%	0%
	<u>3,239,576</u>	<u>217,453</u>	<u>2,325,787</u>	<u>72%</u>	<u>19%</u>
<b>Other Revenue</b>					
Advertising	75,000	0	56,416	75%	0%
Intermodal Operations	231,781	50,485	195,617	84%	1%
Miscellaneous Revenue	24,900	1,157	51,114	205%	0%
Commission Revenue - (GH, IT, FlixBus)	5,000	301	3,566	71%	0%
Interest Income	379,000	22,367	237,055	63%	3%
	<u>715,681</u>	<u>74,310</u>	<u>543,768</u>	<u>76%</u>	<u>3%</u>
<b>Urban Millage (CCTA)</b>	6,030,922	7,981	2,195,191	36%	4%
<b>County-wide Millage (KCTA)</b>	3,669,863	465	2,322,471	63%	2%
<b>MDOT - Operating</b>	7,685,054	1,104,002	6,633,787	86%	46%
<b>FTA - Operating</b>	5,888,302	0	100,524	2%	0%
<b>Provision for Depreciation</b>	3,255,200	241,649	2,535,442	78%	26%
<b>TOTAL OPERATING REVENUE</b>	<u>30,484,598</u>	<u>1,645,861</u>	<u>16,656,971</u>	<u>55%</u>	<u>100%</u>
<b>Operating Expenses by Division</b>					
Administration/Overhead	7,697,748	454,148	5,582,969	73%	
Kalamazoo Transportation Center Operations	1,064,487	88,681	828,938	78%	
Maintenance	3,593,062	368,070	2,836,547	79%	
Operations	8,429,221	860,629	6,134,470	73%	
Metro Connect	5,780,382	478,867	4,316,455	75%	
Metro Share	70,124	4,463	54,599	78%	
Metro Link	2,239,542	12,486	1,438,167	64%	
<b>TOTAL OPERATING EXPENSE</b>	<u>28,874,566</u>	<u>2,267,343</u>	<u>21,192,144</u>	<u>73%</u>	
<b>NET (UNFUNDED) BALANCE for period</b>	<u>1,610,032</u>	<u>(621,483)</u>	<u>(4,535,174)</u>		



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## MEETING NOTES

### Performance Monitoring Committee

August 25, 2025 at 3 PM

Microsoft Teams Virtual Meeting

Members: Aditya Rama (Chair), Dusty Farmer,  
Absent: Jim Pearson, Tim Sloan  
Staff: Sean McBride, Greg Vlietstra, Barbara Blissett

#### 1. Property, Auto and General Liability Insurance Renewal with the MMRMA

##### Notes:

- Vlietstra noted Metro has been associated with the Michigan Municipal Risk Management Association (MMRMA) since 2017 for liability and auto insurance. Currently the increase for this year is only 0.1% or \$294 for a total cost of \$340,308. Furthermore, Metro will receive a refund of over \$25,000 due to lower-than-expected claims.
- Vlietstra shared that included in the coverage portfolio is \$2 million per incident for cybersecurity related losses
- Committee Chair Rama asked if there was some training involved to help reduce claims. Vlietstra shared that there are resources utilized to reduce risks
- Exec. Dir. McBride stated that prior to switching to MMRMA, Metro had been receiving coverage from the Michigan Transit Pool. When this partnership dissolved, it resulted in significant financial savings for Metro

#### 2. Workers Compensation Insurance Renewal with Accident Fund

##### Notes:

- This year the premium would be increased by 8% for a total of \$279,300. Vlietstra added that the cyberattack Accident Fund suffered in 2024 has been resolved and is no longer negatively impacting Metro or Metro employees.

#### 3. Performance Metrics

##### Notes:

- The Committee reviewed the Performance Metrics Report for July, 2025

#### 4. Executive Director Evaluation

##### Notes:

- Staff excused themselves from the meeting at 1:29 pm for Committee discussion to continue regarding the Executive Director Evaluation

The next meeting is Tuesday, September 16<sup>th</sup> at 3 pm.



## **External Relations Committee Notes**

August 20, 2025

3:00 PM – VIA Teams

Members Present: Lisa Mackie, Chair, Paul Ecklund, Christyn Johnson, Gary Sigman, Sean McBride, Emily Lower, Annette Arkush (Committee Support) Absent: Garrylee McCormick

### **1. Millage Outreach Update**

#### **a) Updated Board Meeting Memo**

Exec. Dir. McBride reviewed the Memo to the ERC that provided the current status of the CCTA millage education efforts. This included the Millage Fact Sheet, Website landing page, the Special report, Videos, Mailer, Social Media postings, Link content and the Jurisdictional Outreach presentations that are scheduled.

#### **b) Outreach Review: These meetings are listed on the memo from Exec. Dir. McBride**

### **2. Social Media Calendar Preview**

#### **a. Posts scheduled for June 2025 (Facebook and X)**

Emily Lower reviewed the planned Sept. posts. Chair Mackie suggested we highlight position openings and staff appreciation items. Exec. Dir. McBride asked to have the picnic highlighted as well as mentioning Link and Connect every month.

#### **b. Monthly email Review**

Will be released mid-month

#### **c. Second Wave Article Profiling Metro**

Article with pictures now on the Kmetro website. Considered to be a good mix of information and human interest, Chair Mackie requested this article be shown on social media.

#### **d. July 2025 Travel Training**

Emily Lower reported that only individual training is on the schedule at present

#### **e. Metrics Review**

Interaction on Facebook has grown year-to-year as well as a growth in email contacts. The question being analyzed is “what do people want to read?” In process there are additional landing pages for Millage Facts, Special Report, Employee Spotlight and a You Tube Page.



3. Jurisdictional Outreach Review

Chair Mackie reported that her planned presentation at Wakeshema Township was cancelled due to a lack of quorum and will be rescheduled. The most current list of presentations will be provided in the committee packet every month. Staff is working on the rural script for presentations, and it will be provided at the next meeting.

4. Legislative Breakfast Update

Electronic invitation released Wednesday, August 13 to 91 people. As of 8/18, confirmed 15 attending and 4 regrets. Swag identified (Metro socks, mouse pad, pen . Another item is TBD. On track for follow-up to non-replies during the week of Sept. 10.

