



Connecting People Throughout  
Kalamazoo County

**NOTICE AND AGENDA  
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)  
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)  
October 11, 2021  
Regular Meeting**

<h2>Electronic Meeting</h2>
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Participate through this Zoom Link:  
<https://us02web.zoom.us/j/83803242751>

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, November 8, 2021 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, October 11, 2021 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
2.	Request to Approve October 11, 2021 Agenda and CCTA/KCTA Minutes of September 13, 2021*	Roll Call	Roll Call
3.	Public Comment		
4.	Consideration to Approve Master Agreement with MDOT for Public Transportation Projects and Adopt Resolution*	Roll Call	Roll Call
5.	Consideration to Purchase Vans and Medium-Duty Buses*	Roll Call	Roll Call
6.	Consideration to Approve Security Plus Contract Change Order*	Roll Call	Roll Call
7.	Metro Bus Stop and Shelter Update*		
8.	Proposed Agenda Items for FY 2022-2023*		
9.	KCTA Millage Update*		
	a. Millage Subcommittee		
	b. Outreach Committee		
10.	Report from Executive Director*		
	a. Monthly Financial Reports*		
	b. Monthly Ridership Reports*		
	c. Metro Connect Report*		
11.	Subcommittee Reports		
	a. Executive Committee - Joint		
	b. Finance Subcommittee – Joint		
	c. Pension Board		



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	d. KATS		
	e. Local Advisory Committee (LAC)		
12.	Chairperson's Report		
13.	Public Comment		
14.	Members' Time		
15.	Adjournment	Roll Call	Roll Call

\*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

**Meeting Minutes**  
**CENTRAL COUNTY TRANSPORTATION AUTHORITY**  
**KALAMAZOO COUNTY TRANSPORTATION AUTHORITY**  
**Joint Regular Meeting**  
**September 13, 2021**

Place: Metro Administration Building, 530 N. Rose Street  
Time: 11:30 A.M.  
Staff Present: Sean McBride, Greg Vlietstra, Kathy Schultz, Rob Branch, Cheryl Pesti, Richard Congdon, Keshia Woodson-Sow, Barbara Blissett  
Others Present: Earl Cox, Sr., Jeff Hamilton, Jermaine King, Anthony Harp, Stephanie Shaw, Laura Pennell, Dion Bates

*"A regular meeting of the Central County Transportation Authority and the Kalamazoo County Transportation Authority was held on Monday, September 13, 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." \*Please note in attendance that location in parenthesis is location where member was participating during meeting in compliance with Michigan requirements for remote attendance for a public meeting.*

**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 (Cooper Township), Aditya Rama (City of Kalamazoo), Sam Urban (City of Galesburg), Greg Rosine (City of Kalamazoo)*

*KCTA Members Absent: Tim Sloan*

*A motion was made by the KCTA to excuse the absence of Tim Sloan.*

*Motion: Janssen Second: Aardema*

*Motion carried by roll call vote.*

*Ayes: Aardema, Breneman, Brown, Farmer, Janssen, Rama, Urban, Rosine*

*Nays: None*

*Absent: Sloan*

**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 (Cooper 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: None*





*A motion was made by the KCTA and CCTA to adopt the Fiscal Year 2022 and 2023 CCTA Budget.*

*Motion: Breneman/McCormick      Second: Janssen/Britigan*

*Motion carried by roll call vote.*

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

*Nays:            None*

*Absent:          Sloan*

## **5.) RENEW GENERAL LIABILITY INSURANCE**

Dep. Dir. Vlietstra stated that the CCTA utilizes Michigan Municipal Risk Management Authority (MMRMA) for property, auto and liability insurance coverage. He said over the past several years Metro has undertaken a comprehensive review of its insurance coverages that had led to consolidating under MMRMA. Dep. Dir. Vlietstra noted that the insurance premium shows an increase of approximately 4%.

Prior to the motion, Vlietstra responded to a question from Britigan that the increase in liability was to be prepared in case of a catastrophic loss of buses.

