



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
March 8, 2021
Annual Meeting**

<h2>Electronic Meeting</h2>

Participate through this Zoom Link:
<https://us02web.zoom.us/j/81058695096>

Or by calling: 1-312-626-6799
(See the last page of this packet for more detailed instructions on how to participate)

*Note: The next joint CCTA/KCTA regular meeting will be held on
Monday, April 12, 2021 at 11:30 a.m.*

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its Annual Meeting on Monday, March 8, 2021 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
2.	Request to Approve Agenda*	Roll Call	Roll Call
3.	Introduction of Legislative Representatives		
4.	CCTA/KCTA Annual Report*		
5.	Comments from Legislative Representatives		
5.	Consideration to Apply for FY 2022 Grant Funding from MDOT*	Roll Call	Roll Call
6.	Consideration to Approve Title VI Program of the Civil Rights Act*	Roll Call	Roll Call
7.	Request to Approve CCTA/KCTA Minutes of February 8, 2021*	Roll Call	Roll Call
8.	Subcommittee Reports		
	a. Report from CCTA/KCTA Nominating /Committee*	Roll Call	
	1. Election of KCTA Officers		Roll Call
	2. Election of CCTA Officers		
	b. Executive Committee - Joint		
	c. Finance Subcommittee – Joint		
	d. Outreach Subcommittee – Joint		
	e. Millage Subcommittee - Joint		
	f. Pension Board		
	g. KATS		
	h. Local Advisory Committee (LAC)		



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9.	Report from Executive Director*		
	a. Monthly Ridership Reports*		
	b. Monthly Financial Reports*		
10.	Chairperson's Report		
11.	Public Comment		
12.	Members' Time		
13.	Adjournment	Roll Call	Roll Call

*Indicates attachments included in agenda packet

The meeting will be conducted through a Zoom link (See instructions above). 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.

Meeting Minutes
CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Regular Meeting
February 8, 2021

Place: Metro Administration Building, 530 N. Rose Street
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Kathy Schultz, Barbara Blissett
Others Present: James Sandlin, Duryl Cook, Mike Stadel, Jeff Christensen, Richard Fuller, Earl Cox, Sr., Tami Rey, Stephanie Shaw, Laura Pennell, James VanDyken, Steve Stepek, Jermain King, Sr., Anthony Harp

"A regular meeting of the Central County Transportation Authority and the Kalamazoo County Transportation Authority was held on Monday, February 8, 2021 at 11:30 a.m. This meeting was held as an electronic meeting under the authority of Senate Bill 1246 adopted December 15, 2020, Amending the Open Meetings Act for Participation in Public Meetings."

1.) KCTA ROLL CALL

KCTA Members Present: Curtis Aardema (City of Portage), Jeff Breneman (City of Kalamazoo), Tafari Brown (Comstock Township), Dusty Farmer, (Oshtemo Township), Martin Janssen (Fulton Township), Aditya Rama (City of Kalamazoo), Tim Sloan (Oshtemo Township), Sam Urban (City of Portage); Greg Rosine, (City of Kalamazoo)

KCTA Members Absent: None

1). CCTA ROLL CALL

CCTA Members Present: Curtis Aardema (City of Portage), Rob Britigan (Comstock Township), Chris Burns (City of Portage), Dusty Farmer (Oshtemo Township), Martin Janssen (Fulton Township), Garrylee McCormick (City of Kalamazoo), Lisa Moaiery (Kalamazoo Township); Jim Pearson, (City of Portage), Randy Thompson, (Comstock Township); Greg Rosine (City of Kalamazoo)

CCTA Members Absent: Rob Bricker

A motion was made by CCTA to excuse the absence of Rob Bricker.

Motion: Farmer

Support: Britigan

Motion carried by roll call vote.

Ayes: Aardema, Breneman, Britigan, Burns, Farmer, Janssen, McCormick, Moaiery, Pearson, Thompson, Rosine

Nays: None

Absent: Bricker

2.) REQUEST FOR APPROVAL OF AGENDA

A motion was made by KCTA and CCTA for approval of the joint CCTA/KCTA meeting agenda for February 8, 2021 as amended.

Motion: Sloan/Urban

Support: Thompson/Breneman

Motion carried by roll call vote.

Ayes: Aardema, Breneman, Britigan, Brown, Burns, Farmer, Janssen, McCormick, Moaiery, Pearson, Rama, Sloan, Thompson, Urban, Rosine

Nays: None

Absent: Bricker

Prior to the motion, Chair Rosine asked that Item 3 Approve of Minutes be moved after Item 5 Update on Apple Bus.

4.) UPDATE ON KALAMAZOO TRANSPORTATION CENTER SAFETY AND SECURITY

Exec. Dir. McBride introduced guests from the Kalamazoo County Sheriff's Office who gave an overview of the services provided by their office at the Kalamazoo Transportation Center (KTC). Sheriff Fuller said Officers Stadel and Cook had bid on the dedicated positions and were doing an excellent job.

Boardmembers asked various questions on how officers were trained to deal with the challenges faced at the KTC with different types of individuals that involved issues such as mental issues, and drug abuse.

The Boards asked how it was working with other law enforcement agencies. Officer Christensen responded that officers were given deescalating training in handling these types of situations. He said the County has always worked well with other agencies to provide the best results.

5.) UPDATE ON APPLE BUS

Exec. Dir. McBride provided a brief update on Metro Connect Services giving accolades to Apple Bus for their diligence in providing a great service especially during the pandemic and introduced Stephanie Shaw and Laura Pennell from Apple Bus.

Shaw shared with the boardmembers the protocols that are followed by Apple drivers and administrative staff including disinfecting the buses daily, fogging them every two weeks and having drivers wipe the interior down after every rider. She said they are very proud with the success of the safety practices being used to stop the spread of Covid for the drivers and their passengers.

Several Boardmembers thanked Apple bus for their providing of service during the pandemic.

3.) REQUEST FOR APPROVAL OF MINUTES

A motion was made by KCTA and CCTA for approval of the joint CCTA/KCTA meeting minutes for January 11, 2021.

Motion: Sloan

Support McCormick

Motion carried by roll call vote.

Ayes: Aardema, Breneman, Bricker, Britigan, Brown, Burns, Farmer, Janssen, McCormick, Moaiery, Pearson, Rama, Sloan, Thompson, Urban
Nays: None
Absent: Bricker
Abstention: Rosine

6). CHANGE ORDER WITH SECURITY PLUS FOR THE KTC

Dep. Dir. Vlietstra spoke about the current security services provided by Security Plus at the KTC to supplement the Kalamazoo County Sheriff Officers on duty. He said originally the contract was under \$50,000 and did not need Board approval. However, this change order in the amount of \$78,000 is due to the increase in hours from February through October because: 1) No Kalamazoo Public Safety Officers presence until the transition to the Kalamazoo County Sheriff Officers started their contract; 2) Dedicating one of the security guards to the KTC main entrance for monitoring safety precautions relative to its reopening in January.

