



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
January 10, 2022
Regular Meeting**

Note: Those attending in person are requested to fill out Visitor Health Assessment Form and wear a mask during the entire meeting.

*Note: The next joint CCTA/KCTA regular meeting will be held on
Monday, February 14, 2022 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, January 10, 2022 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
2.	Request to Approve January 10, 2022 Agenda and CCTA/KCTA Minutes of December 13, 2021*	Voice Vote	Voice Vote
3.	Public Comment		
4.	Consideration to Adopt Update to Public Transit Human Services (PTHS)*	Roll Call	Roll Call
5.	Comprehensive Operational Analysis Update*		
6.	Consideration to pay Kalamazoo County for November 2, 2021 KCTA Millage Election Costs*	Roll Call	Roll Call
7.	Consideration to Upgrade Existing Vehicle Cameras from Angel Trax*	Roll Call	Roll Call
8.	Consideration to Approve Lease Agreement with FlixBus*	Roll Call	Roll Call
9.	Report from Executive Director*		
	a. Monthly Ridership Reports*		
	b. Monthly Financial Reports*		
10.	Subcommittee Reports		
	a. Executive Committee - Joint		
	1. Appoint CCTA/KCTA Nominating Committee*	Voice Vote	Voice Vote
	b. Finance Subcommittee – Joint		
	c. Pension Board		
	d. KATS		
	e. Local Advisory Committee (LAC)		
11.	Chairperson's Report		
12.	Public Comment		
13.	Members' Time		
14.	Adjournment	Voice Vote	Voice Vote



Connecting People Throughout
Kalamazoo County

*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

3, 4 & 5) COMMENTS REGARDING NOVEMBER 27 SHOOTING INCIDENT

Chair Rosine spoke concerning the November 27th shooting at the Kalamazoo Transportation Center (KTC). He commended the courage of the Metro drivers, staff, and security officers. Chair Rosine shared that Kalamazoo Public Safety Officers responded within minutes taking control of the situation and ending the incident. He said this was an event that would have a lasting effect on everyone involved and if anyone needed mental health services to let someone know.

Chair Rosine stated that the safety and security at the KTC has been a topic of discussion for quite some time. He referred to a letter from Executive Director McBride, Earl Cox Sr., ATU President and himself to the leadership of the City of Kalamazoo expressing the need to work together to develop a plan for the ongoing safety of the KTC, our customers and employees. Chair Rosine said a letter of response from Chief Coakley committing to the City's willingness to work with Metro moving forward to better the situation was provided to the Boardmembers.

Chair Rosine introduced Chaplains Marcus Mays and Ken Hovenkamp who were called immediately to the KTC when the shooting incident occurred. He asked them to speak about their experience concerning the incident

Chaplain Marcus Mays shared that he was out of town when the shooting occurred and immediately called Hovenkamp to go to the KTC and offer counseling. He stated that it was a heart-wrenching occurrence. He said there would be counseling services available for anyone.

Chaplain Ken Hovenkamp shared his response to the incident and thoughts about the healing process to begin for those needing emotional support.

Earl Cox, Sr., thanked the Kalamazoo Department of Public Safety for arriving so quickly on the scene and taking control of the situation. He commended, security services, drivers and staff who were amazing in removing the buses from the area along with as many people as possible.

6.) PUBLIC COMMENT

Philip Bennett spoke regarding his experience during the shooting incident and being one of the individuals who was wounded.

Devin Warren???? commented on the efficiency of everyone during the shooting incident. She agreed that there needs to be a plan of action formulated to be prepared in the future. Warren stated safety for everyone had to be a number one priority.

Melinda Vanderbilt stated that being a former Metro driver and hearing about what was taking place was horrifying. She said she knew that it would be a lifechanging experience for her coworkers. She reiterated that seeing a police presence at the KTC promotes a feeling of security and something more needed to be done for safety around the area of the KTC.

Jermaine King encouraged all divisions of Metro and the Boards to work together to institute a security plan for the KTC and surrounding area.

Noreen Devries spoke about the incident and thanked everyone for their heroic measures to keep those at the KTC as safe as possible.

7.) UPDATE AND BOARD DISCUSSION ON SHOOTING INCIDENT

Exec. Dir. McBride provided an update to the November 27th KTC shooting incident and shared that members of the national ATU organization came to Kalamazoo to assist and offer counseling to staff for the trauma they experienced. Exec. Dir. McBride added that there were additional

resources available throughout the community. He agreed that being the KTC is a major component and necessary service to the community it needs to have a police presence surrounding the area. He said the letter received from the Kalamazoo Department of Public Safety committed to working with Metro to provide what was needed.

Exec. Dir. McBride proposed a task force be formed including ATU, Kalamazoo Department of Public Safety, Security Plus Security Firm and Integrated Services of Kalamazoo (ISK) to evaluate and form a plan of action.

Exec. Dir. gave a chronological outline of security presence at the KTC since 2016 and the transition to the Central County Transportation Authority.

Discussion ensued among Boardmembers concerning the incident and their vision for security in the future at the KTC.

8.) EXECUTIVE DIRECTOR REPORT

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

- Human Resources
- Comprehensive Operational Analysis
- Bus Purchases
- Intergovernmental Cooperation
- Outreach
- Ridership Reports
- KTC Security Report

Attached to the minutes is the summary memo and updates provided to the Boards.

7.) SUBCOMMITTEE REPORTS

Executive Committee – Chair Rosine stated the Executive Committee reviewed the current meeting agenda and discussed the appointment of a Nominating Committee for leadership positions. Chair Rosine asked that anyone interested in serving on the committee to let him know.

Finance Subcommittee (joint with KCTA) – Did not meet.

Pension Board – Burns reported the current status of the pension system was in good standing within the current market.

KATS Policy Committee – Aardema reported on current road projects including those that were affecting Metro routes.

Local Advisory Committee (LAC) – Did not meet.

8.) CHAIRPERSON REPORT – No Report

9.) PUBLIC COMMENT – None

10.) MEMBERS TIME – Boardmembers thanked everyone for their efforts during the recent shooting incident and looked forward to a plan for more security at the KTC.

11.) ADJOURNMENT

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

Motion: McCormick

Support: Thompson

Motion carried by voice vote.

The meeting adjourned at 1:03 P.M.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk

DRAFT



Agenda Item #4
Meeting Date 01/10/22

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Richard Congdon, Program Manager
DATE: January 4, 2022
SUBJECT: Public Transit Human Services Coordinated Plan for 2022

BACKGROUND

Since 2009, the KCTA has taken responsibility for developing and approving the Public Transit Human Services (PTHS) Coordinated Plan. The PTHS Committee is made up of community agencies and advocacy groups for seniors, individuals with a disability, veterans, and low-income individuals. The Committee is responsible for the development and updates to the PTHS Coordinated Plan. The Coordinated Plan is used to identify services, community resources and associated funding to address the transportation needs of these groups. The Federal Transit Administration (FTA) requires submittal of a coordinated plan for Metro to receive funding under Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities.

2022 UPDATE

Sixty surveys were mailed to area agencies and advocacy groups in October of 2021, to identify transportation needs in the community. Thirteen surveys were returned, and the top priorities listed were linking rural areas to transportation, intercounty transportation and transportation to work. Rural transportation needs were cited throughout the survey. Respondents also said that transportation needs were met, and they felt safe taking transportation during the Covid-19 pandemic.

The PTHS Committee held a meeting on December 6, 2021, to review the PTHS Plan update. The Committee provided input on the updates to the Coordinated Plan. The Committee also identified additional agencies and resources available in the County that serve the targeted groups. The Committee voted unanimously to endorse the PTHS Coordinated Plan that is attached.

Metro will receive \$250,000 of Section 5310 funds for Fiscal Year 2022 and \$255,000 for Fiscal Year 2023. At least 55% of these funds must be applied to Capital costs. The remaining 45% can be invested in operation programs. The definition of how these funds can be allocated in operating funds is defined through FTA Circular 9070.1G. In compliance with these requirements, the priorities identified by the PTHS Committee and the availability of funding, the recommendation for distribution of the funding is to:

- **Maintain the Metro Connect and Metro Share Fleet**
The Metro Connect fleet has 48 vehicles with life spans of 7 to 10 years depending on the type of vehicle. The Metro Share fleet has 11 vehicles with a life span of 10-12 years. These funds are an important component to maintain a mechanically sound and safe fleet.
- **Mobility Specialist**
After contracting with the Disability Network of Southwest Michigan for travel training, Metro hired a Mobility Specialist in 2021 to maintain the service of a travel trainer. The Mobility Specialist provides education and support to the community by conducting one-on-one training, presentations to large groups such as senior centers, group homes, schools, etc., and meets with medical personnel to explain what transportation options Kalamazoo County offers to their clients. The Mobility Specialist will show the public how to choose, register and schedule the best form of transportation for their individual needs.

• **Section 5310 Funding**

Based on Section 5310 Funding in Fiscal Year 2022 and Fiscal Year 2023, the following allocations will be distributed to maintain and enhance the demand-response service:

FY 2022	Capital Purchase of MC Vans (80%)	Mobility Management (20%)	2021/2022 Apportionment
Projected Total	\$200,000	\$50,00	\$250,000
Federal Share	\$160,000	\$40,00	\$200,00
State	\$40,000	\$10,00	\$50,00
FY 2023	Capital Purchase of MC Vans (80%)	Mobility Management (20%)	2022/2023 Apportionment
Projected Total	\$203,000	\$52,000	\$255,000
Federal Share	\$162,400	\$41,600	\$204,000
State	\$40,600	\$10,400	\$51,000

The steps of approval of the PTHS Coordinated Plan include the following:

- PTHS Coordinated Plan Committee
- CCTA and KCTA
- Kalamazoo Area Transportation Study (KATS) Policy Committee
- Michigan Department of Transportation
- Federal Transportation Administration

The PTHS Coordinated Plan does not need to be updated again until 2024. However, the PTHS Committee will meet twice a year to continue the dialogue on meeting community public transit needs for seniors, individuals with a disability, veterans and individuals with low incomes.

RECOMMENDATION

It is recommended the CCTA and KCTA adopt the 2022 Public Transit Human Services Coordinated Plan.

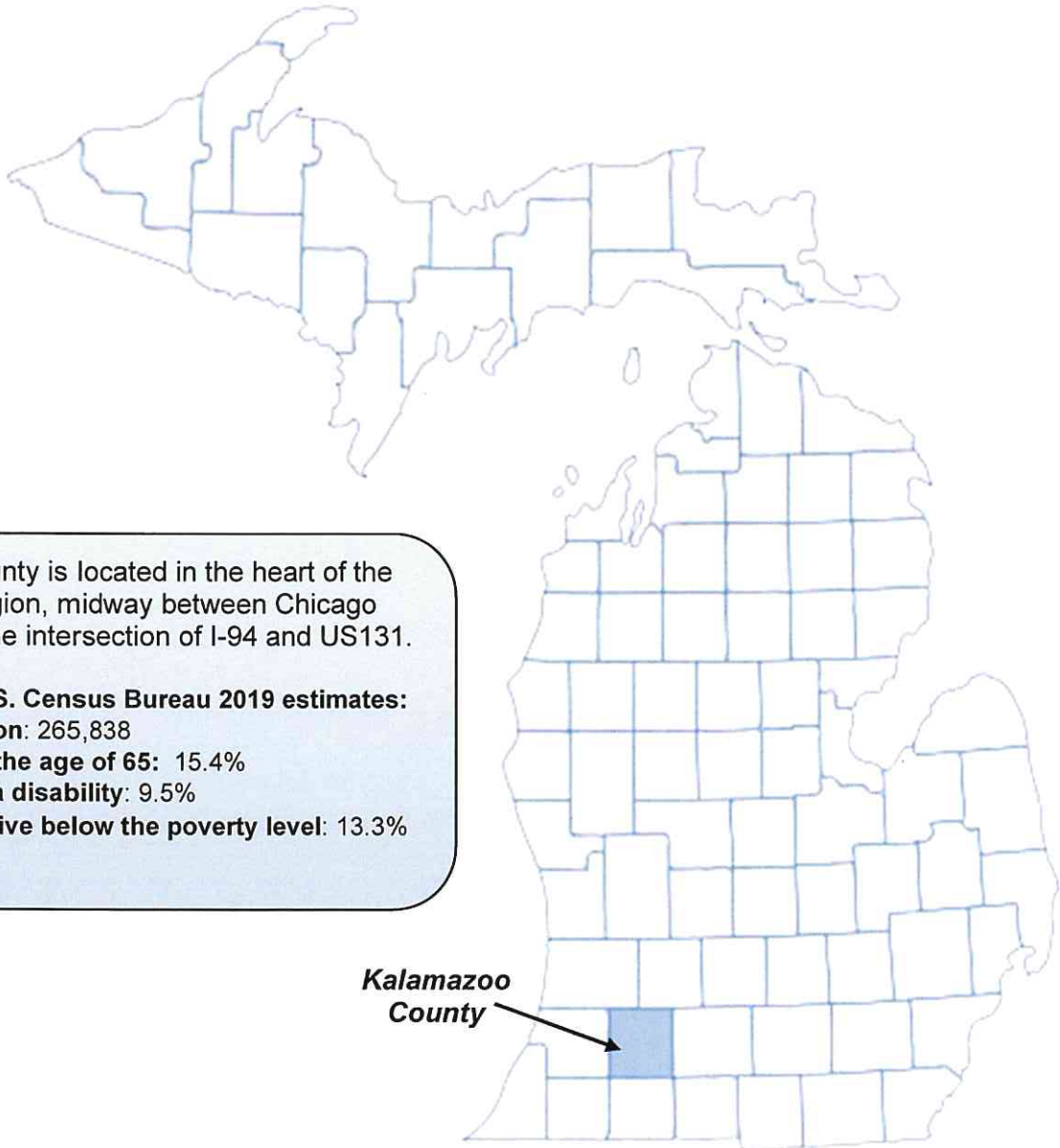
ATTACHMENT

1. 2022 Public Transit Human Services Coordinated Plan

METRO

PUBLIC TRANSIT HUMAN SERVICES COORDINATED PLAN

Updated January 10, 2022



Kalamazoo County is located in the heart of the Great Lakes region, midway between Chicago and Detroit at the intersection of I-94 and US131.

According to U.S. Census Bureau 2019 estimates:

- Total population: 265,838
- Persons over the age of 65: 15.4%
- Persons with a disability: 9.5%
- Persons who live below the poverty level: 13.3%

**Kalamazoo
County**

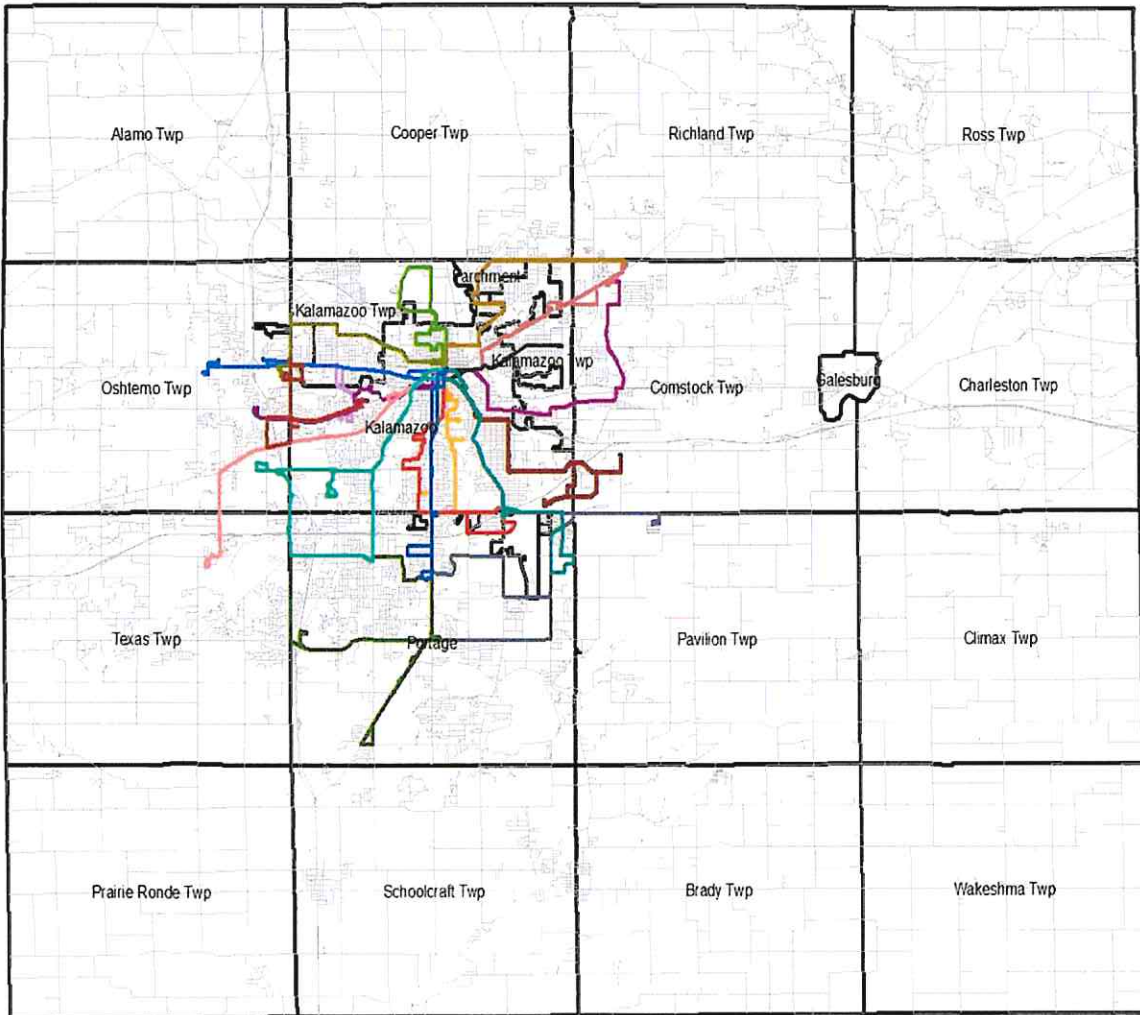
Public Transit Human Services
COORDINATED PLAN

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INTRODUCTION

The demand for public transit service in Kalamazoo County is great. The system is looking for an opportunity to enhance service to meet the evolving transportation needs in the community. A significant percentage of citizens in Kalamazoo County depend on public transit services. Often these riders are seniors, individuals with a disability and people with low incomes. As the population continues to age, many residents will need public transportation to meet their travel needs. It will become imperative that those providing services to vulnerable citizens, including transportation providers, explore all options, both public and private, to find innovative solutions to the growing need for transportation.