*A motion was made by the CCTA to approve the renewal of General Liability Insurance from October 1, 2021 to September 30, 2022 with Michigan Municipal Risk Management Authority in the amount of \$302,240 and authorize the Executive Director to execute all related documents.*

*Motion: Aardema*

*Support: Burns*

*Motion carried by roll call vote.*

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

*Nays:            None*

*Absent:          None*

## **6.) CONSIDERATION TO PURCHASE 40' BUSES**

Dep. Dir. Vlietstra explained the purchase of four low-floor buses 40' buses would be replacements for older vehicles past their useful life. He said all the newer features including security barriers and fresh air intake systems, wheelchair restraint systems and additional storage would be available with these buses. Vlietstra indicated that the buses would be delivered in about 14 months.

Rob Branch, Fleet & Facilities Manager, spoke about the differences between the 40' and 35' buses and the process to determine the needs for Metro's moving into the future.

*A motion was made by the KCTA and CCTA to approve the purchase of four 40' buses from Gillig Corporation and to authorize the Executive Director to execute all documents related to this purchase.*

*Motion: McCormick/Aardema*

*Support: Britigan/Farmer*

*Motion carried by roll call vote.*

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

### **7.) KCTA MILLAGE UPDATE**

Exec. Dir. McBride shared that "Know the Facts" postcards would be mailed to Kalamazoo County residents in the next few weeks and absentee ballots were in the process of being mailed to residents also. He said the attached Special Report would be emailed to an extensive list of partner organizations in the community giving useful information regarding the upcoming millage. (A copy of the Special Report is included with the meeting minutes.)

Exec. Dir. McBride indicated there was an updated jurisdictional listing for boardmembers to us when scheduling their informational presentations. He invited boardmembers to contact him or Ms. Blissett to assist with making arrangements and receiving handouts for distribution.

Chair Rosine inquired whether the picture/visual information would be changed to include the required masking. Exec. Dir. McBride stated that the marketing firm helping with the creation of educational materials recommended photos without masks.

### **8.) EXECUTIVE DIRECTOR REPORT**

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

- KTC Security Reports
- Human Resources
- Service Updates
- Metro Connect Update
- Comprehensive Operational Analysis
- Youth Mobility

Program Manager Richard Congdon provided an update about the Metro Connect Services with statistics for the past 2 years.

Laura Pennell of Apple Bus shared that they had hired additional drivers to help meet the demands of additional rides due to Covid.

Janssen commented on his appreciation for Apple Bus and all they do in these difficult times.

Dion Bates of Security Plus stated that collectively staff had 50 plus years of experience with the Kalamazoo Department of Public Safety. He indicated they were up to the task for the additional requirements needed for the Kalamazoo Transportation Center (KTC) with the goal of keeping everyone safe. Bates responded to questions from the Board about protocols they would follow.

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

### **9.) SUBCOMMITTEE REPORTS**

Executive Committee – Chair Rosine thanked Apple Bus and Richard Congdon for the updates on services and Metro Connect drivers for taking on the role of essential workers during the pandemic.

Chair Rosine asked those Boardmembers that had not returned the Executive Director's evaluation form to do so by the next week so it could be addressed at the October meeting.

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

Pension Board – Burns reported that the returns from the second quarter investments were good and the last five quarter returns were doing well as the stock markets had shown.

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

Millage Subcommittee – Did not meet.

Local Advisory Committee (LAC) – Did not meet.

**1.) CHAIRPERSON REPORT** – Chair Rosine thanked staff and Apple Bus for the updates on how Apple Bus is operating during the pandemic and is encouraged by the increase in ridership.

Chair Rosine thanked the bus drivers for Metro and Apple Bus as frontline essential workers who take on additional risks every day to serve the community. He said they deserve recognition and the CCTA and KCTA Boards definitely appreciate their service.

**12.) PUBLIC COMMENT** – Farmer presented a letter she had received from a resident at Evergreen North expressing her concerns about the elimination of the bus stop at that location.

**13.) MEMBERS TIME** – Aardema reminder to Boardmembers to fulfill their outreach presentations throughout the County.

Urban shared that Friends of Transit would be meeting regarding the KCTA millage and if anyone was interested, he would provide the information.