Dep. Dir. Vlietstra indicated this was the third year in a three-year contract with the option to renew and that it would be coming back to the Boards in June for their consideration.

A motion was made by KCTA and CCTA to approve a Change Order with Security Plus in the amount of \$78,000 and authorize the Executive Director to execute all necessary documents.

Motion: Britigan Support: McCormick

Motion carried by roll call vote.

Ayes: Aardema, Breneman, Britigan, Brown, Burns, Farmer, Janssen, McCormick, Moaiery, Pearson, Rama, Sloan, Thompson, Urban, Rosine
Nays: None
Absent: Bricker

7). BRONSON BUS2WORK PROGRAM

Kathy Schultz updated the Boards on the Bronson Bus2Work Program which has been operating since June 2016. She said the program has been a success with over 49,000 rides recorded through April 2020. Schultz stated the collection of fares has been suspended since March 20 but will resume when safe during this Covid season.

Schultz said this agreement would be in effect from February 1, 2021 through January 31, 2022. She said at the request of Bronson, Metro is working on applying the pass program as an app on their phones similar to Token Transit.

A motion was made by KCTA and CCTA to approve an agreement with Bronson Healthcare Group for the Bronson Bus2Work Program for the period February 1, 2021 through January 31, 2022 and authorize the Executive Director to execute all necessary documents.

Motion: Britigan Support: McCormick

Motion carried by roll call vote.

Ayes: Aardema, Breneman, Britigan, Brown, Burns, Farmer, Janssen, McCormick, Moaiery, Pearson, Rama, Sloan, Thompson, Urban, Rosine
Nays: None
Absent: Bricker

8.) KCTA POLICIES UPDATE

Exec. Dir. McBride gave a history of the 36 KCTA Board policies which began in 2007. He said that when CCTA was incorporated in 2014, it adopted 11 policies that were significant to its operation. Since 2015, the CCTA and KCTA have been meeting jointly with much success. Exec. Dir. McBride suggested now it was time to update all the policies to have one joint set of policies.

Exec. Dir. McBride indicated that he would have staff review both sets of policies and eliminate the KCTA obsolete policies and for CCTA to adopt several policies to align with KCTA. He said some of the policies that would be introduced to the CCTA would be "Soliciting Public Comment Prior to Fare Increase/Service Decrease" and "Record Retention."

Exec. Dir. McBride provided a tentative timeline for these actions to take place beginning in April.

Janssen requested that review of all Board policies be done on a yearly basis.

9.) CCTA/KCTA BOARD CALENDAR FOR UPCOMING ACTION ITEMS

Exec. Dir. McBride presented a CCTA/KCTA Board Calendar for Upcoming Action Items. He said this would give the Boards an idea of future items that would require action on their part and help them to prepare. He said the plan was to present this calendar at the beginning of October each year.

10.) EXECUTIVE DIRECTOR REPORT

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

- COVID-19 and Service Update
- Adding additional days for access to the KTC
- Human Resources

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

8.) SUBCOMMITTEE REPORTS

Executive Committee – Chair Rosine reported the committee met to discuss the current agenda,

Finance Subcommittee (joint with KCTA) – No meeting.

Outreach Subcommittee (joint with KCTA) – No meeting.

Pension Board – No meeting.

KATS Policy Committee – No meeting.

Millage Subcommittee – Urban reported that discussion took place on several topics concerning the millage including whether to ask to replace the current millage, connect community leaders for support of the millage and how to reach out to the public with information about the millage.

Local Advisory Committee (LAC)

Exec. Dir. McBride presented a recommendation from the LAC for the reappointment of Sharon DeHaan to another three-year term. He said she has served on the committee for three years and is eligible to serve for two additional terms.

A motion was made by KCTA and CCTA to approve the reappointment of Sharon DeHaan to the LAC for another three-year term expiring in 2023.

Motion: Sloan Support: Farmer

Motion carried by roll call vote.

*Ayes: Aardema, Breneman, Britigan, Brown, Burns, Farmer, Janssen,
 McCormick, Moaiery, Pearson, Rama, Sloan, Thompson, Urban, Rosine*

Nays: None

Absent: Bricker

8.) COMMUNICATIONS – None

9.) CHAIRPERSONS REPORT --Chair Rosine thanked the Kalamazoo County Sheriff's Office and Apple Bus representatives for attending the meeting and providing valuable information.

10.) PUBLIC COMMENT – Earl Cox Sr. asked, as a bus driver, that it be conveyed to the Bronson employees that they need to present their employee ID along with the pass when riding the bus. He said many of the bus drivers have experienced resistance when asking for this identification.

11.) MEMBERS TIME

Burns shared that the Portage City Council will be considering a resolution related to climate change and city has been asked to see how public transit can help with emissions control in the City of Portage.

Janssen noted the Nominating Committee would be meeting to finalize a recommendation for Board officers at the March meeting.

Britigan welcomed Boardmember Moaiery to the CCTA and he commented on the collaboration between the County Sheriff's Office and Security Plus to provide much needed security at the KTC and hoped it would continue.

Urban invited volunteers to help with the Millage Campaign Committee.

Farmer gave kudos to Kathy Schultz for her input at a recent Oshtemo Zoning Committee Meeting regarding a request from Maple Hill Mall owners to place a loading dock on the east side of the mall which would have required relocating the transfer point for two routes. The request was denied by the Zoning Committee.

12.) ADJOURNMENT

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

Motion: Janssen Support: Aardema

Motion carried by roll call vote.

*Ayes: Aardema, Breneman, Britigan, Brown, Burns, Farmer, Janssen,
 McCormick, Moaiery, Pearson, Rama, Sloan, Thompson, Urban, Rosine*

Nays: None

Absent: Bricker

The meeting adjourned at 12:55 P.M.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk

DRAFT



Connecting People Throughout
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Agenda Item: # 4 Meeting Date: 03/08/20
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: March 1, 2021
SUBJECT: 2020 Annual Report

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

Keeping the Community Moving

Safety Measures Drive Metro's Response to COVID-19 Pandemic

Kalamazoo County's public transportation system – Metro – made tremendous adjustments to its operations in 2020, giving unwavering attention to safety while providing 1.4 million rides, primarily for people who had no other form of transportation available to them.

"The Metro team stepped up and has done an incredible job meeting these unprecedented hardships," said Greg Rosine, who chairs both the Kalamazoo County Transportation Authority (KCTA) and the Central County Transportation Authority (CCTA).

"And, with a second spike in COVID-19 cases, even more dramatic than the first, the challenges rolled right into the new year," said Rosine.

Revenue and ridership both declined in 2020, with ridership down 55%. Revenue losses were offset by cost cutting and some state and federal relief funds. Passenger revenues suffered because riders, for much of the year, weren't required to pay the fare. Collecting fares would have presented a health safety hazard for Metro's bus drivers and passengers.

Fixed-route passenger numbers declined more steeply late in 2020, and the new fiscal year – beginning October 1 – brought more of the same.