PLAN OVERVIEW

The Public Transit Human Services Committee (PTHS) of the Kalamazoo County Transportation Authority (KCTA) was given the task of overseeing the development of the coordinated plan to creatively address the transportation needs of senior citizens, individuals with a disability and people with low incomes. The Federal Transit Administration (FTA) requires a coordinated plan in order to receive funding under Section 5310 – Enhanced Mobility for seniors and individuals with a disability. The following is the FTA definition of the plan for grant recipients.

“A coordinated public transit human services transportation plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs and prioritizes those transportation services for funding and implementation.”

On December 4, 2015, President Obama signed into law the Fixing America's Surface Transportation Act, or “FAST Act.” This significant legislation sets funding authorization levels for the Federal Motor Carrier Safety Administration (FMCSA) through Fiscal Year 2020 and mandates several rulemakings, reports to Congress, studies and working groups. It is the first law enacted in over ten years that provides long-term funding certainty for surface transportation, meaning States and local governments can move forward with critical transportation projects like new highways and transit lines, with the confidence that they will have a Federal partner over the long term.

The first purpose is to coordinate transportation services with the primary goal of assisting private nonprofit groups in meeting transportation needs of seniors and individuals with a disability.

The second purpose is to provide funding for innovative projects that improve the coordination of transportation services with non-emergency medical transportation services. Eligible recipients are existing partnerships with specific goals for improving coordinated transportation efforts.

Requirements for a Public Transit Human Services Coordinated Plan include:

- An assessment of available services that identifies current transportation providers.
- An assessment of transportation needs for individuals with a disability, older adults, and people with low incomes.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as the opportunity to achieve efficiencies in service and delivery.
- Priorities for implementation based on resources, time and feasibility for implementing specific strategies and/or activities.

This update focuses on developing a coordinated plan to address the transportation needs of low-income populations, older adults and persons with a disability within the urban area.

The Public Transit Human Services Committee is made up of stakeholders, who together identify resources and needs to develop the plan. Metro, as the lead agency, must formally endorse the coordination plan and submit it for formal certification by the Federal Transportation Administration.

Metro has agreed that regardless if federal funds are available for specific projects, the effort to coordinate public and private transit services with human services transportation needs can be a true, long-term benefit to the entire community.

Metro convened human service providers and transportation stakeholders from across the county who represent the interests of seniors, individuals with a disability and people with low incomes, to identify the transportation needs of these groups. These stakeholders assisted in identifying resources available in the County to meet those needs and to offer creative solutions to merge resources with needs. The assessment of resources, the description of needs and the creative effort to address those needs is the essence of the PTHS Coordinated Plan. The plan will be divided into the following sections:

- 1) Plan overview; state and federal directives for the plan
- 2) Identification of stakeholders and the process used to convene them around the transportation issue
- 3) Countywide transportation resources and services offered
- 4) Identification of needs
- 5) Prioritization of needs
- 6) Completed needs
- 7) Addressing the prioritized needs
- 8) Ongoing assessment of the plan

Public meetings, announcements, postings and the previous Coordinated Plan are displayed on the Metro website, www.kmetro.com, for public view.

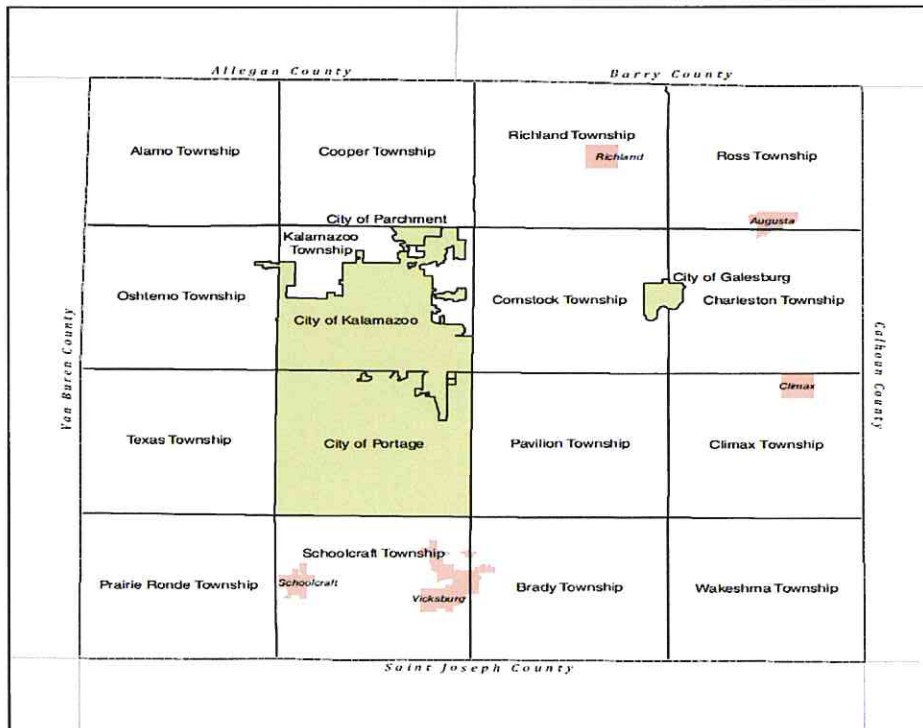
KALAMAZOO COUNTY

Kalamazoo County is located in the southwest corner of Michigan. It measures 561 square miles and is bordered by Calhoun County to the east, Barry and Allegan counties to the north, Van Buren County to the west and St. Joseph County to the south. According to 2017 U.S. Census Bureau estimates, the population of Kalamazoo County is 265,838, the tenth largest in the state. The largest population center in the County is the City of Kalamazoo at 75,634, followed by the City of Portage at 49,975. In terms of at-risk population groups in Kalamazoo County, 15.4 % of the population is over the age of 65, 9.5% of the population has a disability (5 years and older), and 13.3% of the population live below the poverty level.

Public transportation in Kalamazoo County is provided by the Metro system. It consists of line haul bus service in the urbanized area with corresponding ADA required complementary paratransit service. In addition, the system provides countywide demand/response service through the Metro Connect program. Metro also operates the Metro Share program that provides vans to agencies serving seniors, individuals with a disability and veterans at no cost. Private transportation providers include taxicab companies, charter bus companies and numerous non-profit agencies that provide transportation to their clients and consumers.

In 2005, the Kalamazoo County Board of Commission created a countywide transportation authority that would absorb all public transportation, administration and operations. On August 6, 2014, the Central County Transportation Authority (CCTA) was incorporated by the Kalamazoo County Board of Commissioners under Public Act 196 (the Public Transportation Act P.A.196 as amended). In October of 2015, the Kalamazoo County Transportation Authority (KCTA), Central County Transportation Authority (CCTA), Kalamazoo Transit Authority Board (KTAB) and City of Kalamazoo approved a Comprehensive Transfer Agreement (CTA) for the transfer of the City of Kalamazoo Metro Transit Bus System to the CCTA. The transfer was completed on October 3, 2016.

Kalamazoo County, Michigan



STAKEHOLDERS

The following organizations were convened by Metro, serving as the lead agency, to identify resources and human service transportation needs in Kalamazoo County:

- Area Agency on Aging Region IIIA
- City of Kalamazoo
- Comstock Community Center
- Disability Network SW Michigan
- Douglass Community Association
- Friends of Transit
- Greater Kalamazoo United Way
- Gryphon Place (2-1-1)
- Kalamazoo Area Transportation Study (MPO)
- Kalamazoo County Government
- Kalamazoo County Health and Community Services Department
- Kalamazoo Community Mental Health and Substance Abuse Services
- Kalamazoo County Transportation Authority
- Kalamazoo Regional Educational Service Agency (KRESA)
- Michigan Department of Health and Human Services
- Michigan Works
- Ministries with Community
- MRC Industries
- Portage Community Center
- Portage Senior Center
- Residential Opportunities, Inc.
- Senior Services Inc.
- Shepherd's Center (Volunteer Transportation Service)
- South County Community Services
- Southwest Michigan First
- VA Medical Center -Battle Creek
- WMU Transportation for a Livable Community

Stakeholders were invited based on the population served, transportation service provided, use of public transportation by their constituencies and county geographic location. The stakeholder meetings began in 2007 and have met at least annually since that time. Currently, the PTHS Committee is meeting approximately two times per year. Each was given a Public Transit Human Service Coordinated Plan Survey (**Attachment A**) that compiled information on each agency's transportation capacity, priorities and unmet needs.

PUBLIC TRANSIT HUMAN SERVICE COORDINATED PLAN SURVEY RESULTS

A criteria system was utilized to prioritize which needs should be addressed first. This system was originally collaboratively developed by KCTA board members and key leaders representing seniors, individuals with a disability and individuals with low incomes. Criteria 1-9, listed below, are prioritized in order of importance.

The information below was taken from the 13 surveys that were returned out of the 60 that were mailed in October 2021. The survey was also posted on the website Survey Monkey.

The criteria were ranked based on today's community issues and priorities.

1. Critical to at-risk populations
2. Funding availability
3. Universal design, ease of use to all
4. Potential to increase ridership
5. Improvement to customer service and Sustainability (tie)
6. Ease of implementation
7. Least costly
8. Local economic impact

Other criteria requested to be considered are:

1. Response time for callers, not hearing back.
2. Better access for outlying regions.
3. Ease of scheduling and confirmation system.

The top five priorities from the 2021 survey are:

1. Linking rural areas to line haul buses
2. Intercounty transportation
3. Transportation to work
4. Bus stop and shelter improvements
5. Increasing awareness of public transportation in the county

The barriers that need to be addressed and resolved include:

1. Human service providers who provide bus tokens to individuals in poverty need to receive a better discount than .10 off a fare.
2. Better shelter for cold weather by having more shelters and having heaters in them. Speed of transportation by having a rapid transit system.
3. Outlying townships, etc. that don't want to pay for bus service.
4. Scheduling is challenging currently for many. They are not hearing back.
5. Knowledge of community on service that is available. Expansion of service into rural areas.
6. Scheduling rides. Not sure of the best way to resolve this issue.
7. Route #12 has extremely limited hours, which makes using public transportation difficult for those on the route and for traveling to/from airport.
8. N/A
9. No response.
10. Not enough bus stops near to where people need to go.

11. Limited transportation availability for community programs. I am hopeful that capacity can soon be increased. Would knowing vaccine status be helpful? Riders who cannot wear a mask properly but are fully vaccinated are unable to ride. Will this change?
12. Wait times for scheduling Metro Van rides; lessening amount of time needed to schedule rides (i.e. not 7 days ahead of time).
13. Finding drivers and Covid having to limit riders.

The unmet transportation needs in the community were identified as:

1. N/A
2. Lack of transportation in rural areas of Kalamazoo. Should have a system to get riders from rural areas to bus lines.
3. No bus service in rural areas.
4. Senior friendly options, medical transport.
5. Pavilion Acres Trailer park.
6. The inability for consumers to schedule anytime they need a ride.
7. More affordable public transportation service for those outside fixed-route service area.
8. People not on fixed-routes.
9. Yes.
10. Medical transport on short notice.
11. Limited transportation availability for many of our riders.
12. More impromptu rides (1-2 days ahead) option, more drivers and vans, Sunday service and later service.
13. I think you are meeting.

When asked if transportation needs were being met during the Covid pandemic respondents said:

1. Yes.
2. Yes.
3. Yes, very well!
4. No – I had to drive clients to some appts on weekends so they did miss them.
5. Yes.
6. Yes.
7. Yes, mostly.
8. Yes.
9. Yes.
10. Not for our building as road construction has made for bus (sic) access in our building.
11. Yes – considering all barriers it was helpful to at least have a few riders on Metro.
12. No, bus ride times and days have been drastically cut and make night ridership difficult.
13. Yes. Drivers did a great job – scheduling office was accommodating.

When asked about transportation safety being met during the Covid pandemic respondents said:

1. No response.
2. Yes.
3. Yes.
4. Yes.
5. Yes.
6. Yes.
7. Yes.

8. Yes, as much as possible.
9. No response.
10. Nope. It was nice before they tore up Portage.
11. Yes. All drivers have been wearing masks during transports at all times.
12. Yes.
13. Yes.

The transportation types used by the clients of the agencies surveyed in order of use are:

1. Metro Connect
2. Fixed-route bus service
3. Uber and Lyft
4. Metro Share, Taxi service and non-emergency medical transport (tied)
5. Shepherd's Center

The populations served by the agencies in order of use are:

1. Individuals with a disability, seniors 60+, low-income (tied)
2. Adults 18-59
3. Veterans
4. General public
5. Seeking job/education
6. Children 12 and under and adolescents 13-17 (tied)

COUNTY TRANSPORTATION RESOURCES

The following county, public and private transportation organizations were identified as transportation resources in Kalamazoo County:

- | | |
|-----------------------------|------------------------------------|
| • ABC Taxi | • Metro |
| • ACC Medlink | • Metro Connect ADA/Demand service |
| • B & W Charters | • Metro Share |
| • Bronco Express | • MRC Industries |
| • Bronco Transit | • Portage Senior Center |
| • Comstock Community Center | • Pride Care Ambulance |
| • Godspeed Transportation | • Residential Opportunities, Inc. |
| • Indian Trails Bus Line | • Senior Services, Inc. |
| • KRESA | • Shepherd Center |
| • Life Care Ambulance | • South County Community Services |
| • Life EMS | • Metro Share service |

These organizations provide the following services:

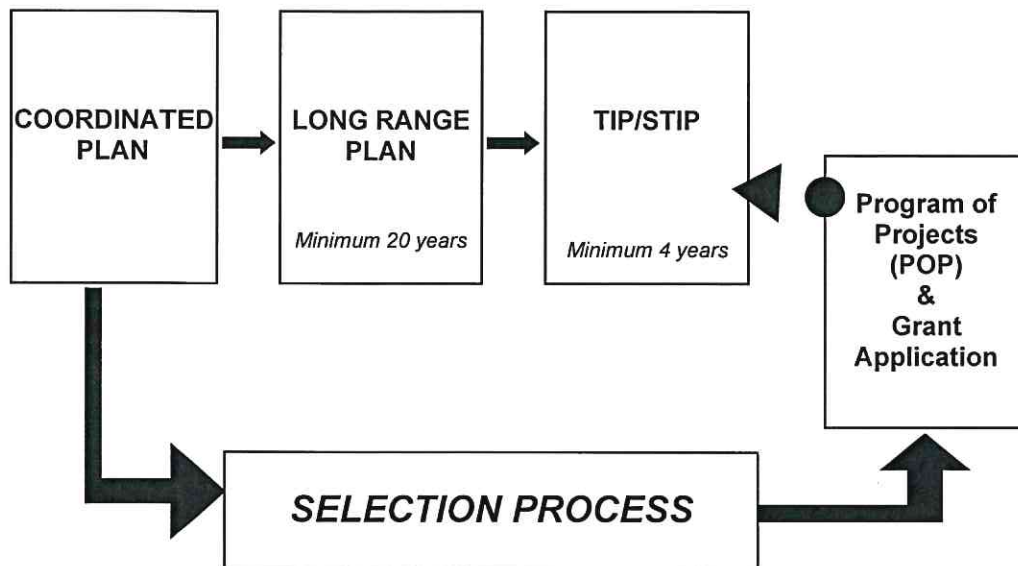
TRANSPORTATION ASSESSMENT TABLE

	# of Vehicles	Rides per Month	Seating Capacity	Fare	Hours in Operation	Are Vehicles Wheelchair Accessible?	Paid/ Volunteers
B & W Charter (345-4222)	15	Varies	14-56	Varies	Travel hours are customer driven; Office hours 8:30-5:30 M-F	3	Paid
Comstock Community Center (345-8556)	3	4-16	1-14	\$2.00	Varies usually Thursdays	Yes	Paid
God Speed Transportation (547-5477)	5	3,000	5-6	Fares Vary (medical trips contracted by Logistic Care)	24/7	No	Independent contractors
Indian Trails (800-292-3831)	81	Varies	34	Varies	8:00 am – 6:00 pm	Yes	Paid
Metro Share (337-8858)	11	4,630	5-10	\$0.00	24/7	Yes	Paid & Volunteers