Britigan echoed Chair Rosine's comments regarding the Metro and Apple Bus drivers. He also thanked Exec. Dir. McBride and staff for a smooth and concise budget process. Britigan thanked Security Plus for stepping up to the plate to help make the KTC a place people would be proud to frequent.

Burns asked questions regarding management of Covid related decisions and the Boards' role in setting Covid related policy.

**14.) ADJOURNMENT**

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

*Motion: Urban/Britigan*

*Support: Aardema/Moaiery*

*Motion carried by roll call vote.*

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

*Nays: None*

*Absent: Sloan*

The meeting adjourned at 12:52 P.M.

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Greg Rosine  
CCTA Chairperson

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Barbara Blissett  
CCTA Clerk

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Greg Rosine  
KCTA Chairperson

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Barbara Blissett  
KCTA Clerk

DRAFT





Connecting People Throughout  
Kalamazoo County

Agenda Item # 4 Meeting Date 10/11/21
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**To:** CCTA and KCTA Boards  
**From:** Sean P. McBride, Executive Director.  
**Date:** October 5, 2021  
**Subject:** MDOT Master Agreement No. 2022-0030 for Public Transportation Projects

### **BACKGROUND**

The Master Agreement language applies to all State administered Federal transit grants, State match grants, and 100% State funded grants for transit-related capital and operating programs. Some funding, such as Rideshare Projects and the Specialized Services Program are not included under the Master Agreement. (A link has been provided as a separate item on the website.)

The proposed updated Master Agreement Resolution is designed to accept the Master Agreement and allows the Metro Executive Director to execute the MDOT grants.

All funds received through MDOT are also included in the Metro Budget as well as approved through the Transportation Improvement Program (TIP) as approved by the Kalamazoo Area Transportation Study (KATS) Policy Committee.

This is a standard agreement used by MDOT with Metro and other transit agencies. A similar Master Agreement was approved by the CCTA and KCTA in September 2016.

### **RECOMMENDATION**

The Executive Director recommends approval of the attached resolution that: 1) accepts a Master Agreement with the State of Michigan – Department of Transportation outlining grant funding terms and conditions for MDOT Master Agreement No. 2022-0330 and approving completion of said projects for fiscal years 2022 through 2025; and 2) designates specific staff to execute project authorizations during the contract period.

### **Attachments:**

1. Authorizing Resolution

**CENTRAL COUNTY TRANSPORTATION AUTHORITY, KALAMAZOO MICHIGAN**

**RESOLUTION NO. 21-003**

**A RESOLUTION BY THE CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)  
ACCEPTING MDOT MASTER AGREEMENT NO. 2022-0030 FOR PUBLIC  
TRANSPORTATION PROJECTS**

**WHEREAS**, the State of Michigan – Department of Transportation has provided the MDOT Master Agreement Number 2022-0030; and,

**WHEREAS**, the CCTA has the authority to contract with the Michigan Department of Transportation for State and/or federal funds for passenger transportation related services; and,

**WHEREAS**, the CCTA does hereby approve and accept MDOT Master Agreement Number 2022-0030; and

**WHEREAS**, the CCTA does hereby approve execution of Public Transportation Projects with the Michigan Department of Transportation which are issued under Master Agreement 2022-0030,

**NOW, THEREFORE, BE IT RESOLVED** that the designees specified below are authorized to enter into and execute, on behalf of the CCTA, all such Project Authorizations with the Michigan Department of Transportation for passenger related services for the agreement period:

Executive Director (Sean McBride), his successor and or designee(s); and  
Deputy Director of Support Services (Greg Vlietstra), his successor and or designee.

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

**AYES:**  
**NAYS:**  
**ABSENT:**

**RESOLUTION ADOPTED.**

**CERTIFICATE**

I, Barbara A. Blissett, Clerk for the Central County Transportation Authority, Michigan, having custody of the records and proceedings, do hereby certify that I have compared this resolution adopted by the Central County Transportation Authority at the meeting of October 11, 2021, with the original minutes now on file and of record in the office and that this resolution is true and correct.