5. Miscellaneous

Chair Mackie is a committee member at PMN and asked if Exec. Dir. McBride would be interested in participating in a pod cast to highlight Metro and promote the millage. He is agreeable to this, and Chair Mackie will facilitate the set up and keep the committee informed.

Next Meeting: September 17, 2025  
3:00 PM



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## **AGENDA and MEETING NOTES**

### **Board Operations Committee**

August 28, 2025 at 2:30 PM

Microsoft Teams Virtual Meeting

Members: Curtis Aardema, James Ayers, Chris Burns, Dusty Farmer, Aditya Rama

Absent: Lisa Mackie

Staff: Sean McBride, Barbara Blissett

#### 1. Review CCTA/KCTA September 8<sup>th</sup> Meeting Agenda

##### **Notes:**

- The Committee reviewed the September 8<sup>th</sup> meeting agenda

#### 2. Review Committee Activities

##### **Notes:**

- Chair Ayers stated the Planning and Development Committee met and had good discussion regarding the FY 2026 and 2027 CCTA Budgets
- The Committee discussed how it would be presented at the September 8<sup>th</sup> Board meeting indicating the public hearing would be held first then the adoption of the KCTA 2026 millage resolution along with adoption of the CCTA Budgets
- Chair Rama shared the Performance Monitoring Committee met with discussion of the renewals of the Liability and Workers Compensation Insurance for the next year
- The Committee discussed the Metrics Report
- Exec. Dir. McBride shared that Metro would be joining the Instagram social media scene in the near future
- Chair Farmer commented that the jurisdictional visits by Boardmembers were taking place and going well

#### 3. Executive Director Evaluation

##### **Notes:**

- Chair Aardema asked if the Committee Chairs if their committees had the opportunity to discuss the Executive Director's past year's performance with suggestions for future goals in the next year. This item will be discussed at the next Board Operations Committee meeting to ensure full committee engagement

#### 4. Other Items

##### **Notes:**

- Exec. Dir. McBride updated the Committee on the Crossroads lawsuit
- The next meeting date is Thursdays, October 2<sup>nd</sup>

The meeting adjourned at 2:56 pm





Agenda Item: # 8  
Meeting Date: 09/08/25

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**DATE:** September 2, 2025  
**SUBJECT:** Executive Director Update

### **Outreach**

Upcoming Events include:

- Kalamazoo Valley Community College Vibe Fest, Sept 9 & 10
- Milestone Senior Services Staff Presentation, Sept 16
- Rider Open House, Sept 25
- Veterans Stand Down, Oct 7
- Senior Expo, Oct 7 (Boardmember participation encouraged)
- KRESA Transition Fair, October 15
- Maple Hill Holiday Parade, Nov 22 (Boardmember participation encouraged)

### **Bronco Bash**

Metro staff along with Boardmembers Curt Aardema and Garylee McCormick attended the WMU Bronco Bash on Tuesday, August 26. Bronco Bash is the largest public outreach event Metro does each year. Hundreds of students were provided Metro branded promotional items (cups, pens, schedules, etc.) and reminded that they can ride any fixed-route bus at no cost by showing their student ID.



### **State Budget Update from the Michigan Public Transit Association**

On August 26, the Michigan House took up and passed their FY2026 general government budget bill by a 59-45 party-line vote. Following months of criticism for not moving their own budget and with five weeks to go before the end of the fiscal year, House Republicans released their budget bill and voted on it within one hour. The House budget is notable because it assumes the implementation of their already-passed \$3 billion road funding bill. This assumption required cuts across a number of state departments, but also

provided for increase in local road funding as well as a lesser increase for the Comprehensive Transportation Fund (CTF). Notably, the budget prioritizes all of the new CTF revenue into Local Bus Operating; this is a huge recognition of the needs for local transit providers. This new revenue amounts to a net increase of \$59.8 million into Local Bus Operating (LBO), which when added to the existing baseline of \$226.75 million would equal LBO number of \$286.5 million for FY 2026. When given increased local transit budgets, it's likely that such a funding amount would result at best flat LBO percentages for next year.

One important note is the House has proposed a new LBO "Efficiency Initiative" that would distribute the \$59.8 million in increased funding to "transit agencies that achieved benchmark farebox recovery ratios." The threshold for Metro would be 10%, which Metro exceeds.

There is a long way to go until the State Budget is passed as there needs to be a negotiated budget agreement involving the House, Senate and Governor Whitmer. Executive Director McBride will be at the State Capital on Tuesday, September 9 with MPTA, to meet with legislators to promote funding public transit in the final budget bill.

### **Development Planning**

The Planning and Development Committee was briefed on several construction and development projects that are on the radar for Metro staff. These projects may impact routing through short-term detours or long-term route adjustments. A few projects of note:

- **Kalamazoo Avenue Two-Way Conversion** – Metro staff will be meeting with City of Kalamazoo staff and consultants to discuss/review (near)final project design, construction timeline, and construction staging. Design components that we are particularly interested are bus stop locations and areas adjacent to the Kalamazoo Transportation Center.
- **New Downtown Parking Garage** – Kalamazoo County is desirous of breaking ground around the first of the year. Metro staff is participating in design discussions. The agreements transitioning land and parking lot use are in draft form and involve Metro.
- **Downtown Events Center** – Preliminary discussions on public transit needs by WMU are anticipated to take place in the next few weeks.

### **Attachments**

1. Metro Link Update



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Kalamazoo County

Agenda Item: 8a Meeting Date: 09/08/25
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared by Richard G Congdon, On-Demand Services Manager  
**DATE:** August 2, 2025  
**SUBJECT:** July Metro Link Update

### **BACKGROUND**

Metro Link is Metro's microtransit program that was launched on April 15, 2024. Metro Link operates in three zones in Kalamazoo County and supplements Metro bus service. Daily operations are contracted with VIA Transportation, Inc. Metro Link operates during the same service hours and days as the fixed-route buses.

### **DISCUSSION**

Even with the summer slowdown, Metro Link ran 7,192 rides in July, an increase of 6% over June. Overall utilization for July was 2.2, with a record high number of 2.4 in the last week of the month.

Riders requested 11,537 trips and completed 62% of those requests. There were 353 new passenger registrations. Most users booked their trip on the Metro Link app with 11,256 or 98% of all requests and 281 requests were made by telephone.