	# of Vehicles	Rides per Month	Seating Capacity	Fare	Hours in Operation	Are Vehicles Wheelchair Accessible?	Paid/Volunteers
Metro Connect ADA Access (337-8477)	13 Buses 35 Vans	6,475	5 - 25	\$3.00 ADA certified	M-F 6 am-12am Sat 6am-10pm Sun 8am-6pm	Yes	Paid
Metro Connect (337-8477)	13 Buses 35 Vans	7,570	5 - 25	\$4.00 for certified disability or senior	M-F 6 am-12am Sat 6am-10pm Sun 8am-6pm	Yes	Paid
Metro Fixed-Route (337-8222)	42	243,000	32-40	\$1.50 \$0.75 for disability or senior	M-F 6 am-12am Sat 6am-10pm Sun 8am-6pm	Yes	Paid
MRC Industries (343-0747)	VANS 3 - 8 Pass. 2 -12 Pass. 1 -15 Pass.	1,200	8-15	\$0.00	Mon - Sat. 8:00-5:30	2	Paid
Portage Senior Center (329-5555)	1 provided by the Metro Share program	42	7	\$3.50 Donation	Mon - Fri. 8:30 am - 1:30 pm	Yes	Volunteers
Pride Care Ambulance (343-2222)	33	1,500 – 2,000	1-12	Varies	24/7	Yes	Paid
Shepherd Center (Volunteer Senior Transportation 383-1122)	0	150-175	Varies	Donations	M-F 8:30 - 4:30	0	Volunteers
South County Community Services (649-2901)	1 provided by the Metro Share program	150	7	Donation	Mon - Fri. 8:30 am - 1:30 pm	Yes	Volunteers

PLANNING PROCESS

The FTA expects the coordinated planning process to take human service needs into account. The figure below demonstrates the planning process.



COORDINATED PLAN: The development and coordination of the planning process will include:

- Set meeting dates, times and locations
- Review and update the stakeholders list
- Inventory - An assessment of available services that identifies current transportation providers, e.g., public, private and nonprofit
- Survey - An assessment of the transportation needs for individuals with a disability and older adults. Two surveys were designed for the provider, business/agency and user to get a comprehensive outlook on the transportation system
- Develop strategies, activities and projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery
- Prioritize strategies based on resources, time and feasibility for implementing specific strategies and identified activities
- Plan design
- Final plan submittal

METROPOLITAN TRANSPORTATION PLAN: The Metropolitan Transportation Plan extends to the year 2050, with the focus on safety, efficiency and accessibility. It discusses strategies and projects to develop and maintain an integrated multi-modal transportation system. A substantial amount of capital is being planned over the next twenty years to improve the transit system within the urban and rural areas of Kalamazoo County. A complete list of capital improvements and operation funding projects is included in the Financial Plan and the 2050 Transportation Plan. The Financial Plan and 2050 Transportation Plan is available from the KATS office or on-line at www.KATSmpo.org.

TIP/STIP (Transportation Improvement Program (TIP) and State Transportation Improvement Program (STIP): The TIP is a prioritized, financially controlled four-year program of federally supported projects addressing the most immediate priorities. All plans proposed for funding under FTA's human services transportation programs are required to be listed in the TIP. The TIP is included in the statewide prioritized program - STIP, and is consistent with the statewide long-range plan. Plans that receive federal funding are required to be listed in the STIP - referencing the project list in TIPs of metropolitan areas of the state.

PROGRAM OF PROJECTS (POP): Program of Projects (POP) is submitted to the FTA for approval. It must state:

- The sub-recipients and indicate their status:
 - Private nonprofit agency, or
 - Governmental authority, or
 - Private operator of public transit services
- Whether they serve urbanized or rural populations
- Identifies Indian tribal agencies
- Brief description
- Total cost of each project and Section 5310 share of each project
- Total funds required for planning, technical, and administration costs

THE COVID-19 PANDEMIC

The Covid-19 pandemic effected the entire world at the beginning of 2020 and Kalamazoo was no exception. The first Covid cases were identified in Michigan on March 10, 2020, and a state of emergency was declared. A stay-at-home order was issued for all non-essential workers on March 23rd. Metro suspended the fixed-route service from April 2, 2020, through May 18, 2020, when they returned with limited-service hours.

Metro Connect maintained regular days and hours of service during the shutdown of the fixed-route system and continues to do so throughout the pandemic as of December 2021. Metro Connect transported fixed-route passengers for essential trips when the busses were shut down and when they are operating under limited hours. Metro Connect did limit capacity on the vehicles to maintain social distancing and protect the drivers. There was a limit of one passenger on the vans and three on the busses. The capacity was increased on July 1, 2021, to three on the vans and twelve on the busses. Metro Connect will return to full capacity on December 1, 2021.

Fares were free on both the fixed-route service and Metro Connect from March 24, 2020, until August 2, 2021, to limit contact between passengers and drivers. The driver's area of the fixed-route buses was sealed off with plexiglass and all boarding was done at the rear of the bus. All drivers and passengers are required to wear masks as mandated by the Center for Disease Control for all public transportation.

All Metro vehicles were sanitized twice daily, fogged at night every two weeks with a chemical that kills airborne viruses and lasts up to 30 days. Metro Connect vehicles were wiped after every passenger trip.

Overall, Metro Connect ridership has been half of what it was prior to Covid-19. The Americans with Disabilities Act trip numbers were particularly low at the beginning of the pandemic. Prior to the pandemic, Metro Connect did have any trip denials but due to the limited capacity and scheduling essential trips only there were trip denials. Denials declined significantly when capacity

was increased and are expected to reach zero again once full capacity is reinstated on December 1, 2021

While service was not suspended, the Metro Share program ran at very limited capacity because many of the agencies and schools that use the program were closed. Ridership went from a monthly average of 3,608 in 2019 to an average of 163 in 2020. Metro Share is being utilized more since many of those agencies and schools went back in-person beginning in August of 2021.

Driver shortages have been a major issue for the fixed-route service. Limited hours, numbers of busses on a route and no Sunday service continue in 2021. Metro Connect has been able to maintain enough drivers so as not to have to cut any service.

As more people are vaccinated, cases decline and treatments for Covid become more widespread it is expected that trip numbers for all of Metro's services will continue to increase. Metro will remain diligent in ensuring the safety of all passengers and continue to monitor Covid-19 in Kalamazoo County.

PRIORITIES IDENTIFIED IN THE COORDINATED PLAN SURVEY

Priorities and unmet transportation needs have been compiled beginning in 2007 and have been revised with updates to the PTHS Plan document. The following is a summary of activities that have resulted from or have supported the recommendations identified through the Coordinated Plan process.

1. Public Awareness-Linking Individuals with Transportation

This strategy speaks to the development of a consistent, ongoing and accessible public awareness campaign designed to create awareness in the community on the benefits and importance of public transportation throughout Kalamazoo County. This strategy addresses most of the identified criteria with emphasis on the Potential to Increase Ridership, Low Cost, Universal Design, Sustainability and Ease of Implementation.

Metro provides a Mobility Specialist that trains new and current passengers on how to use both the fixed-route and Metro Connect services. The program provides instruction on basic public transportation skills including safety, bus rules and trip planning.

Another strategy is to facilitate cross-marketing and collaborative opportunities with non-profit organizations. For example, providing thorough public transit information to Gryphon Place for distribution through the 2-1-1 Help-Line will assist passengers.

Kalamazoo Metro Transit changed the system's name to Metro on January 1, 2018, after holding public input meetings and working with a consultant. A rebranding with new logos and color schemes went with the name change. There was a campaign to make the public aware of the changes.

- The Travel Training/Mobility Management program was brought in-house in February of 2021 after being contracted to the Disability Network since 2015. The Travel Training Program is available at no cost to individuals and groups. The Mobility Specialist teaches passengers how to ride the fixed-route system and Metro Connect, specific bus routes, transfers, fares and how to schedule rides. This program opens services to the public who would otherwise not utilize it on their own.
- Metro developed a marketing campaign to bring attention to Dump the Pump Day in order to get people out of their cars and onto public transportation. Metro joined more than 100 public transportation systems across the nation to help bring awareness of

the many benefits of public transportation on National Dump the Pump Day. The awareness campaign is featured on MLive, as well as radio stations such as WKZO. This is an annual campaign that encourages people to ride public transportation instead of driving to save money.

- The Metro website was completely redone in 2018 with the new look of the system. The website features information about all services and includes links to “Track my Bus” where passengers can see where their bus is in real time. Individuals can download bus schedules, plan trips and search bus stops. The website lists changes to service and alerts passengers to service closures and detours. Individuals can download applications for discounted service and file comments about the system.
- Metro fixed route and Metro Connect provided free rides for Earth Day in 2017 and 2018 to raise public awareness and get people to ride. Both services also gave free rides on Sundays and weekdays from 10:00 p.m. to midnight in September of 2016 to promote the extended service hours.
- Metro takes part in many community events to promote fixed-route and Metro Connect services such as Senior Expo, Touch-a-Truck, neighborhood events, Earth Day and Project Connect.
- Metro and Metro Connect conducted passenger surveys in 2018 to help identify areas of satisfaction and areas that needed to be improved. Passengers gave their ideas for improvements or changes to the service.

2. Intercounty Trips

There are many passengers that need to travel outside of Kalamazoo County and passengers that need to travel to Kalamazoo County from other counties. Intercounty agreements are in place with all surrounding counties to allow other systems to bring passengers into Kalamazoo County.

Metro is participating in a Universal Reduced Fare Card pilot program sponsored by the Michigan Department of Transportation which began in 2018. The purpose of the program is to allow seniors and individuals with a disability to receive a discounted fare when traveling throughout Michigan without having to be certified by each transit system in the State. Metro passengers with a senior or disability ID card get a sticker that lets them ride at the discount on other systems and passengers from other systems can show their ID card for the discounted fare on Metro fixed route and Connect services. This program will assist passengers traveling between counties.

Metro Connect works with other county systems to connect passengers who are traveling between counties. There are established points to transfer passengers from one system to another. Most transfers are between St. Joseph County and Van Buren County but Metro Connect works with all surrounding counties. There have been 3,599 intercounty trips taken since they began in 2014.

Metro Connect also provides service to the Battle Creek VA Medical Center in Calhoun County. Metro County Connect has provided 15,579 trips to the VA since the program began in 2014. From that location, riders can arrange medical transportation with the Veterans Transportation Service where they can ride to Ann Arbor, Detroit, Lansing, Muskegon and Wyoming. In addition, riders can arrange transportation with Battle Creek Transit to go to downtown Battle Creek.

3. Bus Stop and Shelter Improvements

A study of Metro Transit's stops and shelters was completed in 2014. That study indicated that a number of stops and shelter locations did not meet the Americans with Disability Act (ADA) guidelines for accessible transit stops. Metro Transit is working to develop a plan to upgrade stops as a part of future road improvement projects as well as part of funding received specifically for transit stop improvements through the Kalamazoo Area Transportation Study. As of 2021, 250 stops have been upgraded to ADA standard.

New shelters have been installed on the system starting in 2017. The shelters will meet ADA guidelines for accessible shelters and measure 9' x 5'. They are made of aluminum with tempered safety glass and have benches and backrests. The installation includes a concrete pad with a roll-off level to the adjacent street to assist passengers in mobility devices.

Metro conducted a bus stop study in 2018 to compile an action plan to improve operational safety, improve the passenger's experience when traveling on the system and to prioritize capital improvements such as shelters and benches at stops. Metro received input from passengers on bus stop improvements through two public meetings and from a website where individuals could leave comments.

Metro began replacing over 750 bus stop signs for the system in August of 2020 based on the recommendations from the 2018 study. The new signs have the bus stop number for use with the myStop mobile app and can be used to provide the passenger's exact location. They have Text to Stop information that can provide arrival times. There is braille information on the bottom of every sign. There is also contact information for Metro. This project will be completed by the end of 2021.

4. Linking Rural Areas to Line Haul Buses

Metro Connect travels anywhere in Kalamazoo County and can take passengers to any bus line in the system where they can travel on the fixed routes. A discounted fare for individuals linking to the fixed route can be explored.

The Metro fixed-route service ran a pilot route to Galesburg beginning January 7, 2019. The route ran along M-96 and serviced the factories, businesses and greenhouses. It also expanded the ADA service area along the route. The route ended after twelve months due to low ridership.

5. A System to Help New Passengers Learn to Ride

The Travel Training/Mobility Management program was brought in-house in February of 2021 after being contracted to the Disability Network since 2015. The Travel Training Program is available at no cost to individuals and groups. The Mobility Specialist teaches passengers how to ride the fixed-route system and Metro Connect, specific bus routes, transfers, fares and how to schedule rides. This program opens services to the public who would otherwise not utilize it on their own.

6. Capacity in the Metro Connect Program

Metro Connect did not deny any rides prior to the Covid-19 pandemic but had to deny rides due to the limited passenger capacity on the vehicles. Denials declined dramatically once capacity was increased and are expected to reach zero once full capacity is reinstated on December 1, 2021.

The scheduling telephones are very busy, particularly in the morning, and passengers may get voicemail. Schedulers are required to call passenger back within half an hour of receiving the message to schedule the ride. However, many passengers do not leave a message and continue to call or give up. Metro Connect has been trying to educate

passengers to leave a message and working on ways to improve the scheduling process. Metro Connect promotes email scheduling to help reduce the number of calls to scheduling.

ACCOMPLISHMENTS – ENHANCED COORDINATION

Since the completion of the 2008 Coordinated Plan, many accomplishments have been made. There are many examples of ongoing coordination of transportation services and activities in Kalamazoo County. Previous and on-going negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. Accomplishments due to enhanced coordination are described below:

1. Expanded Service Hours and Days for the System – Accomplished in 2008/2016

The KCTA approved the expansion of Care-A-Van, now Metro Connect, hours to mirror the hours of operation for the Metro line haul service. Metro Connect is the countywide demand response system. Before the expansion, the system ran from 7 a.m. to 6 p.m., Monday through Friday.

In February 2016, Metro Connect expanded its service hours to include Sunday service from 8:00 a.m. – 5:00 p.m. In September 2016, the fixed-route system also extended its service hours from 8:00 a.m. – 5:00 p.m. Sunday hours were extended to 6:00 p.m. for both services in January 2018.

In September 2016, the fixed route and Metro Connect extended service hours to include late night service Monday through Friday until 12:15 a.m. The expansion of services was funded by the passing of the CCTA millage in 2015.

Third shift workers and other individuals needing public transportation did not have access after 10:00 p.m. for work, cultural events, entertainment, etc. This identified need represented quality of life issues. Criteria associated with this strategy include: Potential to Increase Ridership, Critical to At-Risk Populations, and Improvement to Customer Service.

2. Merging ADA and Demand/Response Systems – Accomplished in 2009

On November 1, 2009, the ADA and demand/response services were combined under one contract and renamed Metro County Connect and became Metro Connect in 2018. The demand/response service policies were brought in line with the ADA policies. The contractor, Apple Bus Company, was selected through competitive bidding and was awarded the contract. Bringing these two services together created less confusion for the rider and allowed for more efficient scheduling of the service to handle increased ridership. Metro Connect is used primarily by individuals with a disability and seniors. This issue was a top priority in the 2008 Plan.

3. Origin-to-Destination Service - Accomplished in 2009

The Federal Department of Transportation's ADA regulation provides that a complementary paratransit service for ADA eligible persons shall be "origin-to-destination". While the base service is curb-to-curb, individuals that need extra assistance are certified as door-to-door to ensure they can reach their destinations. The needs of the system to provide timely, effective service are taken into account with this regulation. No undue burden will be imposed on the provider but a transportation provider cannot impose a policy to prohibit service beyond the curb if it is possible and warranted. This priority ranked high as critical to individuals with a disability and seniors, as well as Improvement to Customer Service and Universal Design/Ease of Use. "Origin-to-Destination" service has been formalized by the system.

4. Bariatric Lift Capacity – Accomplished in 2012

Service providers in the community have referenced the need for vans capable of transporting individuals that exceed the weight limits of the vehicle lifts, oftentimes in mobility devices. Two Metro Connect vans and two Metro Share vans have lifts that have the capacity for up to 1,000 pounds. The new vans were placed into service on October 1, 2012.