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Barbara A. Blissett, Clerk



Connecting People Throughout  
Kalamazoo County

Agenda Item # 5 Meeting Date 10/11/21
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared By: Greg Vlietstra, Deputy Director of Support Services  
**DATE:** September 30, 2021  
**SUBJECT:** Purchase of Twelve Light-Duty Vans and Two Medium-Duty Buses

### **DISCUSSION**

The proposed purchase of twelve light-duty vans (2022 Ford Transit 350) and two Medium Duty Buses (2022 EIDorado AeroElite on a Ford Transit 550 Chassis) would be replacements for vehicles past their useful life and will be used in the Metro Connect county-wide demand/response service. Attached for reference is a recent photo of each vehicle type.

The Metro Connect program has seen steady growth and this acquisition will allow us to improve service to county residents. By acquiring these vehicles, we can ensure adequate public transit services will be provided in Kalamazoo County. The Metro Connect fleet consists of 48 vehicles, 25 vans and 13 medium-duty buses. Although the Federal Transit Administration (FTA) useful life is at least four years or 100,000 miles for vans and 7 years or 200,000 miles for medium-duty buses, Metro is typically able to maintain the vehicles longer.

This purchase would be made from Hoekstra Transportation (Grand Rapids, MI) through the State of Michigan MiDeal Program, contract #171-19000000220. The MiDEAL Extended Purchasing Program allows Michigan local units of government to benefit from the state's negotiating and purchasing power by permitting them to purchase from the state contracts on the same terms, conditions, and prices as the State of Michigan.

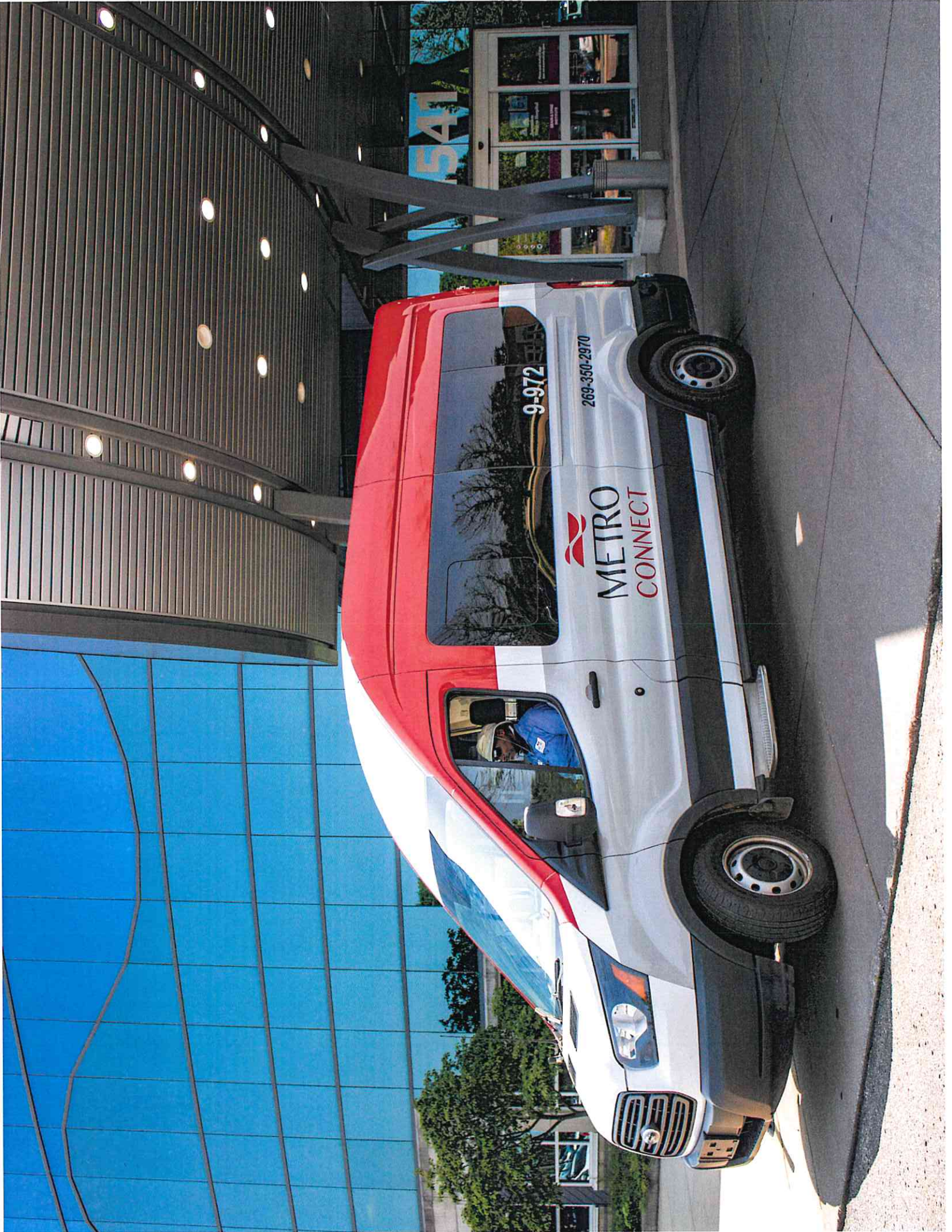
The CCTA will benefit not only from the reduced cost of goods and services through the purchasing power of the State of Michigan, but also from indirect administrative savings related to writing specifications, processing invitations to bid, recruiting a diverse pool of potential suppliers, and making awards. The existing MiDeal contract expires in November of 2021. The next contract is expected to have significant price increases.