The average wait time once a ride had been scheduled was 15 minutes in July. There were 257 wheelchair trips taken. The average distance for a trip was 3.2 miles that lasted an average of nine minutes.

The West Zone consistently has the most rides with 3,083 rides taken in July. The West Zone expansion provided 277 rides, the East Zone expansion 244 and the South Zone expansion 25. The expansion into Pavilion had 35 trips. These numbers are expected to grow as Metro promotes these expansions in the service areas and more passengers become aware.

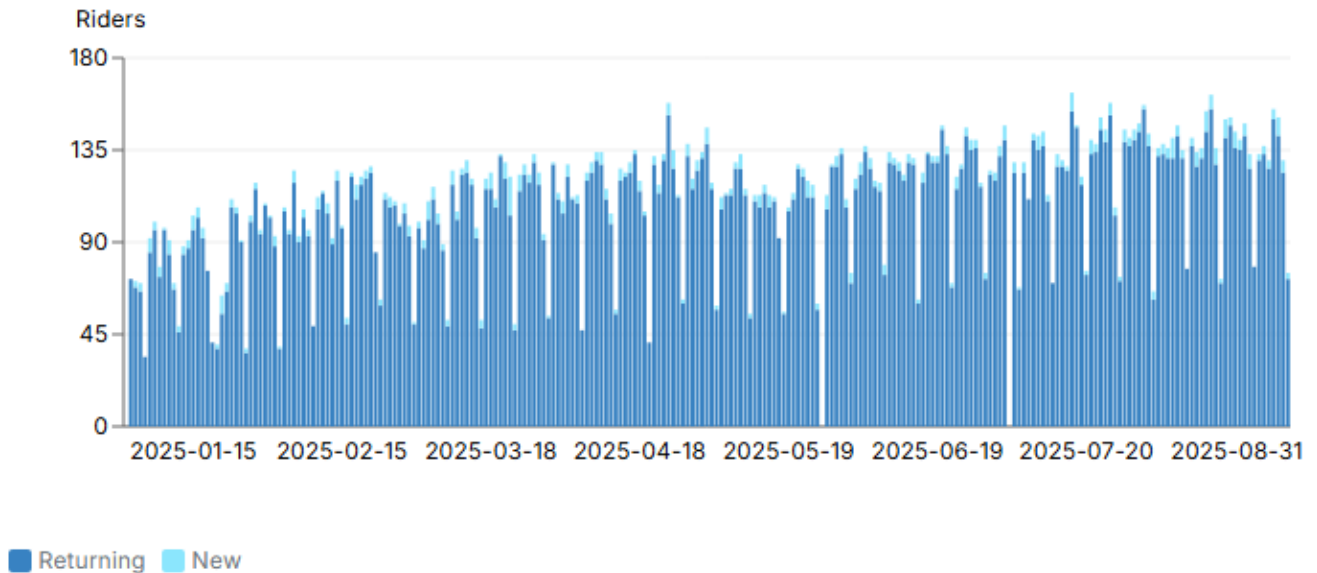
### **Metro Link Rider App**

Metro Link rides can be booked on the rider app. The app can be downloaded from the App Store or Google Play Store on a smartphone and is free. The app is used to book Metro Link trips and gives the passenger options for rides on Metro Link, the Metro bus, walking distances and any other transportation options. All the rider has to do is enter their destination address and the app does the rest. There have been a total of 4,476 downloads of the app in 2025. The split between Apple and Android phones has been 50/50.

Of the 73,716 ride requests that have been made in 2025, 71,167 (97%) rides have been booked on the app. There is a telephone scheduling option for those who need it and 1,507 of trips have been scheduled this year. Riders can also choose their payment methods, see their ride histories, get promo codes for rides and receive notifications about all Metro services.

### Active Riders

Riders who took a ride in the period selected (broken down by those who took their first ride ever and returning...



The above graph illustrates the large number of returning Metro Link passengers compared to new passengers. This shows that passengers are satisfied with their microtransit experience and continue to use it after their initial rides. Of all the downloads of the app, 3,339 (75%) passengers have made at least one ride request, 1,092 (24%) more than two requests and 809 (18%) have scheduled five or more rides.

Metro continues to speak with VIA about the upcoming contract extension and is reviewing their proposal for service. The proposal will be reviewed by the Performance Monitoring Committee in September and the extension will come before the CCTA and KCTA for the October meeting.

### **RECOMMENDATION**

This item is for informational purposes only.



Connecting People Throughout  
Kalamazoo County

Agenda Item # 8b  
Meeting Date 09/08/25

**TO:** CCTA and KCTA Boards  
**FROM:** External Relations Committee  
**PREPARED BY:** Sean McBride, Executive Director  
**DATE:** September 3, 2025  
**SUBJECT:** Millage Education Update

The CCTA millage election is November 4. Absentee ballots will be available the last week of September. The External Relations Committee and staff have been working on a variety of education efforts.

- **Fact Sheet.** A copy is attached. Copies will be printed and will also be available for distribution electronically.
- **Millage Website Landing Page.** Located at [https://ride.kmetro.com/2025-millage-facts?hs\\_preview=PwhGbZOW-191728519033](https://ride.kmetro.com/2025-millage-facts?hs_preview=PwhGbZOW-191728519033). Other materials will have QR code to this page which will have more information and ability to send questions to staff.
- **Special Report.** An electronic report is being finalized. The report will also be printed and available as handout at presentations.
- **Special Report Videos.** The special report will have links four videos that include community partners, riders, Chair Aardema and Metro employees. The videos will also be available in Youtube channel and distributed as social media content.
- **Metro Link Video.** Is available and will be utilized in social media.
- **Mailer.** A Just the Facts mailer will be mailed to households in the CCTA Boundary the last week of September.  
**Social Media Postings.** Metro is working on additional content development. Here is a link to article by Second Wave.  
<https://www.secondwavemedia.com/southwest-michigan/features/routes-and-roots-how-kalamazoos-buses-keep-the-county-moving---and-connected.aspx>
- **Metro Link Content.** Via is working on content to be shared on social media.
- **Outreach Presentations.** Will be occurring until election and include the following:

Date	Presentation	Presenters
8/20/25	Kalamazoo Democratic Party	Aardema/McBride/Sigman
8/21/25	Shepherd's Center Board of Directors	McBride/Dobbins
8/25/25	Kalamazoo Township Board Meeting	Mackie/McBride
8/26/25	City of Portage	Pearson/Burns/McBride
9/9/25	Oshtemo Township	Farmer/McBride
9/15/25	City of Parchment	McBride
9/16/25	Kalamazoo County Board Meeting (4 pm)	Aardema/McBride
9/19/25	Legislative Breakfast	
9/24/25	Portage Rotary	McBride
9/25/25	Rider/Community Open House	
10/1/25	Public Transit Human Services	
10/10/25	Kalamazoo Republican Party (October date pending)	Aardema/McBride/Vlietstra
10/20/25	Comstock Township	Beauchamp/McBride
10/22/25	Portage Senior Center Presentation	McBride/Dobbins

Memo re: Millage Education Update

Date: September 3, 2025

Page 2

	Kalamazoo Sunrise Kiwanis	McBride
	City of Kalamazoo	Aardema/McBride

- **Special Events**

<b>Date</b>	<b>Event</b>	<b>Representatives</b>
<b>8/2/25</b>	<b>Mothers of Hope</b>	
<b>8/6/25</b>	<b>Senior Services</b>	
<b>8/9/25</b>	<b>Bronson Community Open House</b>	<b>Lower</b>
<b>8/26/25</b>	<b>WMU Bronco Bash</b>	
9/9/25	KVCC Vibe Fest	
10/7/25	Veteran Stand Down	
10/7/25	Senior Expo	

Attachments

1. Fact Sheet
2. Metro 2025 Special Report



# 2025 MILLAGE FACT SHEET

Voter approval is being sought November 4, 2025, for a millage to support public transportation in Kalamazoo County.

## What Is the Millage Request?

Voters will be asked to approve a millage of up to 1.1 mills for five years beginning in 2026 to support the Metro public transportation system, specifically the Metro Bus system and Metro Link.

**Strong communities have strong public transportation. Millage funds give Metro the ability to leverage greater funding from state and federal grants. This allows us to operate while keeping fares at an accessible rate for all.**

## How Does the Community Benefit From Public Transportation?

Reliable transportation is linked to economic stability and the quality of life in communities that have public systems. Metro operates 21 bus routes seven days a week, providing 1.75 million rides a year. The system serves everyone in Kalamazoo County with multiple mobility service options: the Metro Bus, Metro Link, Metro Connect and Metro Share.

## What Has Changed Since I Voted In 2020?

Metro introduced a new service since the last millage request. Launched in April 2024, Metro Link is an on-demand, app-based ride-share service that provides flexibility to more riders. It extends the Metro Bus system further by allowing riders to travel within specific zones or connect to the traditional bus system.

## Is This a New Millage?

This millage would replace the previous voter-approved .9 millage, which expires at the end of this year. The proposed 1.1 millage on this year's ballot would support the Metro Bus system and our recently introduced service Metro Link.



## Who Can Vote?

Voters in the cities of Kalamazoo, Portage and Parchment; the Charter Townships of Kalamazoo and Comstock; and precincts 3 through 9 of the Charter Township of Oshtemo are eligible to vote on the Metro millage in the November 4 election.

## How Is Public Transportation Funded?

Kalamazoo County's public transportation system – Metro – is funded with rider fares, along with local, state and federal money. Local millage funds support roughly 36 percent of a total budget of \$25.6 million. The millage leverages the flow of state and federal funds to Kalamazoo County.

## How Much Will the Millage Cost a Homeowner?

The cost of 1.1 mills for a home with a market value of \$200,000 is \$110 a year. The millage is applied to the home's taxable value, which is 50 percent of the market value. A mill is a \$1 tax for every \$1,000 of taxable value.



## Where Is More Information Available?

For more information, visit [ride.kmetro.com/2025-millage-facts](https://ride.kmetro.com/2025-millage-facts) or call (269) 337-8087.



  
**METRO**

**2025**  
**SPECIAL REPORT**





# METRO'S JOURNEY:

## HOW THREE YEARS EXPANDED PUBLIC TRANSIT FOR METRO'S SERVICE AREA

Metro has spent the last three years adapting public transportation with the addition of more technology and services to our community. Metro has reached nearly 6 million annual rides in Kalamazoo County. Metro introduced not one, but three new services in recent years — Metro Link, Metro Connect and Metro Share — that provide connections outside of Metro's fixed-route bus service.

Metro Link was launched in 2024. Born from comprehensive ridership studies and extensive public input, this on-demand, microtransit service option addressed a persistent challenge: reaching destinations beyond traditional bus routes. At \$1.50 per ride (the same as the Metro bus fare), Metro Link extended the reach of the Metro service area. Now, in 2025, Metro Link is providing up to 7,000 rides each month.

Communications and updates started in 2023 as Metro strengthened its connection with the community through enhanced communication channels. Riders now receive more robust and detailed social media updates, can subscribe to monthly emails that keep them informed about service changes, improvements, and transit news.

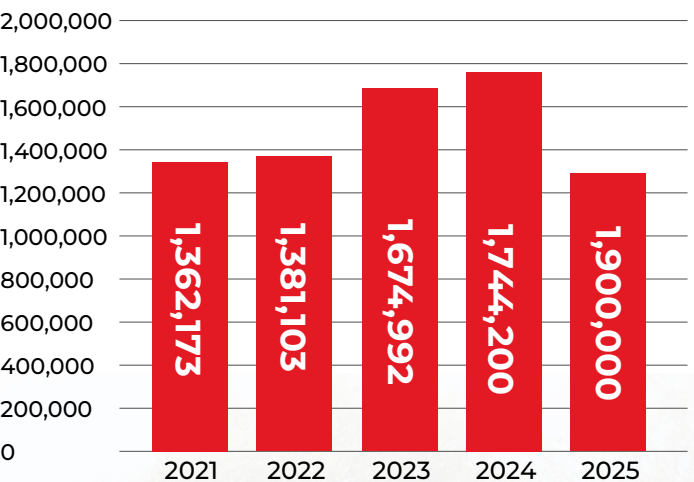
Metro Connect was launched in 2022. Metro Connect is a shared-ride, origin-to-destination program that picks up riders and transports them to a specified location. Metro Connect vehicles are ADA-compliant. It is available to everyone in Kalamazoo County. Since its start, Metro Connect has executed almost 500,000 rides in the community.