"Our governing bodies did a great job making adjustments by planning for the long-term viability of the system," said McBride. "Their work allowed us to move into the new year with confidence that we have the capability to serve diverse needs safely."

Metro Connect, the system's curb-to-curb service, provided important backup for the curtailment in fixed-route service. Metro Connect ridership was reduced for social distancing, but the service remained operable and kept regular hours.



Sean McBride
Metro's Executive
Director



Greg Rosine
CCTA and KCTA
Chair

"Public understanding and public support are at the heart of the advancements we've been able to make," said Rosine. "We continued to accept feedback and information from our staff, our riders and our community partners as we made decisions."



Metro's services have received impressive community support from past millage requests. In 2020, the millage proposal aiding Metro Bus service was passed by 69%. Thank you, residents of Kalamazoo, Parchment, and Portage, as well as the townships of Comstock, Kalamazoo and Oshtemo, for your support. Your backing ensures the continuation of reliable public transportation in your community.

Riding the Bus During a Pandemic

Metro bus ridership has remained above the national average, despite COVID-19 restrictions. Nationally, transit ridership in 2020 dropped by 79% compared to 2019. Locally, Metro's ridership has decreased by 55%. Jeff Ruimveld, a regular passenger, uses the bus to meet his everyday living needs. He said that even in a pandemic, "I didn't feel like I was caged in my home, and if I had a health appointment, I was able to meet it no matter what. I was able to indulge in riding the bus because I felt comfortable, and I still do!"

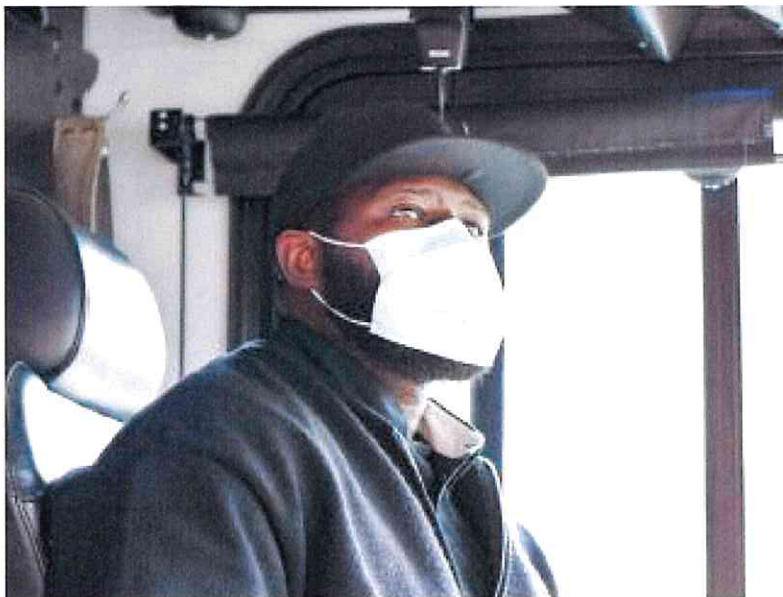


Passenger at a Metro bus stop

Driving the Bus During a Pandemic

Providing public transportation during a pandemic was a challenge for Metro as the system required keeping both drivers and passengers safe. Israel Cooper, a fixed-route bus driver since November of 2019, noted his biggest struggle was "accepting what I can't control. There is more stress added to everyday life."

Metro received COVID-19 relief funding made available through the CARES Act, which provides payments to state, local, and tribal governments navigating the impact of the COVID-19. Of that, \$207,000 was spent on Plexiglas barriers that sealed off the driver's area from the passengers. Israel said, "the barriers and the posters asking passengers to keep their driver safe and wear their masks made me feel safe." In addition to the Plexiglas barriers, over \$146,000 was spent on masks, hand sanitizer, and other items that protected drivers and passengers. Passenger seating was also reduced as a social distancing measure.



Driver on the Metro bus

SAFETY PRECAUTIONS

Follow these tips to keep yourself and others safe

- WEAR A FACE COVERING** 
- SOCIAL DISTANCE ON THE BUS** 
- USE HAND SANITIZER WHEN BOARDING** 
- ESSENTIAL RIDES ONLY** 

www.kmetro.com 

Balancing Safety and Service

On March 16, 2020, before Kalamazoo County had any coronavirus cases, Metro was monitoring what other Michigan transit agencies were doing to combat the spread of the virus, knowing that one positive case in Kalamazoo would change the way Metro operated.

Michigan's virus numbers grew from nearly 200 to thousands by March 18. Sean McBride, Metro's Executive Director, was in daily contact with Kalamazoo's community health leaders, and soon, new mask guidelines, advanced ventilation on buses and reduced service to keep drivers and passengers safe was implemented. New cleaning supplies and personal protection equipment were provided to all drivers. Metro Connect experienced a high number of ride cancellations (about 70%) but continued to operate until midnight and on Sundays even when Metro's fixed-route service reduced hours for safety concerns.

The fixed-route service switched to rear door boarding and stopped collecting fares on March

24. ADA service was made available for passengers that required the coach to kneel or ramp deployment with an accessible bus available on demand.

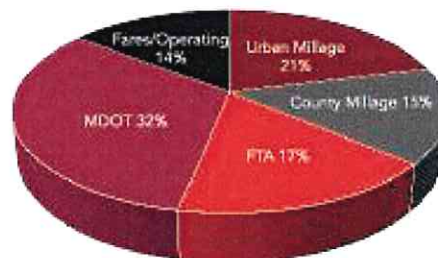
Bus service was suspended from April 2 to May 18. Amid the suspension, Metro Connect remained in operation for passengers that depended on public transportation. During this time, Metro Connect provided a total of 8,213 rides with 4,102 of those rides being taken by fixed-route passengers. Metro Connect vans were sanitized between every trip. The temporary suspension to fixed-route service gave Metro time to retrofit most coaches with new Plexiglas barriers.

Metro Connect service hours have remained steadfast despite a whirlwind of changes in how public transportation operates in Kalamazoo County. The service operated through a contract with Apple Bus Company demonstrates a strong public-private relationship in a time of need.

FY 2020 Audited Revenue and Expenses

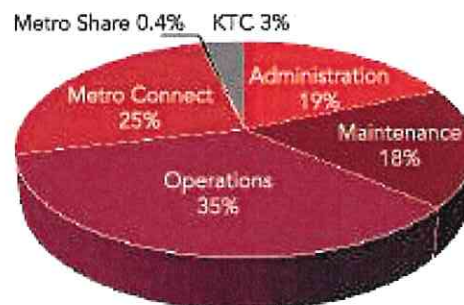
Operating Revenue - \$18,361,117

MDOT	5,953,048
Urban Millage	3,877,768
FTA	3,102,262
County Millage	2,781,480
Fares/Operating	2,646,559



Operating Expenses - \$17,536,340

Operations	6,109,339
Metro Connect	4,362,210
Administration	3,265,021
Maintenance	3,142,805
Kalamazoo Transportation Center	594,897
Metro Share	62,068





METRO

**2020
ANNUAL
REPORT**



- Email: ccta@kmetro.com
- Customer Service (269) 337 - 8222
- Website: www.kmetro.com



METRO

530 N. Rose Street
Kalamazoo, MI 49007



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SHARE**

OUR MISSION

To improve quality of life in the community by providing public transportation services that are dependable, convenient, safe, efficient, cost effective, and accessible for all.