On-going fleet replacement is part of the CCTA Capital Program as identified in the Kalamazoo Area Transportation Study's (KATS) Transportation Improvement Program (TIP). The vehicles will be funded through 80% federal grants and 20% State of Michigan grants. The estimated timeline for delivery for the vehicles on this purchase has increased from 6-9 months pre-Covid to 12-16 months right now.

### **RECOMMENDATION**

It is recommended that the CCTA and KCTA Boards approve a purchase with Hoekstra Transportation for twelve light-duty vans for \$628,920 (\$52,410 each) and two medium-duty buses for \$221,736 (\$110,868 each) and authorize the Executive Director to execute all documents related to the action on behalf of CCTA.





9-972

269-350-2970

**METRO**  
CONNECT

541





METRO  
CONNECT

AERODELITE

9-88





Agenda Item: # 6  
Meeting Date 10/11/21

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA & KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared By: Greg Vlietstra, Deputy Director of Support Services  
**DATE:** September 30, 2021  
**SUBJECT:** Security Guard Services – Contract Change Order

### **BACKGROUND**

With the Kalamazoo County Sheriff's Office terminating the service contract at the Kalamazoo Transportation Center (KTC) effective September 8, 2021 due to staffing shortages, Metro has increased an existing contract with a local private security firm called Security Plus. These private security officers are especially helpful to a safe environment during this time of Covid.

### **DISCUSSION**

The private security service was put out as a sealed bid in partnership with the City of Kalamazoo Purchasing Department back in May of 2018. There were six firms who bid on the service with Security Plus (Kalamazoo, MI) being the lowest responsive and responsible bidder. Security Plus is a local firm on the north side of Kalamazoo and understands our local community and the challenges faced at the KTC. The owner of the company is, Dion Bates, a retired City of Kalamazoo Public Safety officer.

The annual purchase order amount at that time was well under \$50,000 so it did not require approval by the CCTA and KCTA Boards. As you may recall, we brought a purchase order addendum to the CCTA and KCTA boards for approval in February of 2021 for an expansion of private security hours through June due to the KTC reopening with Covid social distancing guidelines inside the KTC. With the Kalamazoo County Sheriff now no longer being onsite, the contract scope has increased again.

With the significant increase of hours, anticipated expenditures are estimated at \$275,000 for the contract year of July 2021 through June of 2022. Sufficient funding is available in the Metro fiscal year 2022 KTC security budget, because there will be cost savings from not having to pay for the Kalamazoo County Sheriff contract. Staff is confident that these security expenses are eligible for the Federal CARES Act Covid related reimbursement.