The Metro Share Program was also launched in 2022. Metro Share is a specialized service providing ADA-compliant vehicles to approved organizations serving seniors and

individuals with disabilities at no cost. Approved agencies include governmental organizations, non-profits serving seniors and individuals with disabilities and other Metro-approved agencies. Metro Share has seen over 65,000 rides.

Today, Metro delivers even more value as transit system — it's a transportation network that connects our riders to their community in modern ways.

Number of Rides on the Fixed Route System



The Metro fixed route is on track to reach 1.9 million rides in 2025



# WHAT VALUE DOES METRO BRING TO THE COMMUNITY?

“ Being able to serve people from all walks of life. Metro can take you to the grocery store, to the doctor's appointment, or to work. A lot of people use our services for educational purposes through partnerships with KVCC and Western. They're allowed to get discounted or unlimited bus services through those programs.”



Keshia Woodson-Sow  
Metro Director of Operations

“ Almost everybody that works here lives here. There's very few people that live outside of this community, so we have people that that live here, that work here, that go to school here, go to church here, go to grocery stores, volunteer here. And so it's really a big family.”



Earl Cox  
Metro Coach Driver

“ It's ... an economic engine. It allows people to go out and spend and make money. It also gives them the sense of independence to be able to not have to rely on just family and friends to get them around.”



Paul Ecklund  
ADA Specialist and Systems Advocate with Disability Network Southwest Michigan

“ Oh, I love my passengers ... I'm on campus and I love them. They are so awesome ... They talk about a lot of different things. You know, you have to remember they're away from their parents. Nobody that they can turn to. And thank God, they trust us enough to turn to us.”



Renee Whitfield  
Metro Coach Driver



# WHY THE METRO MILLAGE MATTERS:

## BUILDING A SUSTAINABLE, AFFORDABLE TRANSIT SYSTEM FOR ALL



Investing in a strong transit system helps grow strong communities. If you have ridden any of Metro's fixed routes, Metro Connect, the Metro Share programs, or the newest addition, Metro Link on-demand service, then you have benefited from the Metro millage. But even if you don't use the services, Metro benefits you by providing the hardworking people in our

community with ways to get to work, school, stores and more. Tens of thousands of people are on the move with Metro.

You may be asking yourself, "What is the millage?" The millage is a tax rate applied to real estate for the benefit of our community.

The Metro millage supports many mobility solutions, which collectively provide 1.75 million rides annually across 21 bus routes, seven days a week. This demonstrates the system's essential role in keeping our citizens moving safely and efficiently.

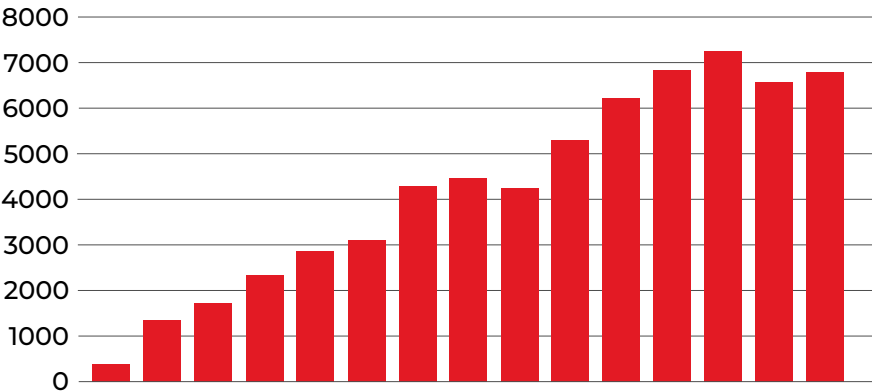
From an environmental perspective, public transportation significantly reduces carbon emissions by decreasing individual vehicle dependency. Metro's services offer residents sustainable alternatives for daily commuting, shopping, accessing essential services, contributing to cleaner air and reducing traffic congestion throughout the county.

The millage ensures transportation remains economical for all residents. Local millage funds comprise approximately 36% of Metro's \$25.6 million

budget, leveraging additional state and federal grants to help maintain affordable fares. This funding structure allows Metro to serve a diverse community of riders, including students, seniors, individuals with disabilities, veterans accessing VA services in Battle Creek and anyone seeking cost-effective transportation alternatives.

Economic research shows investment in public transportation yields a strong return, with every dollar generating \$5 in economic benefit. A robust transit system also increases property values by an average of 24%. For homeowners, the millage represents a cost of just \$110 annually on a \$200,000 property.

**Metro Link Ridership Since the April 2024 Launch**



*From April 2024 to June 2025*

By supporting Metro's renewal on Nov. 4, 2025, voters can ensure continued access to safe, sustainable and affordable transportation while strengthening Kalamazoo County's economic vitality and environmental future.



**If you'd like to receive updates and information from Metro, join our mailing list.**

# RACHEL DEVRIES' METRO STORY

Eight years ago, Rachel DeVries had just graduated from high school and was contemplating her future. As a non-driver, her mobility was limited, making it difficult to get from home to a job, pursue educational opportunities or socialize in the community without relying on friends or family.

Rachel is vivacious and outgoing; sitting at home all day was not satisfying. She became involved with Disability Network to build skills and a community for herself. That community came with resources, one of which was travel training on Metro. From there, she began working with Director of Operations Keshia Woodson-Sow, who was working at the Metro customer service desk at the time. Metro staff were able to help Rachel develop solutions to help Rachel learn and safely ride the bus. That opened doors she needed.

She began riding the 11 – Stadium route, bonding with the driver because they shared the same last name. Through this initial relationship, she was able to discover new independence and autonomy.

"It was phenomenal!" she says, recounting how her relationship with another veteran Metro driver, Crystal, "blossomed" over time. Initially, Rachel said she was standoffish with Crystal and butted heads on a few occasions. However, Crystal was professional, patient and eventually, the driver and rider built a rapport. Rachel insists that

their interactions made her more confident about riding different routes and pushing herself to do more with the bus system.

"We all have personalities on the bus," Rachel said, "I love that!"

Ultimately, Rachel's story is one of relationships. While she values being able to get to work, shopping and appointments, she truly values the way her ability to independently travel and access her community has allowed her to build relationships with others. Rachel and her boyfriend met on the bus and ride together almost every day.

"I have people here that matter," she said, "I am so thankful for those relationships."