5. Mobility Manager/Travel Trainer – On Going

The Travel Training/Mobility Management program was brought in-house in February of 2021 after being contracted to the Disability Network since 2015. The Travel Training Program is available at no cost to individuals and groups. The Mobility Specialist teaches passengers how to ride the fixed-route system and Metro Connect, specific bus routes, transfers, fares and how to schedule rides. This program opens services to the public who would otherwise not utilize it on their own.

6. Technical Improvements

Public transit in Kalamazoo County is investing in the technology necessary to improve service and increase ridership. That investment included an Intelligent Transportation System Project.

Additional technical improvements include:

- **Completed in 2015** - The bus camera system was updated. Higher quality cameras, along with more storage space, allow better monitoring for security and safety on the buses.
- **Completed in 2015** - Metro Transit has established the Trip Planner portion of the previously installed Intelligent Transportation System Project on the Metro website. This section of the online tools enables passengers to enter both their trip origins and destinations, along with dates and times, into the Trip Planner tab. Utilizing Google Transit, the exact times and bus stop locations, as well as detailed routing information will be instantaneously provided back to the passenger. This will greatly reduce the confusion riders may have when trying to determine their local travels via the fixed route bus.
- **Completed in 2015** - A newly designed Mobile Application for cellular and wireless devices was developed to work in conjunction with Metro Transit's website and the Intelligent Transportation System Project.
- **Completed in 2015** - Eight LED signs have been installed throughout the community. These LED signs announce upcoming arrivals and departures at key or major bus stops in the Metro service area. These electronic signs work with the on-board Global Positions Systems (GPS) already operational on buses. The signs have a Braille button for activation and the information displayed on the LED portion of the sign will be audibly announced after the Braille button has been initiated. This will enable real-time boarding and departing information at these key locations.
- **Completed in 2016** - Avail ITS (Intelligent Transportation System) Software updates were completed. These updates provide a more user friendly interface to work with. Another new feature includes a Yard Management tool for dispatchers to monitor pull times in the mornings.
- **Completed in 2017** - Mobile App improvements were completed. These improvements allow users to plan their trip with the mobile app. The myStop Mobile app lets passengers get real-time bus information and trip planning on their smart phones and

links with the Metro website and Avail GPS. The app also announces detours and delays.

- **Completed in 2018** – The Token Transit app allows passengers to buy bus passes on their phones from anywhere using a debit or credit card. The passenger can show the pass on their phone to the driver to pay their bus fare. A similar system is going to be implemented for Metro Connect.
- **Completed in 2018** – The Metro website was updated with the new name and logo and a trip planning feature where passengers can enter their pickup and destination addresses and it will tell them the best bus route and exact times to take their trip. They can be sent alerts to remind them when the bus will be arriving. All bus stops can be searched through the trip planner. Descriptions of all of Metro's programs, printable schedules and applications
- **Completed in 2019** – Metro Connect installed ParaScope Tablets and software on all vehicles. The tablets communicate with the CTS scheduling system and serve as the driver's manifest, mapping system and can be updated for scheduling changes as needed. They are much more user friendly than the old system and have worked out very well.
- **Ongoing in 2021** – All bus stop signs are being replaced with new ones that display the bus stop number, the routes that service the stop, a number to text for bus information and Metro's contact information. There is also braille that indicates it is a bus stop and the number. This project will be completed by the end of 2021.
- **Ongoing in 2021 - 2022** – Metro is conducting a Comprehensive Operational Analysis (COA) with the consultant Foursquare Integrated Transportation Planning. The report will examine the existing infrastructure of the fixed-routes, Metro Connect, bus stops and ridership. The last COA was done in 2010 and many of the recommendations were implemented. This COA is scheduled to be completed in the summer of 2022.

7. Expansion of the Metro Share Program

The Metro Share Program is a specialized service providing vehicles to approved agencies serving seniors and individuals with a disability at no cost. Approved agencies include governmental organizations, non-profits serving seniors and individuals with a disability, and others as approved by Metro. This program is funded in part by the Michigan Department of Transportation.

There are nine accessible vans available to community organizations through a reservation system to provide special transit services to their clients. There are two vans that are permanently placed with the Portage Senior Center and South County Community Services. The vans are utilized by area churches, non-profit organizations and the veterans' service office. Organizations provide volunteer drivers and incur no additional expense.

As knowledge of the program increases, there is a corresponding increase in demand countywide. Expanding this program would require additional vehicles, a capital expense for Metro. Key criteria: Least Costly and Potential to Increase Ridership. Metro Share will also do outreach to recruit more agencies and promote the service on Friday and the weekend when there are more vehicles available.

Metro receives approximately \$500,000 of Section 5310 funds on an annual basis with anticipated slight increases each year. Of this amount, at least 55% must be invested in Capital needs. The remaining 45% may be utilized for additional public transportation projects that exceed the ADA minimum requirements, improve access to fixed route service and decrease reliance on ADA paratransit service and provide alternatives to public transportation that assist seniors and individuals with a disability with transportation. The definition of how these funds can be allocated in operating funds is defined through FTA Circular 9070.1G. In compliance with these requirements, the priorities identified by the current and past Public Transit Human Service Committees and the availability of funding, the recommendation for utilization of current year funding is as follows:

Priority 1 – Maintain Current Levels of Services to the System:

- **Maintaining Metro Connect and Metro Share**
At least 55% of funding must be applied to capital costs. The Metro Connect fleet has 48 vehicles with life spans of eight to ten years depending on the type of vehicle. The Metro Share fleet has 11 vehicles with a life span of 10-12 years. These funds are an important component of maintaining a high functioning and safe fleet.
- **Mobility Specialist**
Metro hired a Mobility Specialist in 2021 to maintain the service of a travel trainer. The Mobility Specialist provides education and support to the community by conducting one-on-one training, presentations to large groups such as senior centers, group homes, schools, etc., and meets with medical personnel to explain what transportation options Kalamazoo County offers to their clients. The Mobility Specialist will show the public how to choose, register and schedule the best form of transportation for their individual needs.
- **Section 5310 Funding**
Based on Section 5310 Funding, the following allocations will be distributed to maintain and enhance the demand-response service:

<i>FY 2022</i>	<i>Traditional Section 5310 Projects – Capital Purchase of MC Vans (80%)</i>	<i>Other Section 5310 Projects – Mobility Management (20%)</i>	<i>2021/2022 Apportionment</i>
Projected Total	\$200,000	\$50,000	\$250,000
Federal Share	\$160,000	\$40,000	\$200,000
State	\$40,000	\$10,000	\$50,000
<i>FY 2023</i>	<i>Traditional Section 5310 Projects – Capital Purchase of MC Vans (80%)</i>	<i>Other Section 5310 Projects – Mobility Management (20%)</i>	<i>2022/2023 Apportionment</i>
Projected Total	\$203,000	\$52,000	\$255,000
Federal Share	\$162,400	\$41,600	\$204,000
State	\$40,600	\$10,400	\$51,000

<i>FY 2024</i>	<i>Traditional Section 5310 Projects – Capital Purchase of MC Vans (79%)</i>	<i>Other Section 5310 Projects – Mobility Management (21%)</i>	<i>2023/2024 Apportionment</i>
Projected Total	\$205,000	\$53,000	\$258,000
Federal Share	\$164,000	\$42,400	\$206,400
State	\$41,000	\$10,600	\$51,600
<i>FY 2025</i>	<i>Traditional Section 5310 Projects – Capital Purchase of MC Vans (79%)</i>	<i>Other Section 5310 Projects – Mobility Management (21%)</i>	<i>2024/2025 Apportionment</i>
Projected Total	\$206,000	\$54,000	\$260,000
Federal Share	\$164,800	\$43,200	\$208,000
State	\$41,200	\$10,800	\$52,000

Illustrative List

As funding is available, the following items should be considered for future implementation. With the current availability of funds, these areas cannot be pursued with Section 5310 funds.

1. Identify Unmet Needs for Linking Employers with Potential Employees

One key benefit of public transportation is to link individuals with employers. Data and input should be obtained from both employees and employers on the demand and needs of these groups for public transportation services. Based on the data and input, specific strategies can be identified to better meet the public transportation needs of employers and employees. The ability to travel to and from work is an essential component of community and individual wellness and can be a positive component in decreasing poverty levels. A specific action may include partnering with organizations like the Michigan Department of Human Services, Michigan Works, Kalamazoo Regional Educational Service Agency and others.

Exploring other ways to meet the unmet needs could include:

- Enhancing services to urban, rural, and adjoining counties.
- Expanding service to include linking students to Job Programs, Technical Training and Education.
- Developing a downtown loop that would connect employees to employers.

2. Coordinating and Enhancing Multi-County Trips

The need for riders traveling between two or more counties is increasing. Currently, Metro Connect works with St. Joseph and Van Buren Counties to provide this service. Metro Connect has provided 3,599 intercounty trips since 2014. A marketing strategy is needed to promote, educate and enhance the ability to travel to surrounding counties.

3. Linking Rural Areas to Line Haul

A common theme for citizens living in the rural areas of Kalamazoo County is a service option linking them with the line haul routes in the urban area. In its meetings with community stakeholders, KCTA Board members and transportation advocates have heard

this idea repeatedly. A Comprehensive Operations Analysis is being conducted in 2021 – 2022 and this document will help assist Metro in planning for future expansion of the bus routes covering the rural areas of Kalamazoo County.

4. Maintaining Level of Service for Metro Connect Transportation

The Metro Connect contract was put out to competitive bid in May of 2019 and four bids were opened on July 9th. Those bids were evaluated and after review, site visits and interviews the contract was awarded for a second time to Apple Bus Company. The new contract began on January 1, 2020, for three years with an option for a two-year extension.

5. Improve Service to the Regional Airport

Public transportation benefits the public by providing access to the Kalamazoo-Battle Creek International Airport. Currently, Metro fixed-route buses provide limited service to the airport Monday – Friday 6:40 a.m. – 8:40 a.m. and 2:40 p.m. – 6:40 p.m. There is no Saturday or Sunday service. Enhanced service hours and routes should be implemented to better serve the community.

6. Bus Stop & Shelter Improvements

Metro completed replacement and upgrades with a total of 102 in the system. Bus stops and shelters include increased placement of benches. All the bus stop signs in the system are currently being replaced. Bus stops and shelters are being upgraded for ADA compliance.

7. Technology

Exploring new technologies will help meet challenges that will dramatically change how the public use transit, vehicles operations, information and record keeping, and service enhancement.

Technologies to explore (*but not limited to*) include:

- Fare Box Technology – Can provide benefits such as: convenience, lower operating costs, improved record keeping and greater security.
- Communication - Transit-related technology can keep riders informed, secure and safe which will enhance service for riders and improve efficiency. Such technologies could include items such as improved web and phone interfaces that allow riders to find information on transit services. Examples of this could include routing, services delays, and trip planning.

8. Service Options for Low-Income Populations

Explore service options that will help address challenges that low-income individuals are experiencing in Kalamazoo County. This may include individuals and families that have relocated to Kalamazoo County. Challenges that these individuals may face include language barriers, traveling outside the current service areas, and the expense to travel with their families.

ASSESSMENT AND ADOPTION OF THE COORDINATED PLAN

A committee shall be made up of key stakeholders with a vested interest in the long term success of transit, both private and public in Kalamazoo County and will be responsible for providing direction on the Coordinated Plan. Included on that committee will be a representative rider(s) of the system and a member of the Local Advisory Committee for Metro, as well as representatives from county non-profit organizations that need or provide transportation for their consumers. The

committee shall meet twice a year and review progress made in addressing the agreed upon priorities and related objectives and strategies, recommend needed updates to the plan, reset priorities if necessary, and provide input on grant applications through FTA Section 5310 - Enhanced Mobility for Seniors and Individuals with Disabilities as well as other applicable funding sources.

The Coordinated plan must first be endorsed by the PTHS Committee followed by the CCTA/KCTA Boards and area Metropolitan Planning Organization (KATS) prior to submitting it to MDOT and finally to the FTA for approval.

Each proposed component of the Coordinated Plan is a service addition designed to enhance the overall performance of the system. The system references transportation provided through both the public and private sectors. Each requires resources over and above what is currently allocated to the system from current funding sources.

CONCLUSIONS

The Kalamazoo County Public Transit Human Service Coordinated Plan is a comprehensive view of transportation needs in Kalamazoo County, Michigan, and is an assessment of resources both public and private to address needs, a prioritization of those unmet needs in the community and a set of strategies to address them with special focus on the needs of senior citizens, individuals with a disability and individuals with low incomes.

A prioritization of the plan is an effort to increase awareness of the transportation resources available to at risk populations in the community, strategies to link these populations with available resources and services and to do so in a customer friendly fashion that ensures an increase in ridership.

ATTACHMENT A: COORDINATED PLAN SURVEY

The following results were based on 13 surveys returned in October of 2021.

1. Review the 2018 priority criteria and make any changes based on today's community issues and priorities.
 - 1) Critical to At-Risk Population
 - 2) Potential to Increase Ridership
 - 3) Funding Availability
 - 4) Universal Design, Ease of Use by All
 - 5) Improvement to Customer Service
 - 6) Sustainability
 - 7) Lease Costly
 - 8) Ease of Implementation
 - 9) Local Economic Impact

Number of Ranked	1	2	3	4	5	6	7	8	9	10	11	12	13
Critical to At-Risk Populations	1	1	NR	1	2	NR	1	1	1	1	8	NR	1
Potential to Increase Ridership	3	2	NR	9	6	NR	3	9	NR	9	1	1	2
Funding Availability	4	3	NR	8	1	NR	4	8	2	2	NR	NR	3
Universal Design, Ease of Use by All	5	5	3	2	4	NR	2	2	NR	3	6	3	4
Improvement to Customer Service	2	4	NR	3	9	NR	5	7	4	4	5	2	5
Sustainability	6	6	4	5	3	NR	6	3	NR	8	3	NR	6
Least Costly	7	8	NR	4	8	NR	7	6	3	5	4	NR	7
Ease of Implementation	8	7	NR	7	5	NR	8	4	NR	6	2	NR	8
Local Economic Impact	9	9	5	6	7	NR	9	5	NR	7	9	NR	9

2. Should any other criteria be considered?

1. No.
2. No response.
3. No.
4. Response time for callers, not hearing back.
5. No.
6. No response.
7. Factors mentioned in question 3.
8. Better access for outlying regions.
9. No response.
10. No response.
11. Ease of scheduling and confirmation system. It is often difficult to get a hold of Metro (may take up to 10+ instances of calling to get through scheduling). However, when I leave a message for supervisors they respond soon after.
12. No response.
13. No response

3. Choose the top 5 priorities from the 2018 PTHS Coordinated Plan in order of priority from high to low.

- 1) A system to help new passengers learn to ride
- 2) Inter-county transportation
- 3) Linking rural areas to line haul buses
- 4) Transporting children to and from daycare
- 5) Linking individuals with transportation
- 6) Increasing awareness of public transportation throughout the county
- 7) Coordination of employers and employees
- 8) Bus stop and shelter improvements
- 9) Transportation to work
- 10) Expansion of Metro Share program
- 11) Other

Number of Ranked	1	2	3	4	5	6	7	8	9	10	11	12	13
A system to help new passengers learn to ride			3			3			1	1			
Inter-county transportation			2	1		5	3	2	2	2		3	
Linking rural areas to line haul buses		4	1	2	1		2	1	3			4	
Transporting children to and from daycare	1		4				5						
Linking individuals with transportation	2	1		4	5						1		
Increasing awareness of public transportation in the county		5	5	5	2	4	4	5					1
Coordination of employers and employees	3				4	2		4			2	1	
Bus stop and shelter improvements	4	2			3		1		5	3			2
Transportation to work	5	3				1		3	4	4		2	3
Expansion of Metro Share program				3						5			
Other													

4. What barriers need to be addressed and how should they be resolved?

1. Human service providers who provide bus tokens to individuals in poverty need to receive a better discount than .10 off a fare.
2. Better shelter for cold weather by having more shelters and having heaters in them. Speed of transportation by having a rapid transit system.
3. Outlying townships, etc. that don't want to pay for bus service.
4. Scheduling is challenging currently for many. They are not hearing back.
5. Knowledge of community on service that is available. Expansion of service into rural areas.
6. Scheduling rides. Not sure of the best way to resolve this issue.
7. Route #12 has extremely limited hours, which makes using public transportation difficult for those on the route and for traveling to/from airport.
8. N/A
9. No response.
10. Not enough bus stops near to where people need to go.
11. Limited transportation availability for community programs. I am hopeful that capacity can soon be increased. Would knowing vaccine status be helpful? Rider's who cannot wear a mask properly but are fully vaccinated are unable to ride. Will this change?
12. Wait times for scheduling Metro Van rides; lessening amount of time needed to schedule rides (i.e. not 7 days ahead of time).
13. Finding drivers and Covid having to limit riders.