This will bring private security coverage from 8:00 a.m. to 10:30 p.m. Monday through Saturday (with two officers for the same hours on Sunday). Keshia Woodson-Sow will be available at the October 11 meeting to answer any further questions there might be related to KTC security.

### **RECOMMENDATION**

It is recommended that the CCTA and KCTC Boards approve a contract change order with Security Plus for the purchase of additional security guard services at an amount not to exceed \$275,000 for July 1, 2021 through June 30, 2022 and authorize the Executive Director to execute all documents related to the action on behalf of CCTA.



Connecting People Throughout  
Kalamazoo County

Agenda Item: # 7 Meeting Date 10/11/21
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared by: Kathy Schultz, Planning and Development Manager  
**DATE:** October 7, 2021  
**SUBJECT:** Bus Stop and Shelter Update

### **BACKGROUND**

There are currently 708 bus stops along the fixed route system for Metro. This includes 86 bus shelters throughout the community. Upgrading and maintaining the existing bus stop infrastructure is a continuous process for staff, and both tasks have increased in time and quantity over the past several years.

In 2014 and 2018, two studies were completed that assist staff when determining upgrades to bus stops. In 2014 the ADA compliance report provided a comprehensive review of bus stops noting that only 7% of stops met the ADA requirements. In 2018, Nelson Nygaard provided a bus stop plan that reviewed the current ridership at bus stops and gave recommendations for new stops and additional improvements. With the completion of the bus stop study, Metro began the implementation of new bus stop signs in 2019 that provide additional information to riders of the system.

### **DISCUSSION**

Updates on bus stops and shelters includes:

- At the end of 2021, approximately 35% of bus stops will be at the ADA standard mostly due to upgrades as part of road construction projects.
- An additional 8 bus shelters will be installed once the shelters have been received by the vendor. We are currently experiencing a delay in shipping per the vendor. Planning will start in 2022 on additional purchases.
- By the end of 2021, the bus stop sign replacement will be completed. The new signs provide information to riders including stop number and text to stop.
- The partnership with agencies such as the cities of Kalamazoo and Portage, the Road Commission of Kalamazoo, and the Michigan Department of Transportation has provided upgrades to stops. Coordination has been beneficial as the street networks are upgraded throughout the county.
- HUD funding identified by the City of Kalamazoo improved 37 bus stops in the City's core neighborhoods.
- Where possible, staff is looking to add benches that provide seating for waiting passengers. Five benches were recently placed in the community and have been used frequently by those using the fixed route.
- Maintenance includes trash and snow removal.
  - Routine cleaning of shelters includes trash removal and power washing. Metro also has an on-demand contractor that assists with cleaning shelters.
  - Broken glass and other related vandalism are cleaned by Metro staff. In the case glass is broken in a shelter, staff contacts a contractor for the removal of broken panels and replacement.

Bus Stop and Shelter Update

October 7, 2021

Page 2

- Winter maintenance includes removal of snow from bus shelters. An on-demand contractor is used for clearing shelters and putting salt down when there is a major snow event. This is done within 5 days of major snowfall.
- Bus stop locations without a shelter are not cleared of snow or cleaned except under special circumstances. Drivers are trained to drop riders off at a clear location near the bus stop if snow is at the stop.

A PowerPoint presentation will be provided to the board that highlights the magnitude of improvements made to stop locations over the past six years.

**RECOMMENDATION**

This information is being provided as an information item. No action is required.