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
BOARD AND ADMINISTRATION**

Greg Rosina, City of Kalamazoo - Chair
Garrylee McCornick, City of Kalamazoo - Vice-Chair
Curtis Aardema, City of Kalamazoo
Rob Bricker, Rural
Robert D. Britigan II, Urban
Chris Burns, City of Portage
Dusty Farmer, Oshtemo Township
Martin Janssen, Rural
Nicollette Leigh, Kalamazoo Township
Jim Pearson, City of Portage
Randy Thompson, Constock Township

Sean McBride, Executive Director
Yvonne Thrash, Deputy Director of Operations
Greg Vleetstra, Deputy Director of Support Services

**KALAMAZOO COUNTY
TRANSPORTATION AUTHORITY BOARD**

Greg Rosina, Chair
Martin Janssen, Vice-Chair
Curtis Aardema
Jeffery Broneman
Tafari Brown
Dusty Farmer
Adiya Rama
Timothy Sloan
Sam Urban

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Agenda Item # 5
Meeting Date 03/08/21

TO: CCTA & KCTA Board
FROM: Sean McBride, Executive Director
DATE: February 22, 2021
SUBJECT: Resolution of Intent to Apply for FY 2022 Grant Funding from MDOT

BACKGROUND

State of Michigan Public Act 51 Grants provide the largest single funding source at approximately twenty-eight (23%) percent for the public transit system. Generated fares, local Millages, Federal operating assistance, and other sources comprise the approximate seventy-two (77%) percent of remaining operating revenue. MDOT and Central County Transportation Authority (CCTA) entered into the Master Agreement on September 21, 2016.

The recommended MDOT grant funds include:

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

This grant application, which corresponds with the CCTA and KCTA Adopted Budget for Fiscal Year 2021 and 2022, will be filed with formal submission to MDOT and will occur upon completion of board approval and the required 30-day public comment period. A notice will be published in the *Kalamazoo Gazette* that this application will be available for public review and comment at Metro offices.

RECOMMENDATION

It is recommended that the CCTA and KCTA Board approve a Resolution of Intent to apply for annual grant funding from the Michigan Department of Transportation (MDOT) for Fiscal Year (FY) 2022. The resolution also authorizes the Executive Director to execute all documents pertaining to the 2022 grant application on behalf of the CCTA.

ATTACHMENTS

1. 21-001 Resolution of Intent

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Kathy Schultz, Planning and Development Manager
DATE: March 4, 2021
SUBJECT: Metro Title VI Program of the Civil Rights Act

BACKGROUND

A Title VI Program and Procedures document is required of any transit system receiving federal funding from the Federal Transit Administration. Title VI under the Civil Rights Act of 1964 and related Title VI statutes assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied benefits thereof, or otherwise be subjected to discrimination under any Metro programs or activities.

The Title VI Program and Procedures document was last updated in 2018 and must be reviewed and approved by the authority boards every three years. The document is required as part of grant compliance for funding from the Federal Transit Administration. FTA will be conducting the Triennial Review in April with the Title VI document part of their review.

DISCUSSION

The Title VI Program and Procedures are guidelines set by the Federal Transit Administration that state what actions Metro must do to be in compliance. Specific areas within the document include:

- Under the Title VI portion of the plan, procedures for filing a complaint against Metro under Title VI. The notice to the public is provided on all vehicles, and forms are available online at www.kmetro.com or by contacting the administrative office. Since 2018, no complaints have been filed.
- A Language Assistance Program that identifies populations within the service area that are non-English speaking and how the system will provide information. Training is provided to staff and drivers to assist customers who need information. Since 2018, 16 translations were done with passengers, with most requesting ticket information and bus schedules. Translation of information and forms translated to Spanish is also provided. Outreach has included advertisements in the local Spanish newspaper and notices in Spanish on buses explaining new COVID guidelines.
- A Public Participation section that outlines of how Metro will attempt to reach the public about news, updates, and changes in service. This includes limited English-speaking populations as well. As part of public participation, efforts are made to have representation on boards and committee that reflect the make-up of the community.
- The Service Standards outlines the operating standards for the system, including availability of vehicles, placement of amenities such as shelters and benches, and equity analyses that would be conducted if a facility was to be constructed.

The Title VI Program and Procedures is being presented to the authority boards for consideration. If there are any specific comments or questions about the plan, please contact Executive Director McBride prior to the March 8 meeting date. The plan needs to be submitted to the FTA by April 1, 2021 for grant compliance.

RECOMMENDATION

The Executive Director recommends that the CCTA and KCTA Boards approve the Title VI Program and Procedures.

Attachment

1. 2021 Title VI Program and Procedures



Connecting People Throughout
Kalamazoo County

Agenda Item # 8a
Meeting Date 03/08/21

TO: CCTA and KCTA Boards
FROM: CCTA/KCTA Nominating Committee
Prepared by: Sean McBride, Executive Director
SUBJECT: CCTA and KCTA 2020 Election of Officers
DATE: March 1, 2020

DISCUSSION

Current CCTA and KCTA Officers are:

- CCTA Chair - Greg Rosine
- CCTA Vice-Chair Garrylee McCormick
- KCTA Chair – Greg Rosine
- KCTA Vice-Chair – Martin Janssen

The CCTA Bylaws and the new KCTA Bylaws (anticipated to be approved at the current meeting) state: “The board must appoint officers (by majority vote of the entire board) at each annual meeting.”

1. The Nominating Committees were appointed at the January 11th meeting. The members of the Nominating Committee for the KCTA are Curtis Aardema, Dusty Farmer, Martin Janssen, Aditya Rama.
2. The members of the Nominating Committee for the CCTA are Curtis Aardema, Chris Burns, Dusty Farmer, Martin Janssen.

The Nominating Committees worked together to recommend the KCTA and CCTA leadership positions.

RECOMMENDATIONS

1. The CCTA Nominating Committee recommends for CCTA officers the following:

CCTA Chairperson	Greg Rosine
CCTA Vice-Chairperson	Garrylee McCormick

2. The KCTA Nominating Committee recommends for KCTA officers the following:

KCTA Chairperson	Greg Rosine
KCTA Vice-Chairperson	Martin Janssen



Agenda Item: # 9
Meeting Date: 03/08/21

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: March 1, 2021
SUBJECT: Executive Director Update

COVID-19 and Service Update

- There is no definitive target date to remove the barriers between the Coach Operators and the passengers. With the barriers still being in place, we will continue to not collect fares. With increased vaccinations and local trends of declining Covid-19 positivity, staff is beginning to review options and timing for collecting fares and removing barriers.
- Metro employees, working through the Kalamazoo County Health Department, were offered first vaccinations beginning January 30, 2021 through Borgess Hospital. Second vaccinations were offered beginning February 20, 2021. Apple Bus employees were part of the same vaccination offering. Vaccinations are still available for any employee that wants to get vaccinated.