5. What transportation needs are not being met in the community?

1. N/A
2. Lack of transportation in rural areas of Kalamazoo. Should have a system to get riders from rural areas to bus lines.
3. No bus service in rural areas.
4. Senior friendly options, medical transport.

5. Pavilion Acres Trailer park.
6. The inability for consumers to schedule anytime they need a ride.
7. More affordable public transportation service for those outside fixed-route service area.
8. People not on fixed-routes.
9. Yes.
10. Medical transport on short notice.
11. Limited transportation availability for many of our riders.
12. More impromptu rides (1-2 days ahead) option, more drivers and vans, Sunday service and later service.
13. I think you are meeting.

6. Do you feel that transportation needs have been met during the Covid pandemic?

1. Yes.
2. Yes.
3. Yes, very well!
4. No – I had to drive clients to some appts on weekends, so they did miss them.
5. Yes.
6. Yes.
7. Yes, mostly.
8. Yes.
9. Yes.
10. Not for our building as road construction has made for bus (sic) access in our building.
11. Yes – considering all barriers it was helpful to at least have a few riders on Metro.
12. No, bus ride times and days have been drastically cut and make night ridership difficult.
13. Yes. Drivers did a great job – scheduling office was accommodating.

7. Do you feel that transportation safety needs have been met during the Covid pandemic?

1. No response.
2. Yes.
3. Yes.
4. Yes.
5. Yes.
6. Yes.
7. Yes.
8. Yes, as much as possible.
9. No response.
10. Nope. It was nice before they tore up Portage.
11. Yes. All drivers have been wearing masks during transports at all times.
12. Yes.
13. Yes.

8. What type of transportation do your clients use (check all that apply)?

	1	2	3	4	5	6	7	8	9	10	11	12	13	Total
Fixed-route bus service	X	X	NR		X	X	X		X	X		X		8
Metro Connect		X		X	X	X	X	X	X	X	X	X	X	11
Metro Share		X				X		X		X				4
Non-emergency medical transport		X					X		X	X				4
Taxi service		X					X			X		X		4
Uber/Lyft	X	X		X			X		X	X		X		7
Shepherd's Center				X	X									2
Other														0

Other types of transportation:

1. Self-transportation.
2. Ride sharing, and transportation provided by our agency's peer support staff.
4. Family members.
5. Personal vehicles or family members.
6. Home transport.
7. Bicycles, walking, personal mobility devices.

Type of agency completing this survey.

	1	2	3	4	5	6	7	8	9	10	11	12	13	Total
Not-for-profit private agency	X			X	X	X	X	X		X	X			8
Federal/State/local government												X	X	2
For-profit private agency		X												1
Other			X		X	X			X					4

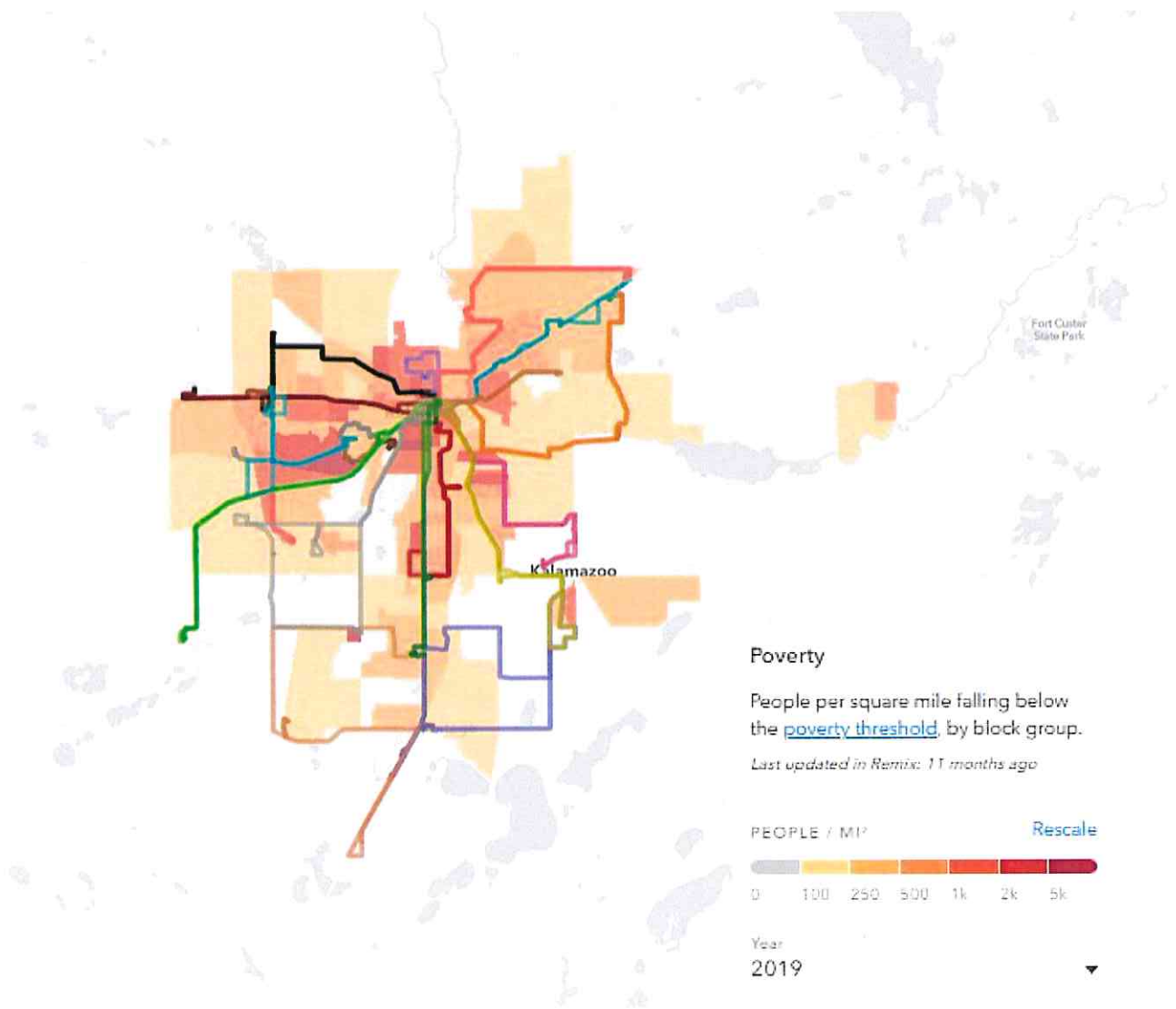
Other type of agency:

2. Substance abuse treatment facility.
3. Customer, LAC member.
5. Community center and childcare.
6. Provide employment placement, support and volunteerism.
9. Support Housing.

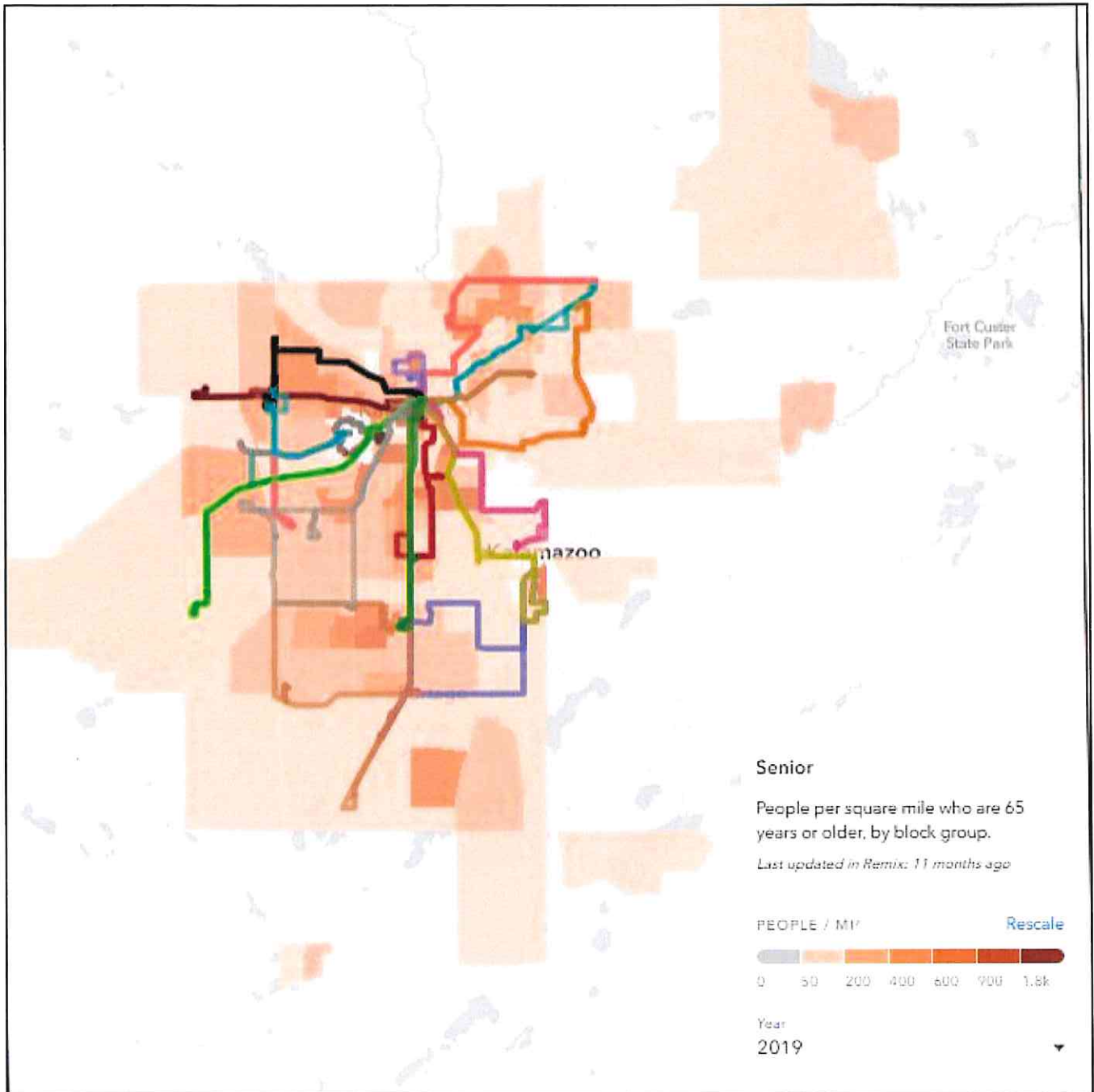
Which of the following populations do you represent/serve (check all that apply)?

	1	2	3	4	5	6	7	8	9	10	11	12	13	Total
Low-income			X	X	X	X	X	X	X	X	X	X		10
Children age 12 and under					X									1
Adolescents ages 13-17												X		1
Adults ages 18-59			X	X	X	X			X	X	X	X	X	9
Seniors ages 60+			X	X	X	X		X	X	X	X	X	X	10
Veterans				X	X	X		X		X	X		X	7
Individuals with a disability			X	X		X	X	X	X	X	X	X	X	10
General public			X	X	X			X		X				5
Seeking job/education			X	X		X						X		4
All of the above	X													1

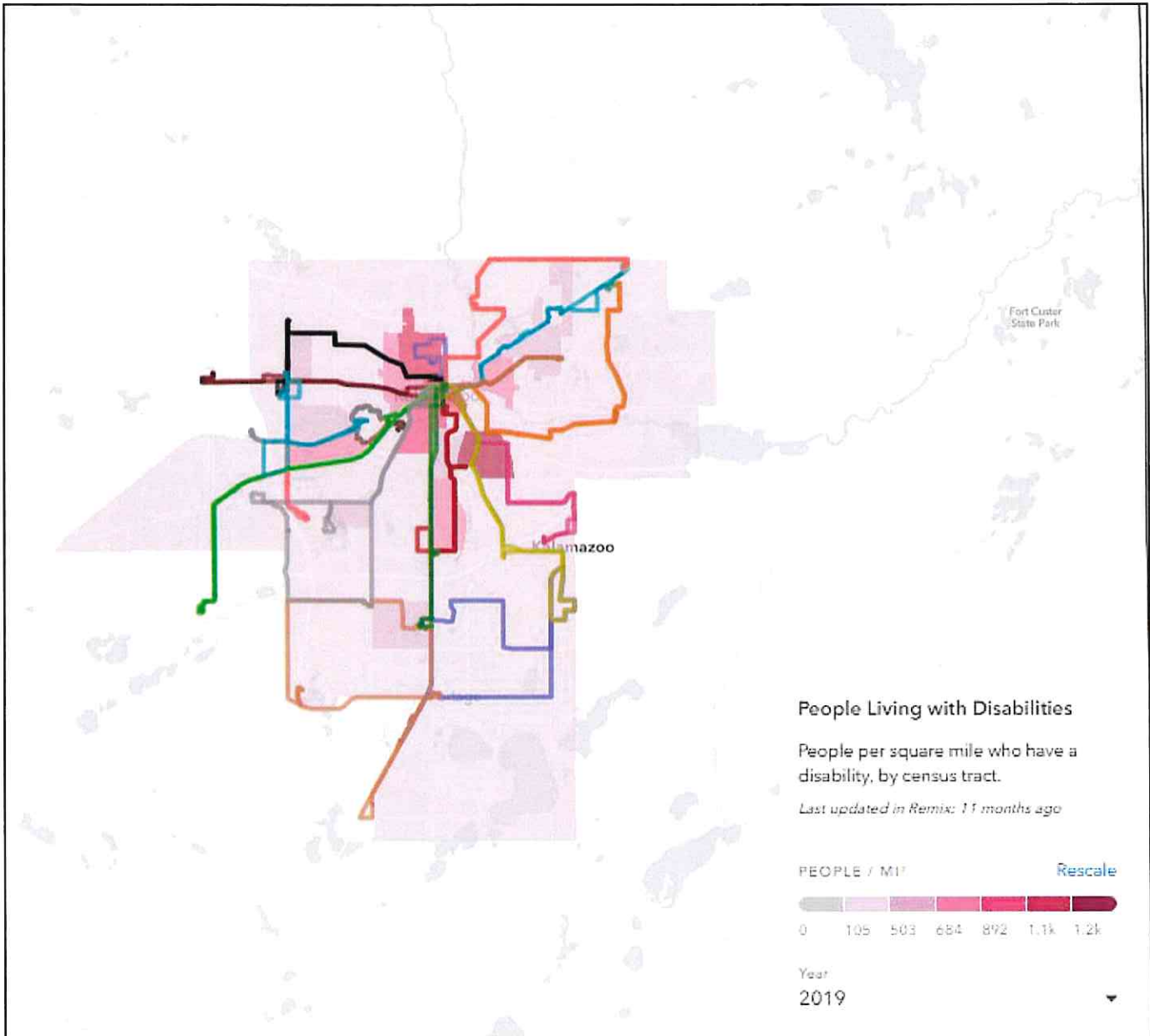
Population Below 150% Poverty Level – Kalamazoo County 2019



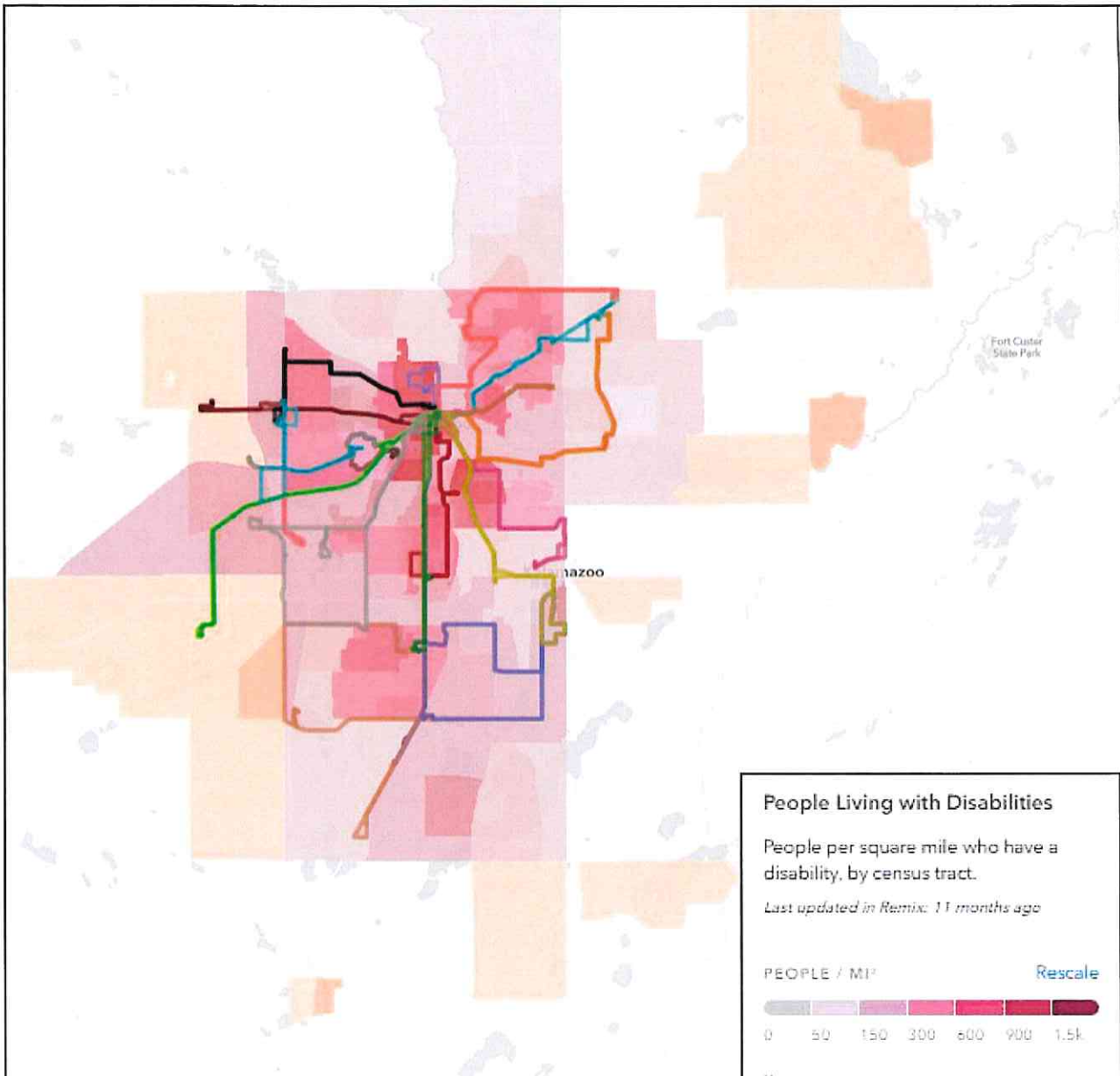
Population 65+ – Kalamazoo County 2019



People Living with Disabilities – Kalamazoo County 2019



People Over 65+ Living with Disabilities – Kalamazoo County 2019



People Living with Disabilities
People per square mile who have a disability, by census tract.
Last updated in Remix: 11 months ago