# Bus Stop and Shelter Update

CCTA / KCTA Board Meeting  
October 11, 2021



1

Striving for  
ADA Upgraded  
Bus Stops



*NON-COMPLIANT*

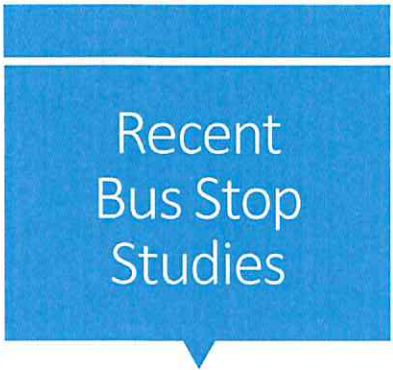


*COMPLIANT*

- What are **ADA** requirements for bus stop?
  - Slope less than 2%
  - Connection to sidewalk, street or path
  - Minimum of 5' wide and 8' in length to accommodate bus ramp and wheelchair spacing to board



2



Recent  
Bus Stop  
Studies

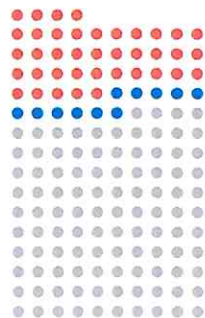
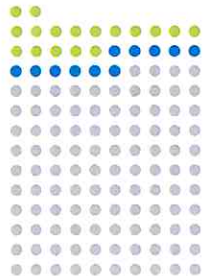


- **2014 Bus Stop ADA Report – DLZ**
  - Review ADA Compliance for Entire Metro System
    - 53 of 751 Bus Stops Fully ADA Compliant
    - 32 of 74 Bus Shelters Compliant
    - 7% ADA Compliant Stops
  
- **2018 Bus Stop Action Plan – Nelson Nygaard**
  - Adjustments to Bus Stop Spacing
  - Proposed Actions
    - Retaining 518 Existing Stops
    - Discontinuing 196 Stops
    - Relocate 54 Stops
    - Add 88 New Stops


**2021 ADA Stop Compliance = 35%**






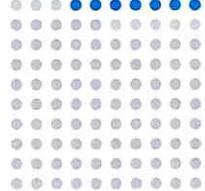
5


**Nelson Nygaard Recommendations  
Based on 2018 Study**

CURRENT STOPS		PROPOSED STOPS
	196 REMOVED	
	54 RELOCATED	
	518 RETAINED	
768 TOTAL		518 RETAINED
		660 TOTAL
		16% REDUCTION



**2021 BUS STOPS WITH NEW SIGNS**

	80 NEW
	101 REMOVED
	120 RELOCATED
	475 RETAINED
675 TOTAL WHEN COMPLETED	



6



Drake Road at Calvary Bible Church  
BEFORE

## Safety and ADA Upgrades

- Removed mid-block crossing
- Sidewalk construction along Drake Road
- ADA landing pad in front of shelter connected to sidewalk
- Shelter at signalized intersection with solar lighting

7

Coming Soon!

### ADA Upgrades as Part of Road Construction

#### Kilgore Service Road at Portage Road

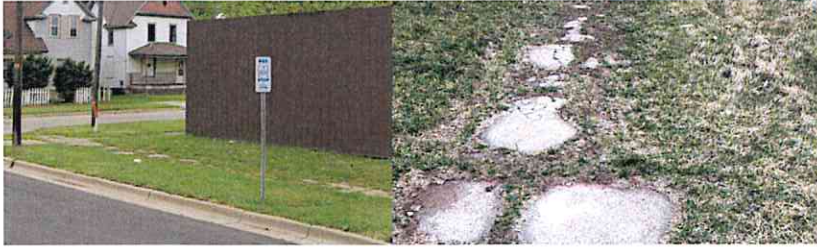
Lack of sidewalk and ADA access

Reconstruction coordination with MDOT as part of I-94 project at Portage Road

- Two new bus stop pads for landing paid for as part of project
- Connections to sidewalk
- New bus shelter

8





Sidewalk Condition

### Lake Street at Clarence



## HUD Funded Stops

- 37 bus stop locations within City of Kalamazoo
- Includes 4 shelter pads and 3 bench pads
- Many stops had sidewalk issues (broken, grass) and didn't meet ADA standard
- Focused on core Kalamazoo neighborhoods (Edison, Vine, Eastside, Northside, Oakwood)

9

### Ransom Street at Church Street



**BEFORE**  
 Slope Greater than 2%  
 Passenger's Back to Traffic



**AFTER**  
 Slope at 2% to Meet ADA  
 Can See Bus Approaching  
 Trash Can and Room for Bike Loops  
 Funded by Foundation for Excellence