# CHOICE RIDERS

Public transportation is critical to those who can't or don't drive, and those who need to save money. That's well-known. Less obvious are the benefits to those who want to save money, find it more convenient or want to help the environment.

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

According to the American Public Transportation Association (APTA), for every dollar invested in public transportation, approximately \$4 in economic returns are generated. And for every \$1 billion in investments in the sector, 50,000 jobs are created and supported.

Studies show public transportation eases traffic congestion, connects people with jobs and opportunities and saves on commuting costs.

It also reduces air pollution. Buses emit 20% less carbon monoxide, 10% as many hydrocarbons and 75% as many nitrogen oxides per passenger mile as an automobile with a

single occupant. The association states that public transportation in the United States is responsible for saving 4.2 billion gallons of gasoline each year.

The benefits are clear, a little investment means major gains to people, communities, and the planet.

**20%  
LESS  
CARBON**



**Read more about  
how Metro keeps  
the community  
connected.**

# CHOOSING THE BUS: RACHEL BAIR'S COMMUTE FOR HEALTH, PLANET AND PRODUCTIVITY

Rachel Bair owns a car and doesn't need to ride the bus.

Like some of her friends, she chooses to ride the bus.

As part of a healthy lifestyle, Bair also walks and rides her bike to and from work. And, of course, if the weather turns bad, she can put her bike on the front of a bus.

"I feel productive on the bus," says Bair. "I can check email or write a work plan."

Bair and her husband have lived in places – Ann Arbor and Chicago – where it made sense to own one car. "It made sense when we moved here to use public transportation, as we learned to do in those cities," she said.

"Walking, riding a bicycle and using transportation just became part of our lifestyle. It's good for our health, economic and part of our commitment to the environment and society."

Director of Sustainable Food Systems at Kalamazoo Valley

Community College, Bair works on all three KVCC campuses – Anna Whitten Campus downtown, the Healthy Living Campus and the Texas Township campus. She lives on Kalamazoo's West Side.

"I'm not sure people realize how reliable Metro is," says Bair. "The app shows me where the bus is and when it's going to be at my stop. When I need to, I can transfer at the Transportation Center."

Food is Rachel Bair's thing. "It's our most intimate connection to the environment." She said she likes to make choices – like walking, bicycling and riding the bus – that "protect us, our neighbors, and our planet." Several of her friends feel the same way.

Although the bus provides warmth and comfort on a cold winter day, Bair says the weather year-round is a lot better than what people give it credit for. "Just build weather into your lifestyle."







# FROM THE EXECUTIVE DIRECTOR

Metro is committed to providing innovative public transportation for all residents. Our flagship service, the Metro Bus, is joined by Metro Connect, Metro Link and Metro Share to build a modernized, flexible system which increases community access. Our mobility solutions add value to the lives of residents and overall health of Kalamazoo County:

- **Enhanced Economic Opportunity**

Reliable, affordable transit enables access to jobs, education, and healthcare, empowering individuals to participate in the economy and improve their livelihoods.

- **Social Value**

Public transportation breaks down social barriers by connecting people from different neighborhoods and backgrounds. This fosters a sense of community and reduces social isolation, particularly for those without access to private vehicles.

- **Environmental Sustainability**

Reduced reliance on private cars through robust public transit decreases traffic congestion, air pollution, and greenhouse gas emissions, contributing to a healthier and more sustainable environment.

- **Improved Public Health**

Increased access to healthcare and recreational facilities through convenient public transportation promotes better physical and mental health.

- **Enhanced Quality of Life**

All of the above factors contribute to more people having more access to their community and greater opportunities for success.

Metro's affordable and flexible mobility solutions are not merely about moving people; they are part of building a strong, prosperous, and sustainable community where everyone has the opportunity to contribute and thrive.



**Sean McBride**  
Executive Director



**WATCH THE 2025  
SPECIAL REPORT  
VIDEOS.**

“ Metro serves a really important role in the region. Transportation, I think, is the backbone of our community from an economic development standpoint. From an access standpoint, we have people that don't have the ability to drive, don't have vehicles ... That's really why I got involved, ... because it's a key part of the growth of the Kalamazoo region.”



**Curtis Aardema**

Chair of the Kalamazoo County Transportation Authority (KCTA) and Central County Transportation Authority (CCTA)



Agenda Item: 8c Meeting Date 09/08/25
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Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** External Relations Committee  
**PREPARED BY:** Sean McBride, Executive Director  
**DATE:** September 3, 2025  
**SUBJECT:** Jurisdictional Outreach Update

### **DISCUSSION**

Attached are updated sheets for the jurisdictional outreach assignments and the tracking that shows completed outreach meetings. Also attached as reference are two of the handouts that we provide before someone speaks at a local jurisdictional meeting. The attached presentation outline is targeted to areas outside the CCTA boundaries. September and October are good months for such outreach opportunities.

Please note that additional board members are needed for some of the jurisdictions. Please reach out to Sean McBride if you are interested.

If you need assistance with scheduling with the jurisdiction or need materials to bring with you, please contact Barbara Blissett.

### **Attachments**

1. Jurisdictional Outreach Assignments
2. Jurisdictional Outreach Tracking
3. Metro Connect Ridership by Jurisdiction
4. KCTA Outreach Presentation Outline