PEOPLE / MI² [Rescale](#)

0 50 150 300 600 900 1.5k

Year
2019 ▼

[+ Add another year to see change](#)

Senior
People per square mile who are 65 years or older, by block group.
Last updated in Remix: 11 months ago

PEOPLE / MI² [Rescale](#)

0 50 200 400 600 900 1.8k

Year
2019 ▼

ATTACHMENT C: ABBREVIATIONS

ADA – Americans with Disabilities Act

ARRA – American Recovery and Reinvestment Act

AVL – Automated Vehicle Location System

CBD – Central Business District

CCTA - Central County Transportation Authority

CTA - Comprehensive Transfer Agreement

FAST ACT – Fixing America’s Surface Transportation Act

FOT – Friends of Transit

FTA – Federal Transportation Administration

KATS-MPO – Kalamazoo Area Transportation Study-Metropolitan Planning Organization

KCHCS – Kalamazoo County Health and Community Services Department

KCTA – Kalamazoo County Transportation Authority

KRESA – Kalamazoo Regional Educational Service Agency

KTAB - Kalamazoo Transit Authority Board

LAC – Local Advisory Committee

LED – Light Emitting Diode

MAP-21 – Moving Ahead for Progress in the 21st Century Act

MDOT – Michigan Department of Transportation

POP - Program of Projects

PTHS – Public Transit Human Services

ROI – Residential Opportunities, Inc.

SAFETEA-LU – Safe, Affordable, Flexible, Efficient Transportation Equity Act-A Legacy for Users

STIP - State Transportation Improvement Program

TIP - Transportation Improvement Program



Agenda Item # 5
Meeting Date: 01/10/22

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Kathy Schultz, Planning and Development Manager
DATE: January 5, 2022
SUBJECT: Comprehensive Operational Analysis Update and Board Input

BACKGROUND

In September 2021, Metro signed a contract with Foursquare Integrated Transportation Planning (Foursquare) to complete the Comprehensive Operational Analysis (COA) for Metro. The COA focuses on current services provided by Metro for the fixed route system as well as Metro Connect and looks at areas for improvement, often route by route and throughout county, that are cost neutral and short- and long-range for the organization. Attached is the May 10 presentation provided to the Board regarding the COA. The COA will also provide cost projections for capital and operations planning. The last COA was completed in 2010. The current COA is scheduled to be completed in June 2022.

The updated COA will also address the potential for projects such as new transfer points within the system, consideration of express routes, hub and spoke routes versus grid system routes, the viability of microtransit and other public transportation options implemented in communities the size of Kalamazoo.

DISCUSSION

A part of the Comprehensive Operational Analysis is the collection of feedback from Metro drivers and staff, stakeholders, the public, and the board on where the system is currently and a direction for Metro into the future.

Public feedback is currently taking place during the month of January. A survey form is available at https://www.surveymonkey.com/r/metro_coa_survey and in paper form at the KTC Customer Service counter and on buses. A copy of the survey is included with this memo. Staff is working during the month of January to gather input from riders and non-users of the system. Stakeholder meetings took place in December with social agencies, planning staff from the local jurisdictions, and employers to gather input on current service levels and what each agency would like to see as an improvement. The feedback will be used by Foursquare to help with future improvement suggestions.

The board will be hearing a presentation from Foursquare on February 14 on the status of the study, highlights from maps and data on growth opportunities, and what the community is saying. Part of the presentation will be a discussion focusing on the direction the board would like to see moving forward.

To prepare for this conversation with Foursquare staff, please be thinking of the following:

1. What is Metro doing well?
2. How could Metro serve the community better?
3. What is the top change that Metro could make to encourage transit use?

The discussion with Foursquare will be approximately 1.5 hours and will be held after the business portion of the February 14th meeting.

RECOMMENDATION

This item is being presented for information at this time.

ATTACHMENTS

1. May 10 Presentation on the 2022 Comprehensive Operational Analysis
Community Survey

2022 Comprehensive Operations Analysis

May 10, 2021
▶ CCTA/KCTA Board
Presentation

1

What is a Comprehensive Operations Analysis?

- A study most transit agencies complete
- Comprehensive look at the existing public transportation system in place
- Recommend service improvements
 - Often route by route
- Identify future planning efforts to focus the transit operations and planning efforts over a period of time
- **Last Completed by Perteet in 2010 (8 months)**

2

2010
Route-By-Route
Recommendations

Exhibit 3 – Preferred Short-Range Fiscally Constrained Alternative

Route	Proposed Short-Range Changes
1	No change
2	Move to Portage St between downtown and Vine St
3	Discontinue The Point Apts. (replaced by Route 16) and Westland Meadows; operate same route pattern all trips; reduce to 60 min frequency
4	Discontinue daily night service after 8:15pm
5	No change
6	Bi-direction on Burdick; extend to Gull Walmart via G St; replace Douglas/Pitcher loops with new Route 17; discontinue daily night service after 6:15pm; adjust afternoon departures to 0:45
7	Extend to Maple Hill Mall via Grand Prairie and Central High School; nights and Saturday; reduce to 60 min frequency
8	Adjust afternoon departures to 0:45 to alternate with Route 2; serve MRC with all trips when open; discontinue Kirsten Court and Milwood JHS deviations
9	Discontinue inbound deviation via New Horizons
10	Move inbound Mayor's Riverfront Park stop to King Hwy
11	Improve to 30 min frequency 7:45am-5:15pm weekdays; discontinue Bronson deviation
12	Operate bi-directionally via inbound route; reduce to weekday peak-periods only (6:15am-8:15am; 2:15pm-6:15pm)
13	Operate bi-directionally via Bronson Hosp.; serve FIA and Goodwill deviation only when open; nights and Saturday, extend from Meijer Store to serve Duke corridor in place of Route 12; after MRC moved and boarding activity shows decline, discontinue deviation from Burdick
14	Extend to 9 th St Walmart; discontinue Drake deviation
15	Discontinue outbound routing via Ransom and Park
16	Extend to The Point Apartments to replace Route 3
17	New peak-period only route serving Douglas/Pitcher area of Route 6; two round trips peak-periods
26	Discontinue; replace with new 26/28
27/28	Discontinue; replace with new 27/29
26/28	Route 26/28 thru-route; bi-directional routing from Rosewood to Shaver Meijer Store via Crossroads Mall
27/29	Route 27/29 thru-route; from Maple Ridge complex via Romance and Crossroads Mall to SW Portage area daily until about 6pm

3

2010
Long Range
Recommendations

Exhibit 4 – Preferred Long-Range Alternatives

Route	Proposed Long-Range Changes
2	Add 30 min peak-period frequency
3	Weekdays during the day, add 30 min frequency and extend to downtown; alternate trips with Route 16
4	Add 30 min peak-period frequency
5	Daily, extend to Gull Walmart; reduce to 60 min frequency nights and Saturdays
6	Add 30 min peak-period frequency
8	Add 30 min peak-period frequency
16	Extend to 9 th St Walmart
Night Service	Expand the span of night service on Route 1, 2, 7, 9, 11, 14, 15 and 16
Sunday Service	Add Sunday and holiday service on Routes 1, 2, 7, 9, 14, 15 and 16
Vicksburg & Schoolcraft	Add commuter trips to and from Kalamazoo (2am/2pm trips)
Richland	Add commuter trips to and from Kalamazoo (2am/2pm trips)
Augusta & Galesburg	Add commuter trips to and from Kalamazoo (2am/2pm trips)

4

Ten Year Vision Plan Tie-In

- Ten Year Vision Plan: Completed in 2015
 - Completed by SRF Consulting Group
- General overview of system
 - Not route by route study and recommendations
 - Observations of Administration, Operations, Facilities, and Maintenance
- Peer Review to Other Systems Size of Metro
 - Showed 94% of transit supportive areas in the Kalamazoo Urbanized Area are within ¼ mile of bus route
- Stakeholder Input
 - Review of Strengths, Weaknesses, Opportunities
- Short-, Mid-, and Long-Term Recommendations

- **Document available at www.kmetro.com/resources/documents**

5

Objectives

Analysis of existing services and identify potential markets

Look at service efficiency and effectiveness

- Recommendations for improvements to improve ridership
- Done route by route

Review based on environmental justice and economic develop area

- low income
- car dependent
- business growth areas

Evaluate passenger facilities and amenities and locations where needed

- Transfer points and centers
- Bus shelters and benches

Recommend service to meet growth in community

- User friendly, innovated solutions and technology

Provide cost neutral, short- and long-range service and financial plans

6

Gathering Input Throughout Development

Stakeholder Groups Involved Early in Process of Development

- Riders of System
- Businesses
- Social Agencies
- Staff
- CCTA and KCTA Boards

In Person

- At Metro Offices
- Other Sites in Kalamazoo County
- Surveys on Bus and KTC

Online

- Facebook
- Website
- Consultant Recommended Sites

7

Outcomes

Route-By-Route Recommendations for Service Improvements

*Cost Neutral
Short-Term & Long-Term*

Consideration of Future Innovative Transit Service Including Cost Estimates

Additional Transit Hubs / Centers

Microtransit/ On Demand Transit

Express Routes

New Service Areas Outside CCTA Boundary

8

Timeline





Comprehensive Operational Analysis Survey

Please help Metro improve transit service by completing this survey.

If you have already taken this survey, you do not need to take it again.



Take Survey Online

select only one answer; select all that apply

- How often did you use Kalamazoo Metro (CCTA) services pre-COVID? (Select one answer)
 - Never
 - Less than one day per month
 - Less than one day per week
 - 1-2 days per week
 - 3-5 days per week
 - 6-7 days per week

Questions for Riders

- Which three routes did you ride most often pre-COVID?
1st Route: _____ 2nd Route: _____ 3rd Route: _____
- How would you describe the purpose of your most common transit trip pre-COVID? (Select one answer)
 - Work
 - Groceries/Food
 - Non-Food Shopping/Errands
 - Other _____
 - School
 - Medical/Dental
 - Recreational/Social
- How often did you make this trip pre-COVID? (Select one answer)
 - Less than one day per month
 - Less than one day per week
 - 1-2 days per week
 - 3-5 days per week
 - 6-7 days per week
- Please provide the address of the final destination of your most common transit trip pre-COVID: (Example: Walmart on Main St)
- When did you most commonly take this trip pre-COVID? (Select one answer)
 - Weekday 6-9 AM
 - Weekday 9 AM - 2 PM
 - Weekday 2 - 6 PM
 - Weekday 6 - 12 PM
 - Anytime Saturday
 - Anytime Sunday
- When did you typically return from your most common transit trip pre-COVID? (Select one answer)
 - Weekday 6-9 AM
 - Weekday 9 AM - 2 PM
 - Weekday 2 - 6 PM
 - Weekday 6 - 12 PM
 - Anytime Saturday
 - Anytime Sunday
- From start to finish, including any transfers, how long did this trip typically take on an average day, pre-COVID? (Select one answer)
 - Under 30 minutes
 - More than 1 hour
 - 30 minutes - 1 hour
- Based on your experience using transit in Kalamazoo, how strongly do you agree with the following statements? (Select one answer per line)

	Agree	Neutral	Disagree
Service is dependable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Routes get me where I need to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service hours meet my travel needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fares are reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses are comfortable and well-kept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff is professional and courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maps and schedules are easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- If the bus had not been available for your most recent trip, how would you have made the trip? (Select one)
 - Another existing route
 - Car (drive myself)
 - Taxi/Ridershare (Uber, Lyft)
 - Senior living/apartment shuttle van/bus
 - Metro Connect
 - I would not have made this trip
 - Bike/scooter
 - Catch a ride / carpool
 - Walking/wheelchair
- Which of the following reasons describe why you use the bus? (Select all that apply)
 - I do not own a car
 - Bus is the most convenient option
 - My car is temporarily out of service
 - I cannot drive for legal or health reasons
 - I prefer to spend time on activities other than driving
 - Parking is not available or is expensive at my destination
 - Taking the bus is cheaper than gas and car maintenance
 - I am doing my part for the environment
 - Other _____

Questions for Non-Riders

- If you do not currently ride transit, what is the primary reason? (Select all that apply)
 - Bus does not come frequently enough
 - Bus does not run during the hours I need it to (i.e., early mornings, late evenings, or Sundays)
 - There is no service near my home
 - Taking the bus takes too much time
 - There is no direct route between my home and work or other destinations
 - I don't understand how to use the transit system
 - I prefer to drive
 - I prefer to walk or bike
 - Other _____

Questions for Everyone

- If you had to choose, would you prefer: (Select one answer)
 - Longer service hours (i.e., service until later at night)
 - More frequent bus service (i.e., service every 15 minutes)
- If you had to choose, would you prefer: (Select one answer)
 - Adding Sunday service
 - Adding more weekday and/or Saturday service
- If you had to choose, would you prefer: (Select one answer)
 - More bus stops along a route for shorter walking distances
 - Fewer bus stops along a route for faster bus travel times
- If you had to choose, would you prefer: (Select one answer)
 - Buses running more frequently but on fewer streets
 - Buses running on more streets but with less frequent service on any given street
- If you had to choose, would you prefer: (Select one answer)
 - To improve existing services
 - To expand service to new areas

Demographics Questions for Everyone

18. What is your age group? (Select one answer)

- Under 18 18-24 25-34
- 35-44 45-54 55-64
- 65 years and over

19. What is your employment status? (Select all that apply)

- Full-time employed for wages Self-Employed
- Part-time employed for wages Military
- Out of work and looking for work Retired
- Out of work and not looking for work Unable to Work
- Student (K-12)
- Student (University, adult education, technical school)
- Other _____

20. Which race/ethnicity best describes you? (Select all that apply)

- American Indian & Alaska Native Asian
- Black or African-American Hispanic/Latino
- Native Hawaiian/Other Pacific Islander White
- Prefer not to answer
- Prefer to self-describe _____

21. What is your gender identity? (Select one answer)

- Male Female Non-Binary
- Prefer to self-describe _____

22. Are you a person with a disability? (Select one answer)

- Yes No Prefer not to answer

23. What is your household's approximate income for the current year? (Select one answer)

- Less than \$24,000 \$25,000 - \$49,999
- \$50,000 - \$74,999 \$75,000 - \$99,999
- \$100,000 - \$149,999 More than \$150,000

24. Please provide your home address (either exact location or a nearby intersection).

25. Which of the following best describes your access to an automobile or vehicle? Do not include rental vehicles. (Select one)

- I generally do not have access to a vehicle on a regular basis
- I have occasional access to a vehicle that I share with someone else
- I have daily access to my own vehicle

Do you have any additional feedback you would like to provide?

Thank you for completing the Comprehensive Operational Analysis Survey!

Please return this survey to transit staff in person, or mail to:
Metro, 530 N Rose St, Kalamazoo, MI 49007
Email: ccta@kmetro.com Questions? Call (269) 337-8233
Your responses will be kept strictly confidential.