Human Resources

One of the ongoing staffing challenges has been the filling the Operations Supervisor positions. These positions are the frontline managers for the fixed-route bus system. In the last report, we identified two new hires and two more hires have occurred. The positions are now fully staffed. Donna Gosa started working with Metro on February 11, 2021. Donna brings with her many years of experience as a Bus Driver and Dispatcher for St. Joseph County Transit Authority, as well as a fixed route driver for the Chicago Transit Authority and as a school bus driver. Adrienne Jarrett begins working with Metro on March 8, 2021. Adrienne brings several years of experience supervising, dispatching, and training for different organizations, including Republic Services.

Katie Shafer began February 22, 2021 as a Mobility Specialist. Katie will be responsible for the Travel Training program for our customers. She is also responsible for establishing and maintaining a Vanpool to Work program with area employers. Katie has fifteen years of experience in the transportation field including managing the paratransit operations for PACE Suburban Bus Co in Chicago.

The next primary hiring focus will be to increase the number of Coach Operators.

Value-Added Community Service

Metro takes great pride in assisting the community in other ways beyond our core services. One example is being available to transport individuals that are displaced when their apartment is involved in a fire. On February 26th Kalamazoo Department of Public Safety requested two buses from Metro to assist with an apartment complex fire on Texel Street off Gull Road. Metro also sent a bus to a fire at Foxridge Apartments on February 12. Metro helped shelter 20 residents and took five to the Country Inn hotel on Kilgore Road.

Memo: Executive Director Update

March 1, 2021

Page 2

Additionally, Metro has routinely been involved in transporting individuals from the Kalamazoo Gospel Mission and some other residential facilities to Battle Creek and back. The transports are to isolate individuals that are potentially Covid-19 positive. The transports are coordinated through the Kalamazoo County Health Department.

KTC Security Reports

Attached are the Security Reports from the County Sheriff's Department and by Terecita Potts, Senior Operations Supervisor who oversees safety procedures.

Attachments

1. County Sheriff's February KTC Security Report
2. Metro's KTC February Security Report

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

Overview:

During the month of February Metro continued the increased service Monday – Thursday until 10 p Monday – Friday and began a limited occupancy opening of the Transportation Center. Security Plus presence was extended to two officers present from 8 am till 10:30 pm. The County Sheriff's onsite security presence continued from 10a to 10p Monday through Saturday and 10a to 6p on Sundays. We continued the limited seating for inside customers with limited seating in all sections of business.

Activity Summary for January

KPS Calls

- 1- Female drinking alcohol causing a disturbance, later found unresponsive on the grounds.

EMS Calls

- 1- – Call was made for medical assistance
 - a. – female found unresponsive, later found out it was due to alcohol

Other Activities

Walk around the administration building and check all doors are secure and check for loiterers, open intoxicants, marijuana use or individuals using drugs, sleepers and individuals trespassing. This month gave several reminders to customers to pull there masks up over their nose and mouth, even gave out mask so that customers could access the building. More than normal reminding people of the horse playing at the KTC.

Oversaw passengers entering KTC building, boarding trains and inter-city bus arrivals & departures and Metro Coaches, especially monitoring bus passenger limits due to social distancing requirements and redirecting passengers. Assisted drivers with passengers who had been riding for several trips more often than usual.

Directed passengers to the proper smoking areas and to follow the rules of conduct daily.

**KALAMAZOO COUNTY SHERIFFS OFFICE
FEBRUARY 2021 MONTHLY REPORT
DEPUTY MICHAEL STADEL**

CASES:

NO NEW CASES

BANS:

NO BANS WERE PLACED

NOTABLE CASES:

No reportable incident took place this month while I was on duty. Again like previously stated in past reports, I do have the occasional argument. With my constant presence now known by patrons and locals, it has resolved issues before they even begin. I have been told by some locals in the area that they don't want to be at metro due to my constant presence and enforcing rules and regulations. I'm sure these feelings are throughout the area. I am continuously working with security and providing assistance when needed at Metro to resolve any issues before they arise. Also, when staff comes to me and request extra patrols near their bus terminal or other safety/security issues I am more than happy to provide the service.

ADDITIONAL INFORMATION:

As I said previously, I do have the occasional argument or intoxicated individual. These encounters are short and are resolved quickly. I do not open a call for service or the interaction really doesn't require a department case number. As for no KTC violations, when I do identify a violation and try to encounter that person they quickly walk away and leave KTC property. I feel this is suffice course of action and nothing further needs to be done. Again, it has been a pleasure working at Metro and working with the Boards

DEPUTY MICHAEL STADEL

3951



Connecting People Throughout
Kalamazoo County

Agenda Item # 9a Meeting Date 03/08/21

TO: Central County Transportation Authority and Kalamazoo County Transportation Authority
FROM: Sean McBride, Executive Director
 Prepared By: Cheryl Pesti, Budget and Accounting Manager
 Kathy Schultz, Planning and Development Manager
DATE: March 3, 2021
SUBJECT: January 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
FY21	111,044	6,197	59	117,300
FY20	236,803	8,841	3,875	249,519
Difference	(125,759)	(2,644)	(3,816)	(132,219)
% Change	(53%)	(30%)	(98%)	(53%)

Year-to-Date Ridership				
	Bus	Metro Connect	Metro Share	Oct 20-Sept 21 System Total
FY21	432,415	26,016	368	458,799
FY20	948,762	53,825	13,942	1,016,529
Difference	(516,347)	(27,809)	(13,574)	(557,730)
% Change	(54%)	(52%)	(97%)	(55%)

WHEELCHAIR LIFT/RAMP INCIDENT REPORT – January 2021

No data for January

WMU STUDENT RIDERSHIP REPORT – January 2021

No data for January

DEMAND/RESPONSE MONTHLY SUMMARY REPORT – January 2021

For the month of January 2021 there were 6,197 passenger trips on Metro Connect. This is a total of 26,016 passenger trips for fiscal year 2021.

SUNDAY RIDERSHIP REPORT

Month	FY 2020 # of Sundays	FY 2020 Rides	Avg. Rides/ Sunday	FY 2021 # of Sundays	FY 2021 Rides	Avg. Rides/ Sunday	% Change
October	4	10,673	2,668	4****	1440	360	-86.50%
November	4	10,480	2,096	5*****	0	0	-100%
December	5	12,126	2,425	4*****	0	0	-100%
January	4	9,789	2,447	5*****	0	0	-100%
February	4	10,686	2,672				
March	5*	9,955	1,991				
April	4*	0	0				
May	5*	0	0				
June	4**	4,142	1,380				
July	4***	2,501	625				
August	5***	5,950	1,190				
September	4***	6,082	1,520				
Total	52	82,384	19,014				

* COVID-19 Service Adjustments Started March including no Sunday service.