# JURISDICTIONAL OUTREACH ASSIGNMENTS

## 2025 - 2026

Jurisdiction	Address	Liaison	Phone	Email	Meeting Day(s)	Meeting Time	Assigned CCTA/KCTA Member
Kalamazoo County	201 W. Kalamazoo Ave	Dina Sutton	269-383-8650	<a href="mailto:dpsutton@kalamazoo-county.com">dpsutton@kalamazoo-county.com</a>	1&3 Tuesdays	7:00 PM	Aardema/McBride
City of Galesburg	200 E. Michigan Ave	Lisa McNees	269-665-7000	<a href="mailto:clerk@galesburgcity.org">clerk@galesburgcity.org</a>	1st Mondays	6:00 PM	Sigman/Woodson-Sow
City of Kalamazoo	241 W. South St.	Scott Borling	269-337-8791	<a href="mailto:borlings@kalamazoo-city.org">borlings@kalamazoo-city.org</a>	1&3 Mondays	7:00 PM	Aardema/Rosine/McCormick/McBride
City of Parchment	650 S. Riverview Dr.	Shannon Stutz	269-349-3785	<a href="mailto:Finance@parchment.org">Finance@parchment.org</a>	1&3 Mondays	7:00 PM	McBride
City of Portage	7900 S. Westnedge Ave.	Erika Eklov	269-329-4511	<a href="mailto:eklove@portagemi.gov">eklove@portagemi.gov</a>	2&4 Tuesdays	7:00 PM	Pearson/Burns/McBride
Alamo Township	7901 N. 6th St.	Barb Venema	269-382-3666	<a href="mailto:clerk@alamotownship.org">clerk@alamotownship.org</a>	2nd Monday	7:00 PM	Farmer
Brady Township	13123 S. 24th St., Vicksburg	Reagan Hunter	269-649-1813	<a href="mailto:bradyclerk@comcast.net">bradyclerk@comcast.net</a>	1st Tuesday	7:30 PM	Aardema
Charleston Township	1439 S. 38th St., Galesburg	Alese LePert	269-665-7805	<a href="mailto:charclerk@charlestantownship.org">charclerk@charlestantownship.org</a>	4th Tuesday	4:00 PM	Aardema
Climax Township	110 N. Main St.	Sarah DeBoer	269-746-4103	<a href="mailto:ctwpcclerk@ctsmail.net">ctwpcclerk@ctsmail.net</a>	2nd Tuesday	7:00 PM	Woodson-Sow/Board Member Needed
Comstock Township	5858 King Highway	Nicole Beauchamp	269-381-2360	<a href="mailto:clerk@comstockmi.gov">clerk@comstockmi.gov</a>	1&3 Mondays	6:00 PM	Beauchamp/McBride
Cooper Township	1590 West D Ave.	Deanna Janssen	269-382-0223	<a href="mailto:clerk@coopertwp.org">clerk@coopertwp.org</a>	2nd Monday	7:00 PM	Brown
Kalamazoo Township	1720 Riverview Dr.	Lisa Mackie	269-381-8080	<a href="mailto:clerk@ktwp.org">clerk@ktwp.org</a>	2&4 Mondays	7:30 PM	Mackie/McBride
Oshtemo Township	7275 W. Main St.	Dusty Farmer	269-375-4260	<a href="mailto:clerk@oshtemo.org">clerk@oshtemo.org</a>	2&4 Tuesdays	7:00 PM	Farmer/Sloan/McBride
Pavilion Township	7510 East Q Ave., Scotts	Karen Siegwart	269-327-0462	<a href="mailto:KARSBR@aol.com">KARSBR@aol.com</a>	2nd Monday	7:00 PM	McBride/Board Member Needed
Prairie Ronde Township	8140 West W Ave., Schoolcraft	Dale Smith	269-267-4883	<a href="mailto:clerk@prairierondetwp.net">clerk@prairierondetwp.net</a>	2nd Tuesday	7:00 PM	Rama
Richland Township	7401 N. 32nd St.	Art White	269-629-4921	<a href="mailto:awhite@richlandtwp.net">awhite@richlandtwp.net</a>	3rd Tuesday	7:00 PM	Brown/Congdon
Ross Township	12086 M-89, Richland	Mary Stage	269-731-4888	<a href="mailto:clerk@rosstownshipmi.gov">clerk@rosstownshipmi.gov</a>	3rd Tuesday	7:00 PM	Rama/Ayers
Schoolcraft Township	50 East VW Ave., Vicksburg	Eska Brown	269-649-1276	<a href="mailto:ebrown@schoolcrafttownship.org">ebrown@schoolcrafttownship.org</a>	2nd Tuesday	7:00 PM	Ayers
Texas Township	7110 West Q Ave.	Emily Beutel	269-375-1591	<a href="mailto:ebeutel@TexasTownship.org">ebeutel@TexasTownship.org</a>	2&4 Mondays	6:00 PM	Rosine
Wakeshma Township	13998 South 424nd St.	Michael Fry	269-778-3728	<a href="mailto:clerk@wakeshmatownship.com">clerk@wakeshmatownship.com</a>	1st Monday	7:30 PM	Mackie
Village of Augusta	109 W. Clinton St., Augusta	Julie Glenn	269-731-5517	<a href="mailto:augusta@tds.net">augusta@tds.net</a>	1st Monday	7:00 PM	McCormick/Vlietstra
Village of Climax	114 E. Maple, Climax	Linda Coburn	269-746-4174	<a href="mailto:climaxvillage@gmail.com">climaxvillage@gmail.com</a>	1&3 Tuesdays	7:30 PM	Congdon/Board Member Needed
Village of Richland	8985 Gull Rd.	Brooke Jamieson	269-629-9903	<a href="mailto:clerk@villageofrichland.org">clerk@villageofrichland.org</a>	2nd Monday	7:00 PM	McCormick/Vlietstra
Village of Schoolcraft	442 N. Grand St., Schoolcraft	Theresa O'leary	269-679-4304	<a href="mailto:toleary@villageofschoolcraft.com">toleary@villageofschoolcraft.com</a>	1&3 Mondays	7:00 PM	Vlietstra/Board Member Needed
Village of Vicksburg	13318 N. Boulevard St., Vicksburg	Jim Mallery	269-649-2476	<a href="mailto:villageofvicksburg1@gmail.com">villageofvicksburg1@gmail.com</a>	1&3 Mondays	7:00 PM	Rama/McBride

# JURISDICTION OUTREACH TRACKING

Jurisdiction	Assigned Members	Scheduled Events	Event	Completed	Notes
Kalamazoo County	Aardema/McBride	Board of Commissioners	9/16/25		
City of Galesburg	Sigman/Woodson-Sow	City Council			
City of Kalamazoo	Aardema/Rosine/McCormick/	City Commission			
City of Parchment	McBride	City Commission	9/15/25		
City of Portage	Pearson/Burns/McBride	City Council	8/26/25	X	
Alamo Township	Farmer	Township Board meeting	5/12/25	X	
Brady Township	Aardema	Township Board meeting			
Charleston Township	Aardema	Township Board meeting			
Climax Township	Woodson-Sow/Board	Township Board meeting			
Comstock Township	Beauchamp/McBride	Township Board meeting	10/20/25		
Cooper Township	Brown	Township Board meeting			
Kalamazoo Township	Mackie/McBride	Work session meeting	8/25/25	x	
Oshtemo Township	Farmer/Sloan/McBride	Township Board meeting	9/9/25		
Pavilion Township	McBride/Board Member	Township Board meeting			
Prairie Ronde Township	Rama	Township board meting			
Richland Township	Brown/Congdon	Township board meeting			
Ross Township	Rama/Ayers	Township board meeting			
Schoolcraft Township	Ayers	Township Board meeting			
Texas Township	Rosine	Township Board meeting			
Wakeshma Township	Mackie	Township Board Meeting	7/7/25	X	
Village of Augusta	McCormick/Vlietstra	Village Council meeting			
Village of Climax	Congdon/Board Member	Village Council meeting			
Village of Richland	McCormick	Village Council meeting			
Village of Schoolcraft	Mackie	Village Council meeting			
Village of Vicksburg	Rama/McBride	Village Council meeting			