Agenda Item # 6
Meeting Date 01/10/22

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
SUBJECT: KCTA Millage Election Costs
DATE: January 3, 2022

BACKGROUND

On November 2, 2021 the KCTA had its millage renewal question on the ballot. The KCTA is responsible for reimbursing the jurisdictions within the County that conduct the election. The collection of costs incurred, and billing of these costs is managed by the Kalamazoo County Clerk.

DISCUSSION

Attached is the itemized invoice from the Kalamazoo County Clerk. Recent election costs include:

- CCTA for August 2015 - \$111,793
- KCTA for May 2016 - \$80,575

RECOMMENDATION

It is recommended the CCTA and KCTA Boards approve the payment of \$210,563.43 to the Kalamazoo County Clerk for reimbursement of the 2021 KCTA Millage Election costs.

Attachment

Kalamazoo County Clerk

INVOICE

201 W. Kalamazoo Ave.
Kalamazoo, MI 49007
Phone (269) 383-8840 | Fax (269) 384-8143
Elections@kalcounty.com | www.kalcounty.com/clerk

INVOICE #11022021
DATE DECEMBER 6, 2021

TO
Kalamazoo County Transportation Authority
C/O Barbara Blissett
530 N. Rose Street
Kalamazoo, MI 49007

FOR November 2, 2021 Special Election

Description	Amount
Election Notices	\$4,167.05
Ballots & Precinct Supplies	\$44,550.95
Programming Costs	\$2,016.00
Staff Costs	\$833.37
Alamo Twp.	\$5,265.20
Brady Twp.	\$2,668.76
Charleston Twp.	\$1,330.15
Climax Twp.	\$3,390.47
Comstock Twp.	\$7,676.22
Cooper Twp.	\$9,398.14
Kalamazoo Twp.	\$17,272.73
Oshtemo Twp.	\$18,654.45
Pavilion Twp.	\$2,718.49
Prairie Ronde Twp.	\$1,465.92
Richland Twp.	\$11,288.31
Ross Twp.	\$4,963.65
Schoolcraft Twp.	\$5,577.41
Texas Twp.	\$14,589.99
Wakeshma Twp.	\$595.55
City of Galesburg	\$347.30
City of Parchment	\$768.78
City of Portage	\$20,534.12
City of Kalamazoo	\$30,490.41
Total	\$210,563.43

Make all checks payable to **Kalamazoo County Clerk**

Payment is due within 30 days. Due January 5, 2022



Connecting People Throughout
Kalamazoo County

Agenda Item # 7 Meeting Date 01/10/22

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Greg Vlietstra, Director of Support Services
DATE: December 21, 2021
SUBJECT: Bus Camera System Upgrades with AngelTrax

BACKGROUND

Since 2015, AngelTrax has provided Metro with security cameras equipped on each fixed-routed bus. Each bus has seven cameras capturing multiple views. Video footage is used often to review accidents, customer complaints, and other safety concerns.

DISCUSSION

AngelTrax, headquartered in Dothan, AL, is a leading designer, manufacturer, and provider of in-vehicle mobile surveillance for school transportation and public transit. Metro employees (particularly Operations, Maintenance, and IT departments) have invested countless hours the past seven years in training and troubleshooting the camera systems.

This upgrade would be to 20 of our older cameras systems (called Pro7). The upgrade would be to a system called Pro8 which would not include cameras, but rather new mobile digital video recording systems, memory cards, modems, converter cables, antennas, housing, brackets, etc. Some benefits of an upgrade to Pro8 include less glitches, less system crashes, better technology to zoom-in on objects, enhanced night-time viewing, and bigger hard drive storage which would allow footage to be archived longer.

This will be a sole-source purchase (not seeking other proposals or bids) as we are replacing older camera systems to match existing newer camera systems purchased after 2017. The proposal includes hardware and software support and warranty. Although there are competitors for similar types of technologies, it is not advisable to switch at this point after the 2015 investment to the AngelTrax systems.

We have planned for these expenditures in our FTA grant applications and annual budget process.

RECOMMENDATION

The recommendation is to allow the Executive Director to execute documents with AngelTrax to upgrade 20 bus security camera systems in the amount of \$57,480.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 8 Meeting Date 01/10/22

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
PREPARED BY: Greg Vlietstra, Director of Support Services
DATE: December 21, 2021
SUBJECT: Agreement with FlixBus for Bus Bay Usage

BACKGROUND

Similar to Indian Trails, Greyhound, and Miller Transportation, FlixBus is seeking the use of a bus bay at the Kalamazoo Transportation Center (KTC).

DISCUSSION

FlixBus is private bus operator. They are seeking use of a bus bay at the KTC twice a day (around 6:25 pm and 10:30 pm) for a stop on their Chicago-Detroit routes.

FlixBus will use bays 15-18 at the KTC which are dedicated for private operators.

RECOMMENDATION

It is recommended that the CCTA and KCTA Boards approve a contract agreement with FlixBus and authorize the Executive Director to execute documents related to this action on behalf of Metro.

Attachments:

1. Agreement with FlixBus



LICENSE AGREEMENT

BETWEEN: Central County Transportation Authority, also known as Kalamazoo Metro, 530 N. Rose Street, Kalamazoo MI 49007 (“**Metro**”)

AND: FlixBus, Inc., a Delaware corporation, 368 9th Avenue, New York, NY 10001 (“**FlixBus**”).

IT IS AGREED THAT

ARTICLE 1: Purpose and License

- I. Metro grants FlixBus the nonexclusive right to use one bus bay at a time, to be designated by Metro, in the Kalamazoo Transit Center at 459 N Burdick St, Kalamazoo, MI 49007, for the sole purpose of boarding and alighting intercity bus passengers. FlixBus may use the designated bay seven days a week, but only during the following hours: 9:30 AM – 7:30 PM. These hours may be changed by mutual agreement between Metro and FlixBus. FlixBus may allow its designated contracted motor-coach operators to exercise FlixBus’s rights under this agreement.
- II. Metro reserves the right to relocate FlixBus to another bus bay by giving FlixBus written notice of such relocation at least seven (7) days prior to relocating.

ARTICLE 2: Term of License; Rent; Signage

- I. The term of this License is one (1) year, beginning **January 24th, 2022** and running through **December 31st, 2022**. FlixBus may extend this term for successive one-year periods by giving Metro its written notice of intent to extend the term at least thirty (30) days prior to expiration of the term of the License. Either party may also terminate the term at any time by giving at least thirty (30) days prior written notice of termination to the other party.
- II. The monthly rent for the use of the bus bays at Metro’s facility shall be **six hundred and 00/100 dollars (\$600.00)**. For the period of January 24th-January 31st, 2021 only, FlixBus shall pay a mutually agreed upon prorated rent to Metro. Payment shall be due the first day of each month in advance during the term of the license. FlixBus shall deliver the monthly rent to Metro at Metro’s address listed above. Metro to provide ACH information

Metro hereby grants FlixBus the right to erect signage as it deems appropriate at the designated bus bay for the purposes of indicating to passengers where the bus will board.

ARTICLE 3: Indemnity and Insurance

- I. FlixBus shall indemnify Metro and its agents against claims for all losses that may arise from or in connection with the use of Metro’s facilities by FlixBus, its agents, representatives, employees, or designated motor coach operators.



- II. FlixBus shall procure and maintain for the duration of the license term the following insurance coverages:
 - a. **Worker's Compensation Insurance** including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Michigan.
 - b. **General Liability:** Commercial general liability insurance with minimum limits of \$1,000,000 per occurrence, \$2,000,000 general aggregate, for personal injury and property damage, and shall be endorsed to name Metro as additional insured. It is understood and agreed by naming Metro as additional insured, coverage afforded is considered to be primary and any other insurance Metro may have in effect shall be considered secondary and/or excess.
 - c. **Automobile Liability:** Automobile liability insurance covering all owned, non-owned and hired vehicles with a least a \$1,000,000 per occurrence combined single limit for bodily injury and property damage.
 - d. Flixbus shall provide Metro with a certificate of insurance and endorsement referencing coverage as provided above. If any of the above policies expire during the term of this agreement, FlixBus shall provide renewal certificates and endorsements at least ten (10) days prior to the expiration date. All policies, as described above, shall include an endorsement stating that is it understood and agreed Thirty (30) days, Ten (10) days for non-payment of premium, Advance Written Notice of Cancellation or Non-Renewal be provided to Metro.
- III. All operating partners or subcontractors that provide bus service in conjunction with FlixBus shall maintain the same coverages that Flixbus is required to maintain under Article 3, II above.

ARTICLE 4: General

- I. **Entire Agreement; Amendment.** This agreement contains all of the terms of the agreement between Metro and Flixbus regarding its subject and may be amended only in writing signed by both parties
- II. **Flixbus Default.** If Flixbus defaults under this agreement, Metro has all available legal remedies, including the right to terminate the term of this license immediately.
- III. **Limited Liability.** Flixbus understands that the bus bay is being provided as-is, with no warranties. Metro's liability under this agreement is limited to the amount of fees paid by Flixbus under this agreement.



Central County Transportation Authority

By: [_____]

Print name: [_____]

Title: [_____]

Date: [_____]

FlixBus, Inc.

By: [_____]

Print name: Joanna Patterson

Title: Business Director, East Coast

Date: [_____]



Agenda Item: # 9
Meeting Date: 01/10/22

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: January 6, 2022
SUBJECT: Executive Director Update

Director of Operations

I am pleased to announce the promotion of Keshia Woodson-Sow to the position of Director of Operations. Keshia will be responsible for the management of the fixed-route system. Keshia has been with Metro since 2017 and most recently served in the position of Senior Operations Supervisor. She has previous experience working in customer service, logistics, medical services, and manufacturing.

Pandemic

There are currently nine staff that are out due to Covid.

OSHA issued a new rule in early November that imposes significant obligations on Metro and our employees. The new rule requires employees of large employers to be fully vaccinated against Covid-19 by February 9, 2022 or submit to weekly testing. Due to the proximity of the rule's deadlines, Metro must begin to prepare now for implementation. We are currently finalizing our policy. OSHA's rule requires employees to report their vaccination status to Metro. Beginning January 10, 2022, Metro will begin collecting this information from all employees. Beginning February 9, 2022, any employee who is not fully vaccinated will be required to submit weekly test results to Metro. This OSHA rule has been subject to several ongoing legal challenges. The Supreme Court is scheduled to hear arguments on Friday, January 7, 2022. Metro will make adjustments when and if changes occur due to court rulings.

Human Resources

Three Coach Operators began training on November 29. There are one or two Coach Operators anticipated to be ready to start the next training class in January. There are 14 additional candidates early within the hiring process.

Bronson Bus2Work Program

An agreement for Bronson to continue the Bus2Work program was renewed for the upcoming year. Metro is reimbursed for rides taken by employees for the fixed route system. Since the start of the program in 2016, the program has recorded over 50,000 rides by 268 individuals. Frequently used routes continue to be 13-Burdick and 1-Westnedge with most participants using the pass Monday through Thursday from 6 to 8 am and 2 to 4 pm.

Value-Added Services

On the evening of December 18, Metro sent a bus to provide residents with shelter from a structure fire at Fox Ridge Apartments.

Winter Stop/Shelter Maintenance

As an update, Metro contractors have cleared snow for two major incidents (greater than 2 inches) this winter season. Metro staff is tracking how long it takes to clear the 93 shelter and five bench locations. For the January 1 snow event, for example, the contractor was called around noon on January 2 and all shelters were cleared by 2 pm the following day. For some of the approximately 600 stops without shelters, staff will continue to assess which stops are being cleared and which ones might need to be maintained by Metro staff or outside contractors for heavier snow accumulations.

Safety and Security

I will provide an update at the meeting.

KTC Security Reports

Attached is the December Security Report from Terecita Potts, Senior Operations Supervisor.

Attachments

1. Metro's KTC December Security Report

December 2021 KTC Security Report
Prepared by Terecita Potts
Title Senior Operations Supervisor

Overview:

During the month of December, we stayed with the reduced service on Saturdays from 8:00am-4:30pm. Additional Security continued during the high traffic hours through the week. We continued enforcing the mask policy on the busses as well as in the facility. There was an increase of calls to KDPS due to not complying with mask policies, unruly passengers, and excessive loitering.

Activity Summary for December:

KPS Calls-10- requests for removal of passengers off buses for mask violations, passengers loitering down at the KTC

EMS Calls -10 calls, various calls for customers with health-related issues requesting ems.

Other Activities

Checked around the administration building to ensure that all doors are secure also checked for loiterers, open intoxicants, drug use, sleepers and individuals trespassing. December also reflected a rise in customers with health-related issues requiring assistance at the KTC, some who are repeat offenders. We continued to monitor customers with or without business accessing the building.

Directing passengers to the proper smoking areas and to follow the rules of conduct is a daily activity to keep the balance at the Transit Center.



Connecting People Throughout
Kalamazoo County

Agenda Item # 9a Meeting Date 01/10/22

TO: Central County Transportation Authority and Kalamazoo County Transportation Authority
FROM: Sean McBride, Executive Director
 Prepared By: Kathy Schultz, Planning and Development Manager
DATE: January 3, 2022
SUBJECT: November 2021 Information Summary Report

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

BACKGROUND

Monthly Ridership				
	Bus	Metro Connect	Metro Share	System Total
FY22	110,936	8,077	3,065	122,078
FY21	106,583	6,217	22	112,822
Difference	+4,353	+1,860	+3,043	+9,256
% Change	+4.08%	+29.92%	+13,831.82%	+8.2%

Year-to-Date Ridership				
	Bus	Metro Connect	Metro Share	Oct 21-Sept 22 System Total
FY22	222,017	17,279	7,339	246,574
FY21	222,923	13,868	4,262	237,050
Difference	-906	+3,411	+3,077	+9,524
% Change	-0.41%	+24.60%	+1,657.14%	+4.02%

WHEELCHAIR LIFT/RAMP INCIDENT REPORT – November 2021

Passengers in mobility devices for the month of November 2021 were 284. There were no incidents that involved a ramp/lift during this month.

WMU STUDENT RIDERSHIP REPORT – November 2021

For the month of November 2021 there were 28,672 passenger trips for WMU.

DEMAND/RESPONSE MONTHLY SUMMARY REPORT – November 2021

For the month of November 2021 there were 8,077 passenger trips on Metro Connect. This is a total of 17,279 passenger trips for fiscal year 2022.



KALAMAZOO METRO SYSTEM
RIDERSHIP ANALYSIS
November 2021

Route #	Route	Month to Date				Year to Date						
		# of Rides		Rides per hour		# of Rides		Rides per hour		Increase / decrease		
		FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21			
01	Westnedge	11,937	15,056	30.62	18.85	23,973	30,636	62.42%	-21.75%	26.71	36.59	-27.01%
02	Portage	4,794	6,762	22.11	11.40	9,051	14,415	93.95%	-37.21%	15.33	27.28	-43.80%
03	West Michigan	4,750	3,947	22.18	8.33	9,468	8,210	166.25%	15.32%	16.11	13.58	18.64%
04	Oakland	3,963	3,010	16.85	6.59	7,706	6,593	155.72%	16.88%	12.64	12.47	1.41%
05	East Main	3,654	5,293	33.63	12.04	7,399	10,267	179.31%	-27.93%	24.94	24.66	1.14%
06	Parchment	4,818	4,614	20.92	10.43	10,416	10,761	100.57%	-3.21%	17.31	20.39	-15.11%
07	Alamo	6,384	6,882	28.87	16.47	12,901	14,159	75.28%	-8.88%	21.70	26.78	-18.97%
08	Egleston	4,636	4,428	20.74	8.34	8,300	9,064	148.73%	-8.43%	13.93	17.14	-18.76%
09	Gull Road	8,153	11,103	22.95	13.96	16,194	22,962	64.40%	-29.47%	22.20	27.89	-20.39%
10	Comstock	3,510	4,405	15.11	9.73	6,266	9,183	55.29%	-31.77%	10.33	17.37	-40.52%
11	Stadium Drive	6,740	6,170	28.91	8.87	13,626	13,079	225.94%	4.18%	22.46	24.74	-9.22%
12	Duke	801	0	9.33	0.00%	1,547	173	0.00%	794.22%	7.36	0.00	0.00%
13	South Burdick	6,191	7,132	28.41	9.53	12,868	14,756	198.11%	-14.15%	21.40	27.96	-23.47%
14	West Main	8,248	7,723	36.99	9.96	16,833	16,886	271.35%	-0.31%	28.20	30.04	-6.13%
15	Paterson	2,026	5,648	22.07	12.91	4,089	9,296	70.98%	-56.01%	14.71	22.41	-34.38%
16	Lovell	10,639	6,722	48.56	7.57	21,932	14,253	541.42%	53.88%	36.98	25.99	42.28%
19	Ring	3,087	877	19.00	15.45	6,288	2,233	252.00%	181.59%	25.16	5.63	346.70%
21	Solon/Kendall/Lafayette	4,881	1,438	24.38	4.41	8,443	3,564	452.87%	136.90%	15.05	10.33	45.68%
25	Parkview	6,634	1,067	22.05	18.29	14,792	3,193	20.54%	363.26%	22.38	5.54	304.12%
26	West Centre	2,614	2,402	11.41	5.54	5,370	5,139	106.02%	4.50%	9.17	10.36	-11.55%
27	East Romance	2,076	1,904	9.19	4.43	4,355	4,101	107.41%	0.00%	9.35	8.10	15.32%
30/31	WMU Shuttle	400	0	0.59	0.00%	3,127	-	0.00%	0.00%	2.82	-	0.00%
	Total Fixed Route	110,936	106,583	20.95	18.80	222,017	222,923	11.41%	-0.41%	17.59	20.73	-15.13%
	Metro County Connect	8,077	6,217	1.69	1.45	17,279	13,868	16.69%	24.60%	1.78	1.49	19.50%
	Demand-Response	3,543	1,879	1.88	1.44	7,339	4,262	30.95%	72.20%	1.88	1.47	27.62%
	ADA Trips	3,065	22	9.26	1.63	4,551	259	468.49%	1657.14%	9.07	6.34	43.01%
	Specialized Service	0	0	0	0	0	0	N/A	N/A	0	0	N/A
	Charters	122,078	112,822	9.33	9.52	246,574	237,050	4.30%	4.02%	9.22	10.31	-10.52%
	Total Services	122,078	112,822	9.33	9.52	246,574	237,050	4.30%	4.02%	9.22	10.31	-10.52%