** Bus Service did not operate on 6/7/2020. There was Bus Service on 6/14/2020, 6/21/2020 and 6/28/2020.

*** Bus Service is operating on Sundays with COVID-19 service adjustments.

**** Bus service only operated on 10/4/2020 before reduced service was put into place.

*****No Sunday Bus Service due to COVID-19 service reductions



KALAMAZOO METRO SYSTEM
RIDERSHIP ANALYSIS
January 2021 (revised 03.03.21)
APC Counts due to Covid-19

Route #	Route	Month to Date				Year to Date								
		# of Rides		Rides per hour		Increase / decrease		# of Rides		Increase / decrease				
		FY21	FY20	FY21	FY20	FY21	FY20	FY21	FY20	FY21	FY20			
01	Westnedge	17,032	30,733	28.25	35.64	-44.58%	20.70	22.02	-20.74%	61,186	127,151	-51.88%	38.17	20.57%
02	Portage	7,314	14,307	20.70	22.02	-48.88%	13.08	13.08	-6.01%	27,964	58,246	-51.99%	22.71	-2.66%
03	West Michigan	3,858	6,691	10.90	13.08	-42.34%	10.31	13.70	-16.72%	15,970	27,485	-41.90%	12.20	-12.15%
04	Oakland	3,652	6,733	10.31	13.70	-45.76%	16.66	21.84	-24.72%	13,622	26,585	-48.76%	11.05	-20.72%
05	East Main	5,894	10,345	16.66	21.84	-43.03%	14.09	17.14	-23.70%	21,583	40,395	-46.57%	19.28	-12.55%
06	Parchment	4,903	8,232	14.09	17.14	-40.44%	16.03	22.60	-17.80%	20,411	33,284	-38.68%	16.65	-7.16%
07	Alamo	5,676	17,841	16.03	22.60	-68.19%	12.75	15.78	-29.06%	25,473	73,725	-65.45%	20.68	-23.64%
08	Egleston	4,513	9,079	12.75	15.78	-50.29%	21.81	21.50	-19.24%	18,503	34,973	-47.09%	15.01	-4.50%
09	Gull Road	13,180	18,494	21.81	21.50	-28.73%	11.30	16.45	-1.42%	47,630	75,632	-37.02%	23.77	4.38%
10	Comstock	4,001	8,006	11.30	16.45	-50.02%	16.26	20.99	-31.33%	17,542	30,567	-42.61%	14.23	-12.02%
11	Stadium Drive	5,756	16,086	16.26	20.99	-64.22%	0.00	0.00	-22.54%	23,616	63,071	-62.56%	19.15	-10.90%
12	Duke	0	2,518	0.00	14.19	-100.00%	14.60	19.04	-100.00%	173	10,494	-98.35%	0.00	-100.00%
13	South Burdick	7,259	15,423	14.60	19.04	-52.93%	21.40	18.04	-23.29%	28,499	61,432	-53.61%	20.73	5.58%
14	West Main	7,579	15,100	21.40	18.04	-49.81%	18.54	22.10	-18.67%	31,979	65,041	-50.83%	25.25	25.62%
15	Paterson	6,563	10,430	18.54	22.10	-37.08%	13.66	29.06	-16.14%	22,278	41,990	-46.94%	19.91	-13.56%
16	Lovell	6,791	27,862	13.66	29.06	-75.63%	0.00	0.00	-52.99%	26,052	108,506	-75.99%	18.67	-36.29%
20	East Comstock	0	14	0.00	0.08	-100.00%	0.00	0.00	-100.00%	0	446	-100.00%	0.00	0.00%
26	Milham/Centre	2,698	3,716	8.06	7.98	-27.40%	8.06	7.98	1.01%	10,702	14,419	-25.78%	9.23	15.60%
27	East Romance	1,839	2,984	5.40	6.46	-38.37%	6.92	34.68	-16.47%	7,706	11,562	-33.35%	6.51	0.89%
21	Solon/Kendall/Lafayette	934	12,209	6.92	34.68	-92.35%	0.00	0.00	-80.05%	4,498	43,758	-89.72%	9.37	-74.99%
19	Ring	690	0	0.00	0.00	0.00%	0.00	0.00	0.00%	2,923	0	0.00%	0.00	0.00%
25	Parkview	912	0	0.00	0.00	0.00%	16.09	21.38	0.00%	4,105	0	0.00%	0.00	0.00%
	Total Fixed Route	111,044	236,803	16.09	21.38	-53.11%			-24.72%	432,415	948,762	-54.42%	17.75	-17.03%
	Metro County Connect													
	Demand-Response	6,197	8,841	1.38	1.04	-29.91%	1.38	1.04	32.82%	26,016	53,825	-51.67%	1.42	-20.80%
	ADA Trips	1,867	6,394	1.60	1.83	-70.80%	1.60	1.83	-12.70%	7,931	25,023	-68.31%	1.46	-29.07%
	Specialized Service	59	3,875	2.95	9.44	-98.48%			-68.73%	368	13,942	-97.36%	4.32	-62.77%
	Charters	0	0	0	0	N/A	0	0	N/A	0	0	N/A	0	N/A
	Total Services	117,300	249,519	10.29	13.68	-52.99%			-24.75%	458,799	1,016,529	-54.87%	10.74	-20.24%