REVISED 9/3/2025

# Metro Connect Jurisdictional Report

## 2025

													Annual
Township	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Total
Alamo	72	56	61	90	68	59	60						466
Augusta	79	68	65	69	43	43	39						406
Brady	26	28	27	24	32	32	26						195
Charleston	18	19	24	26	27	31	37						182
Climax	64	66	77	71	73	62	75						488
Climax -Village	6	13	13	7	19	13	20						91
Comstock	459	511	567	553	479	489	505						3,563
Cooper	525	532	649	716	654	681	675						4,432
Galesburg	221	198	238	220	262	227	207						1,573
Kalamazoo Township	699	708	822	825	805	735	816						5,410
Kalamazoo City	3,490	3,502	3,957	4,049	3,699	3,612	4,159						26,468
Out Of County	49	50	46	72	48	45	49						359
Oshtemo	991	947	1,174	1,192	1,125	1,080	1,187						7,696
Parchment	317	367	420	410	395	408	438						2,755
Pavillion Township	104	70	61	52	47	42	58						434
Portage	2,115	2,066	2,231	2,310	2,078	2,132	2,333						15,265
Prairie Ronde	32	33	40	44	41	39	34						263
Richland	171	174	188	157	152	158	154						1,154
Richland- Village	0	0	0	1	2	1	0						4
Ross	28	40	39	56	39	37	47						286
Schoolcraft	285	309	367	429	441	365	393						2,589
School- Village	38	34	28	42	31	32	58						263
Texas	271	285	319	311	337	313	322						2,158
Vicksburg	213	242	271	275	232	251	251						1,735
Wakeshma	4	4	5	10	10	8	0						41
Monthly Totals	10,277	10,322	11,689	12,011	11,139	10,895	11,943	0	0	0	0	0	78,276
	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Annual



# KCTA Outreach Presentation Outline

- 2025 -

## INTRODUCTION

### INTRODUCE YOURSELF

- **Thank the group** for hosting you
- **Introduce yourself**
- **Introduce the CCTA/KCTA:** independent government agencies providing transit throughout Kalamazoo County

### INTRODUCE METRO

- **Metro's mission** is to improve quality of life in the community by providing mobility solutions that are dependable, convenient, safe, efficient, cost effective, and accessible for all
- **Metro connects people** to our community:
  - o People ride Metro to access employment, education, and essential services
  - o Passenger surveys show that many of Metro's riders are dependent on public transit
  - o Metro has developed mobility solutions to expand services for both dependent and non-dependent riders
- Provided more than 120 million public transit rides to community since 1967.
- Metro provides four distinct services
  - o **Metro bus:** Traditional public transportation with set routes throughout the urban areas of Kalamazoo County
  - o **Metro Link:** An app-based, on-demand ridesharing service operating within specific zones, provides rides within specific zones or to a bus stop to help extend the trip
  - o **Metro Connect:** The main service available in this area, which I'll discuss in a moment
  - o **Metro Share:** This is a van-lending service, which is available to nonprofits in Kalamazoo County

## SERVICES AVAILABLE IN THIS AREA

### METRO CONNECT

- Commonly known in other communities as dial-a-ride
- 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 Hospital in Battle Creek
- All vehicles are ADA-compliant and can transport riders using mobility equipment such as wheelchairs
- **One-way fares:** Base fare is \$12; seniors 62+ and those with disabilities ride for \$4. Discount application info in brochure
- \_\_\_\_\_ (jurisdiction) makes up \_\_\_\_\_% of the county population and \_\_\_\_\_% of Metro Connect rides

### METRO SHARE

- **Metro lends ADA-compliant vehicles to nonprofit organizations** serving individuals with disabilities and seniors
  - o Organization must apply and be approved through Metro
  - o Organizations provide drivers who are vetted, trained, and monitored by Metro staff
  - o **No charge to organizations** for fuel, maintenance, or insurance
  - o Vehicles are available seven days a week for transport within a 60-mile radius of Metro offices
  - o Vehicles must remain within the state of Michigan
- Examples of Metro Share at work in the community: South County Community Services, Portage Senior Center

## CLOSING

- We encourage you to **explore Metro mobility solutions** and spread the word to your neighbors
- **Public transit is valuable:**
  - o We all deserve access to our community
  - o People use Metro to access work, education, appointments and events
  - o Metro keeps our community moving, and that benefits riders and non-riders alike!
- **Contact us** with questions, if you need materials, training, or a presentation to another group
- We appreciate your partnership and **thank you** for the opportunity to speak with you

The above presentation is specifically for KCTA jurisdictions. Metro Link operates only within CCTA boundaries and the small areas of Texas Township where service contracts exist. (A small area of Pavilion Township may soon be served by such a contract as well.) Some jurisdictions are partially in the CCTA boundaries, where Metro Link service is available (Oshtemo, Kalamazoo, Comstock, and Texas Townships). If you present to a jurisdiction that includes Metro Link zones, share the following information:

## METRO LINK

### CCTA CONTENT

- **Pilot program:** Currently studying rider feedback, boundaries, hours, capacity
- Blending traditional and modern transportation models:
  - o **App-based, on-demand ridesharing** similar to Uber and Lyft
  - o **Drivers** are vetted and tested by the same standards of Metro Bus drivers
  - o **Vehicles** are clearly marked and professionally maintained
  - o Offers cost-efficient and predictable fares of just **\$1.50 per ride**
  - o An extension of the bus system, zones serve less densely populated areas within the CCTA service area