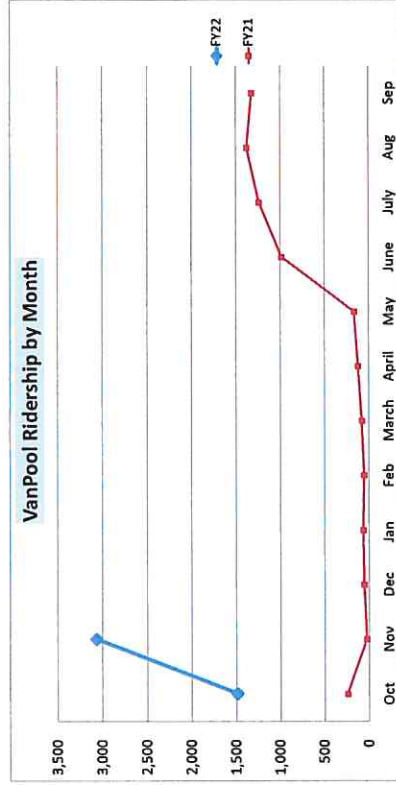
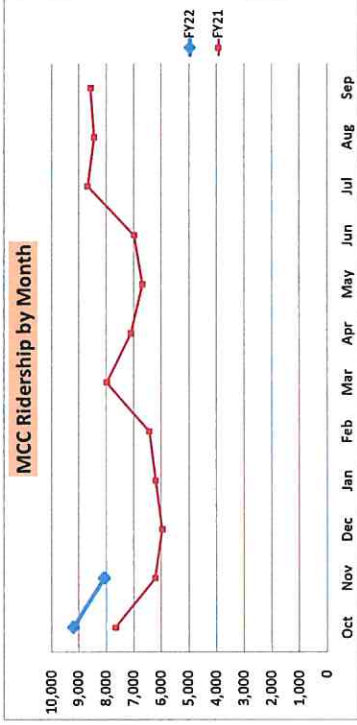
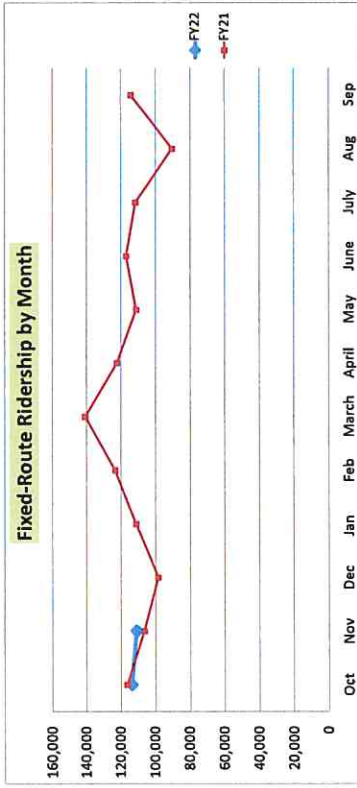
Other Data	Month to Date				Year to Date			
	# of Rides		Increase / decrease		# of Rides		Increase / decrease	
	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21
WMU	28,672	-	0.00%	-	59,373	-	0.00%	-
KVCC	426	-	0.00%	-	1,229	-	0.00%	-
Transfers	34,239	-	0.00%	-	91,438	-	0.00%	-
Wheelchair	284	-	0.00%	-	734	-	0.00%	-
Bikes	969	1,117	-13.25%	2,844	2,893	1,72%	1,72%	1,72%
Youth Mobility	857	-	0.00%	-	1,076	-	0.00%	-

NOVEMBER 2021
APC COUNTS DUE TO COVID-19

Fixed-Route	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY22	113,808	110,936										
FY21	116,340	106,583	98,448	111,044	123,352	140,679	122,253	110,950	116,725	111,485	90,114	114,200

MCC	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY22	9,202	8,077										
FY21	7,651	6,217	5,951	6,197	6,430	7,970	7,093	6,678	6,976	8,669	8,433	8,557

VanPool	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY22	1,486	3,065										
FY21	237	22	50	59	49	72	115	159	982	1,235	1,376	1,317



NOVEMBER 2021 APC COUNTS DUE TO COVID-19

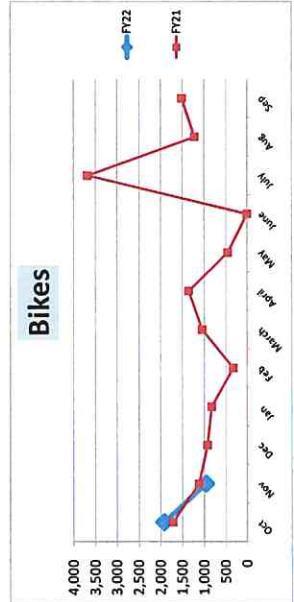
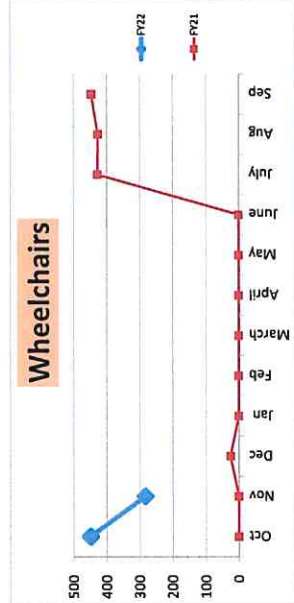
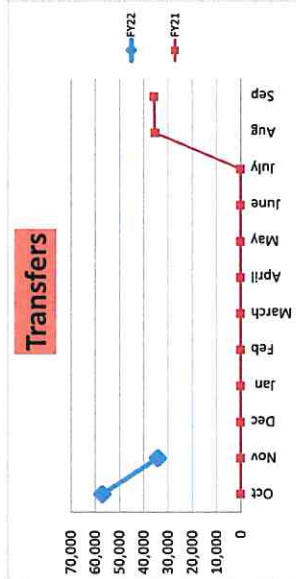
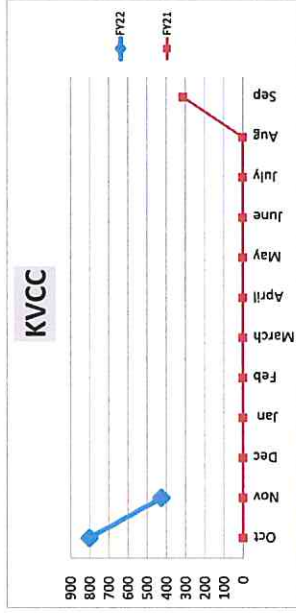
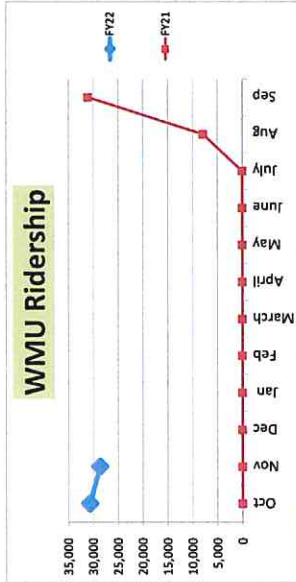
	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
WMU												
FY22	30,701	28,672										
FY21	0	0	0	0	0	0	0	0	0	0	7,884	31,015

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
KVCC												
FY22	803	426										
FY21	0	0	0	0	0	0	0	0	0	0	0	311

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Transfers												
FY22	57,199	34,239										
FY21	0	0	0	0	0	0	0	0	0	0	35,215	35,724

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Wheelchairs												
FY22	450	284	26									
FY21	0	0	0	0	0	0	0	0	0	428	427	447

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Bikes												
FY22	1,924	969										
FY21	1,720	1,117	923	826	327	1,045	1,352	450	0	3,682	1,217	1,510

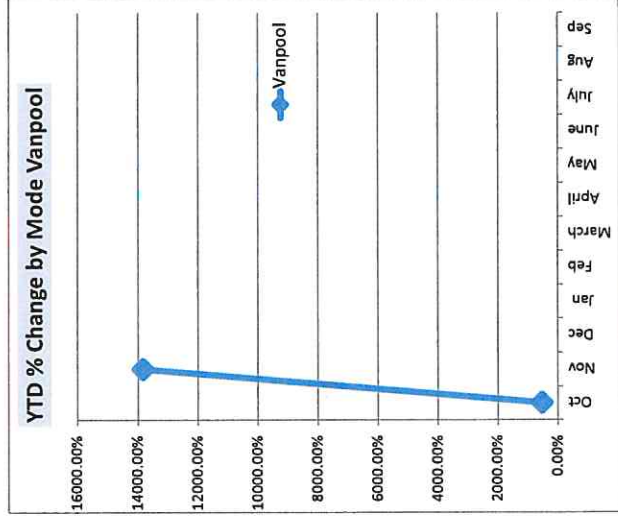
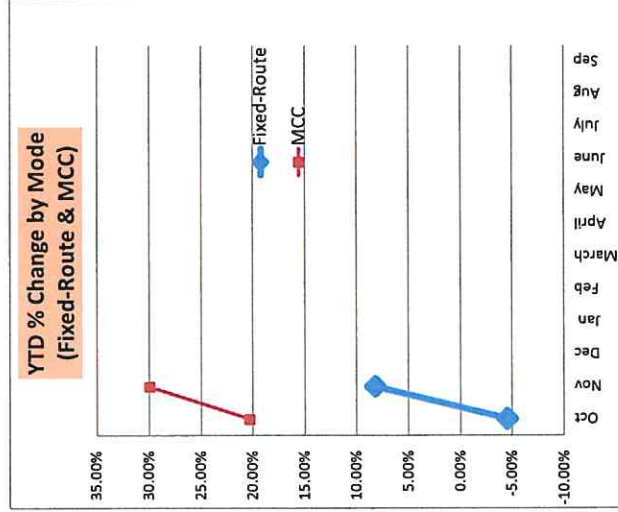
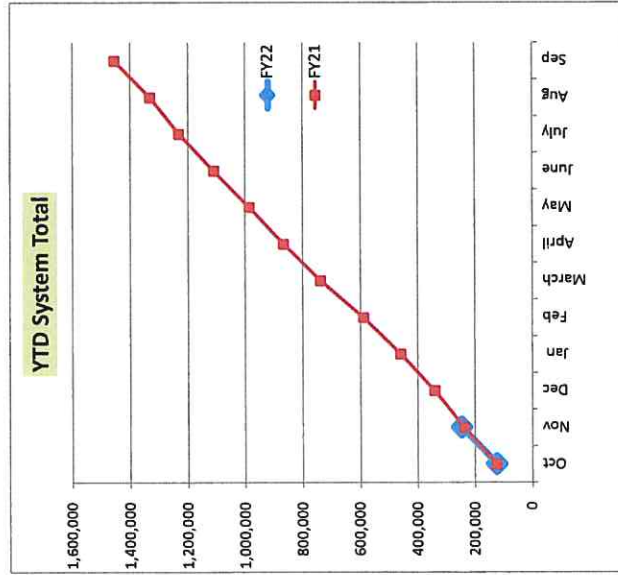


NOVEMBER 2021 APC COUNTS DUE TO COVID-19

YTD System Total	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY22	124,496	246,574										
FY21	124,228	237,050	341,499	458,799	598,630	737,351	866,812	984,875	1,109,558	1,230,947	1,330,870	1,454,944

YTD % Change	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Fixed-Route	-4.52%	8.20%										
MCC	20.27%	29.92%										

YTD % Change	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Vanpool	527.00%	13831.82%										





Agenda Item: #9b
Meeting Date: 01/10/22

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: January 4, 2022
SUBJECT: November 2021 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 \$135,686 (2%) of the FY22 millage.
- We have collected \$192,328 (7% 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 \$6,000,000 in CARES funds (2020-\$1,500,000; 2021-\$4,500,000).
- The average price for a gallon of diesel fuel in November 2020 was \$1.24 and in November 2021, it was \$2.53. This is a 104% increase.
- Total operating expenditures for Metro year-to-date are 11% of the total budgeted amount.

Attachment:

1. November 2021 Income & Expense Statement



	FY2022 CCTA Board Recommended Budget	November 2021	Year to Date FY 2022	Year to Date % 17%	Monthly Funding %
STATEMENT OF INCOME AND EXPENSE					
Operating Revenue					
Fare Revenue					
Regular Route Cash	566,500	37,363	80,400	14%	4%
Metro County Connect Fares	187,117	14,662	30,345	16%	2%
Specialized Services Fares					
Metro County Connect - Access Fares	147,686	18,364	30,059	20%	2%
Tokens	259,875	10,374	22,346	9%	1%
Charters	0	0	0	0%	0%
Pass Sales	200,310	13,416	29,179	15%	2%
WMU Prepaid Fares	1,150,000	0	0	0%	0%
Texas Twp/KVCC Prepaid Fares	87,565	0	0	0%	0%
	<u>2,599,053</u>	<u>94,179</u>	<u>192,328</u>	7%	11%
Other Revenue					
Advertising	120,200	6,420	20,928	17%	1%
Intermodal Operations	136,000	0	900	1%	0%
Miscellaneous Revenue	22,800	567	74,144	325%	0%
Commission Revenue - Ticket Sales	20,000	1,571	1,571	8%	0%
Interest Income	7,500	137	241	3%	0%
	<u>306,500</u>	<u>8,695</u>	<u>97,784</u>	32%	1%
Urban Millage (CCTA)	4,589,014	42,236	95,049	2%	5%
County-wide Millage (KCTA)	3,003,310	17,665	40,637	1%	2%
MDOT - Operating	5,013,610	430,883	861,766	17%	50%
FTA - Operating	4,147,774	0	0	0%	0%
Provision for Depreciation	3,200,000	266,650	534,436	17%	31%
TOTAL OPERATING REVENUE	<u>22,859,261</u>	<u>860,308</u>	<u>1,822,000</u>	8%	100%
Operating Expenses by Division					
Administration/Overhead	7,217,341	387,241	911,933	13%	
Kalamazoo Transportation Center Operations	783,839	53,439	88,442	11%	
Maintenance	3,188,711	204,451	371,450	12%	
Operations	7,467,798	470,569	872,973	12%	
Metro Connect	4,832,897	389,276	393,854	8%	
Metro Share	63,642	4,120	8,077	13%	
TOTAL OPERATING EXPENSE	<u>23,554,228</u>	<u>1,509,096</u>	<u>2,646,729</u>	11%	
NET (UNFUNDED) BALANCE for period	<u>(694,967)</u>	<u>(648,788)</u>	<u>(824,729)</u>		



Connecting People Throughout
Kalamazoo County

Agenda Item # 10a1
Meeting Date 01/10/22

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
SUBJECT: CCTA and KCTA Nominating Committee
DATE: December 30, 2021

DISCUSSION

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

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

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

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

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

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

Current CCTA and KCTA Officers are:

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

KCTA: Chair – Greg Rosine and Vice-Chair – Martin Janssen

Since the KCTA and CCTA meet in a joint meeting it is recommended that the Nominating Committees of the KCTA and CCTA meet and work together to identify to recommend the KCTA and CCTA Chair and Vice-Chair. Members of the nominating Committee may be nominated for leadership positions.

RECOMMENDATION

1. The CCTA/KCTA Executive Committee recommends that the CCTA appoint a Nominating Committee for the purpose of recommending a Board Chair and Vice-Chair. The Executive Committee recommends the Nominating Committee shall consist of: Curtis Aardema, Chris Burns, Dusty Farmer, Martin Janssen.

2. The CCTA/KCTA Executive Committee recommends that the KCTA appoint a Nominating Committee for the purpose of recommending a Board Chair and Vice-Chair. The Executive Committee recommends the Nominating Committee shall consist of Curtis Aardema, Tafari Brown, Dusty Farmer, Martin Janssen.