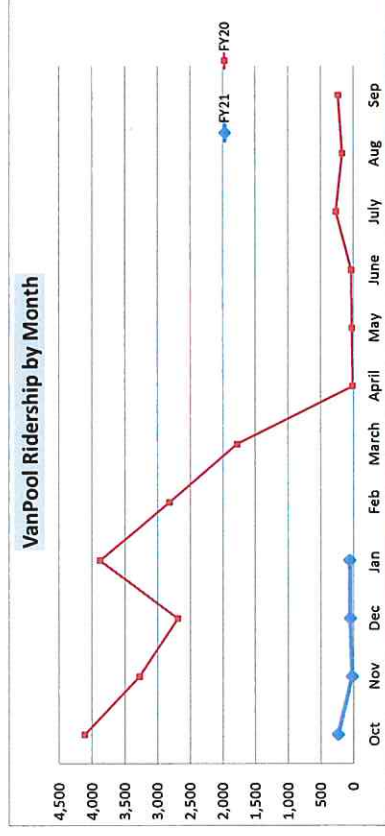
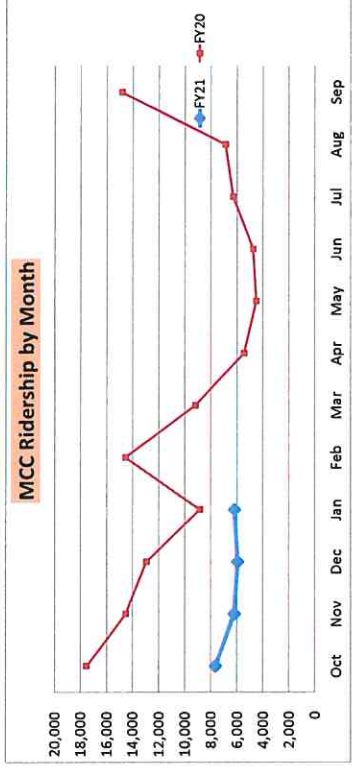
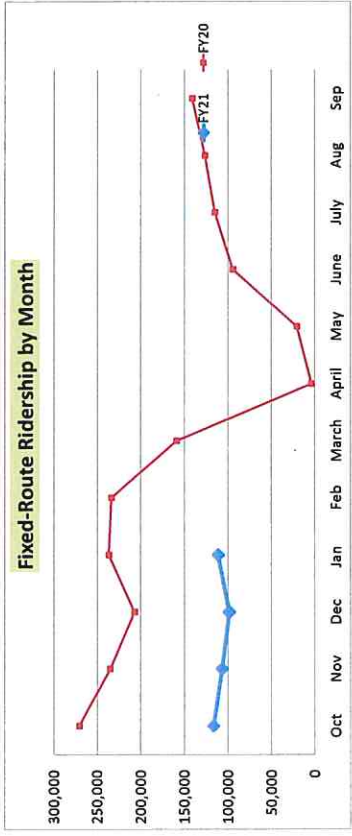
Other Data	Month to Date		Year to Date		
	# of Rides		# of Rides		
	FY21	FY20	FY21	FY20	
WMU	-	43,036	-	179,121	-100.00%
KVCC	-	1,729	-	9,839	-100.00%
Transfers	-	55,735	-	229,849	-100.00%
Wheelchair	-	399	-	1,953	-100.00%
Bikes	826	1,058	4,593	7,345	-88.67%
					-37.47%

January 2021
APC COUNTS DUE TO COVID-19

Fixed-Route	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	116,340	106,583	98,448	111,044	233,960	158,855	3,053	20,235	94,104	114,359	126,171	140,709
FY20	270,270	235,071	206,618	236,803								

MCC	Oct	Nov	Dec	Jan	Feb	March	Apr	May	June	July	Aug	Sep
FY21	7,651	6,217	5,951	6,197	14,536	9,168	5,456	4,495	4,736	6,277	6,851	14,837
FY20	17,529	14,514	12,841	8,841								

VanPool	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	237	22	50	59	2,813	1,774	6	18	27	260	167	226
FY20	4,106	3,275	2,686	3,875								



January 2021
APC COUNTS DUE TO COVID-19

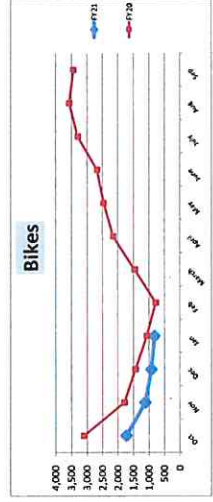
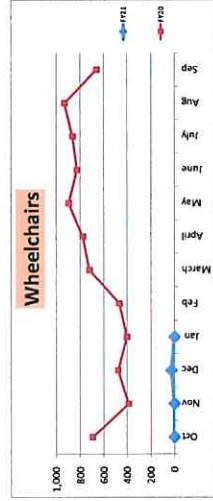
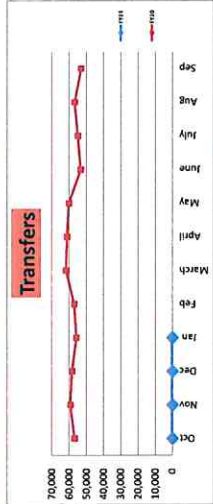
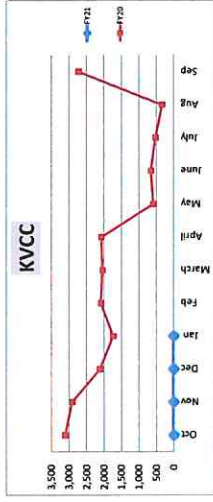
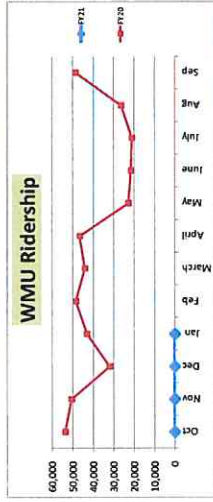
	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
WMU												
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	53,611	50,544	31,930	43,096	48,461	44,029	46,574	22,710	21,972	21,016	26,213	48,558

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
KVCC												
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	3,058	2,900	2,112	1,729	2,080	2,033	2,070	577	649	519	334	2,722

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Transfers												
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	56,803	59,137	59,174	55,735	56,924	61,623	61,009	60,027	53,215	54,874	50,769	53,125

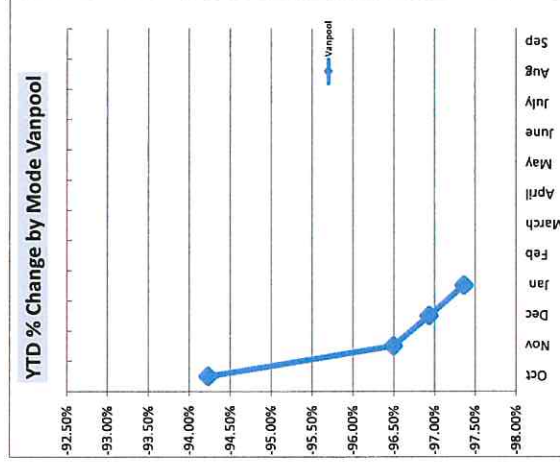
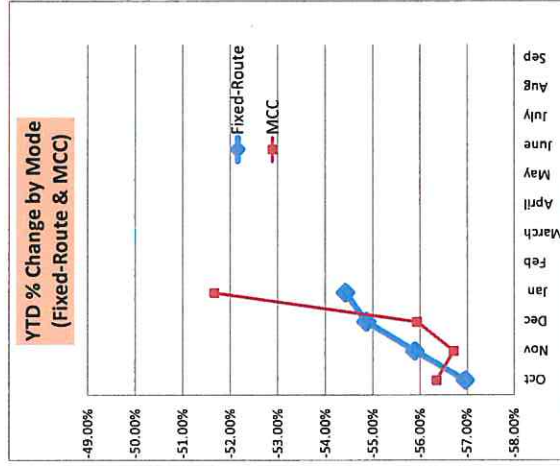
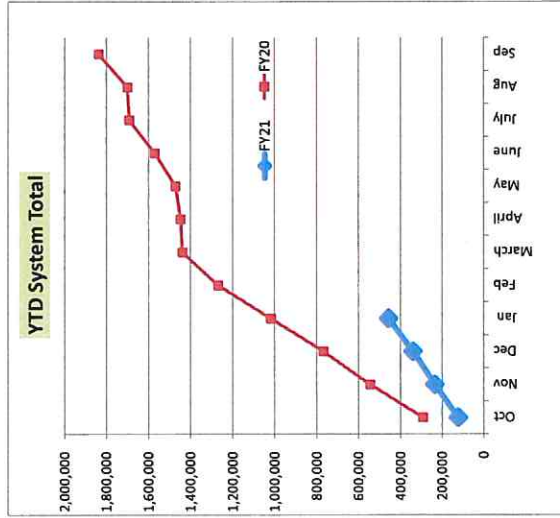
	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Wheelchairs												
FY21	0	0	26	0	0	0	0	0	0	0	0	0
FY20	694	386	474	399	463	719	776	894	825	862	929	659

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Bikes												
FY21	1,727	1,117	923	826	0	0	0	0	0	0	0	0
FY20	3,085	1,774	1,428	1,068	770	1,446	2,142	2,454	2,684	3,288	3,564	3,429



January 2021 APC COUNTS DUE TO COVID-19

YTD System Total	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	124,228	237,050	341,499	458,799								
FY20	291,905	544,765	787,010	1,016,529	1,267,838	1,437,635	1,446,150	1,470,898	1,569,765	1,690,661	1,699,499	1,836,247
YTD % Change	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Fixed-Route	-56.95%	-55.89%	-54.86%	-54.42%								
MCC	-56.35%	-56.72%	-55.94%	-51.67%								
YTD % Change	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Vanpool	-94.23%	-96.49%	-96.93%	-97.36%								





Connecting People Throughout
Kalamazoo County

Agenda Item: #9b Meeting Date: 03/08/21
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: March 1, 2021
SUBJECT: First Quarter 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 \$336,622 (5%) of the FY20 millage.
- Due to the Covid-19 pandemic, Metro's Fixed-Route and Metro Connect are not currently collecting fares. However, we are still receiving the WMU, Texas Township, and Oshtemo contract funds.
- The FTA operating assistance revenue is accrued at the end of the year (September).
- The average price for a gallon of diesel fuel in December 2020 was \$2.01 and in December 2020, it was \$1.42. This is a 29% decrease.
- Total operating expenditures for Metro year-to-date are 20% of the total budgeted amount.

Attachment:

1. December 2020 Income & Expense Statement



	FY 2020 CCTA Board Recommended Budget	December 2020	Year to Date FY 2021	Year to Date % 25%	Monthly Funding %
STATEMENT OF INCOME AND EXPENSE					
Operating Revenue					
Fare Revenue					
Regular Route Cash	515,000	0.00	72.00	0%	0%
Metro County Connect Fares	193,498	0.00	0.00	0%	0%
Specialized Services Fares					
Metro County Connect - Access Fares	119,783	0.00	0.00	0%	0%
Tokens	236,250	19,250.00	19,250.00	8%	2%
Charters	0	0.00	0.00	0%	0%
Pass Sales	182,100	0.00	154.25	0%	0%
WMU Prepaid Fares	1,150,000	0.00	(19,856.00)	-2%	0%
Texas Twp/KVCC Prepaid Fares	95,185	0.00	0.00	0%	0%
Oshtemo Twp Contract	34,129	16,948.03	16,948.03	50%	2%
	<u>2,525,945</u>	<u>36,198.03</u>	<u>16,568.28</u>	1%	3%
Other Revenue					
Advertising	54,000	9,062.50	9,062.50	17%	1%
Intermodal Operations	136,000	0.00	600.00	0%	0%
Miscellaneous Revenue	23,700	7,648.59	28,969.39	122%	1%
Commission Revenue - Ticket Sales	30,000	844.38	1,905.54	6%	0%
Interest Income	13,000	223.63	599.63	5%	0%
	<u>256,700</u>	<u>17,779.10</u>	<u>41,137.06</u>	16%	2%
Urban Millage (CCTA)	4,303,895	101,906.36	193,327.13	4%	10%
County-wide Millage (KCTA)	2,874,265	103,740.16	143,294.83	5%	10%
MDOT - Operating	5,140,727	521,139.00	1,563,417.00	30%	50%
FTA - Operating	1,462,018	0.00	0.00	0%	0%
Provision for Depreciation	2,900,000	259,989.91	529,643.25	18%	25%
TOTAL OPERATING REVENUE	<u>19,463,550</u>	<u>1,040,752.56</u>	<u>2,487,387.55</u>	13%	100%
Operating Expenses by Division					
Administration/Overhead	7,076,002	433,174.03	1,431,440.92	20%	
Kalamazoo Transportation Center Operations	821,717	47,277.56	131,297.33	16%	
Maintenance	3,032,139	315,251.52	933,484.13	31%	
Operations	7,769,924	457,818.49	1,381,340.64	18%	
Metro Connect	4,636,518	364,054.13	732,021.68	16%	
Metro Share	68,452	435.51	3,564.08	5%	
TOTAL OPERATING EXPENSE	<u>23,404,752</u>	<u>1,618,011.24</u>	<u>4,613,148.78</u>	20%	
NET (UNFUNDED) BALANCE for period	<u>(3,941,202)</u>	<u>(577,258.68)</u>	<u>(2,125,761.23)</u>		

Zoom Instructions for Participants

Before a videoconference:

1. You will need a computer, tablet, or smartphone with a speaker or headphones. You will have the opportunity to check your audio immediately upon joining a meeting.
2. If you are going to make a public comment, please use a microphone or headphones with a microphone to cut down on feedback, if possible.
3. Details, phone numbers, and links to videoconference or conference call are provided below. The details include a link to “Join via computer” as well as phone numbers for a conference call option. It will also include the 9-digit Meeting ID.

To join the videoconference:

1. At the start time of the meeting, click on this link to [join via computer](#). You may be instructed to download the Zoom application.
2. You have an opportunity to test your audio at this point by clicking on “Test Computer Audio.” Once you are satisfied that your audio works, click on “Join audio by computer.”

You may also join a meeting without the link by going to [join.zoom.us](https://us02web.zoom.us/j/81058695096) on any browser and entering this **Meeting ID**: <https://us02web.zoom.us/j/81058695096>

If you are having trouble hearing the meeting or do not have the ability to join using a computer, tablet or smartphone then you can join via conference call by following instructions below.

To join the conference by phone:

1. On your phone, dial the toll-free teleconferencing number: **1-312-626-6799**
2. When prompted using your touch-tone (DTMF) keypad, enter the Meeting ID number: **81058695096**

Participant controls in the lower-left corner of the Zoom screen:



Using the icons at the bottom of the Zoom screen, you can (some features will be locked to participants during the meeting):

- Participants – opens a pop-out screen that includes a “Raise Hand” icon that you may use to raise a virtual hand. **This will be used to indicate that you want to make a public comment.**
- Chat – opens pop-up screen that allows participants to post comments during the meeting.

Public comments will be handled by the “Raise Hand” method as instructed above within Participant Controls.