10



# Bus Stop Sign Review

- Identify Stops to Keep
- Relocate Stops
  - Safe Location to Stop
  - Connection to Sidewalk
  - Better Placement in Area
- New Stops on Routes That Were Undersigned
  - Centre Route
  - Romence Route
- Stop Spacing to Improve On-Time Performance

11

## New Bus Stop Signs

Started in Fall, 2019  
 Rolled Out in Six Phases  
 Estimated Cost: \$110,000  
 Contractor for Sign Installation: Rathco  
 Includes Stop Number, Route Serving That Stop, and Text to Stop Information  
 ADA Braille Information Identifying Sign as a Bus Stop



12

Improved  
Comfort for  
Passengers



Park Street at Crosstown Pond



13



## New Bus Shelters for 2021

- Eight Locations
- Include Gull Road, East Main, Riverview, Cork Street



14





Bus Pull Off  
Meredith at Sprinkle



Bus Stop Planning  
Portage at Lake Street

## Partnerships

Road Construction Projects Throughout Kalamazoo County




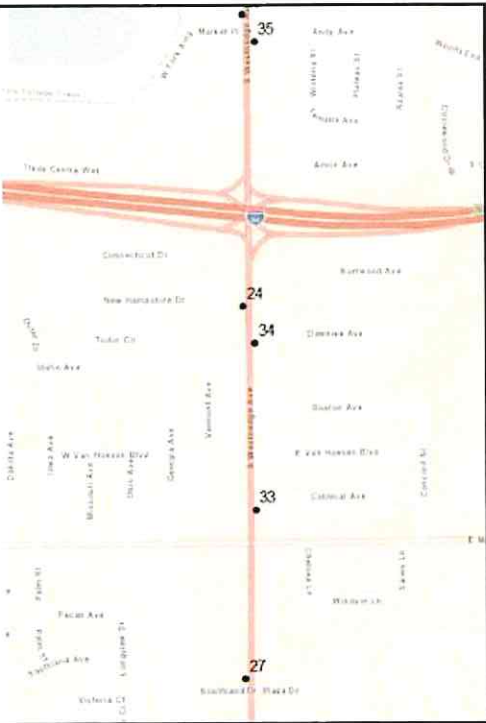
## Challenges

- Lack of Sidewalk Connections
- Placement of Bus Stop in the Right-of-Way Not Easily Obtained
- Limited Space for Shelter or Bench
- Business/Community Support



## Bus Shelter Locations

- Identify Locations Based on Boardings
- Partnership with Businesses Including Agreements



17



## Maintenance of Shelters

- Routine Cleaning of Trash Removal and Power Washing
- Snow Removal at Shelters

18





Connecting People Throughout  
Kalamazoo County

Agenda Item # 8  
Meeting Date 10/11/21

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**SUBJECT:** Proposed Board Agenda Items for 2021-2022  
**DATE:** October 7, 2021

Attached are the KCTA/CCTA Agenda Items anticipated for 2021-2022.



**KCTA/CCTA Board Agenda Items for 2021-2022**

**Version October 7, 2021**

**November 2021**

Van Buren County Agreement

2022 Calendar Board Meeting Dates

**December 2021**

KCTA Election Update

Comprehensive Operational Analysis (COA) Board Input

Public Transit Human Services (PTHS) Update Approval

**January 2022**

Appoint Nominating Committee

Metro Connect/Metro Share Update

Insulation of Kamazoo Transportation Center (KTC) Roof

**February 2022**

**March 2022**

KCTA/CCTA Annual Meeting/Annual Report

KCTA/CCTA Audit Presentation

Apply for FY 2024 Grant Funding FY 2023 from MDOT

Elect KCTA/CCTA Officers

**April 2022**

KCTA/CCTA Tax Levy Resolutions

Comprehensive Operational Analysis (COA) Presentation

Equal Employment Opportunity (EEO) Plan Approval

Janitorial Services Contract

**May 2022**

Vehicle Wash Rack Upgrade

Appoint KCTA/CCTA Subcommittees

Metro Connect/Metro Share Update

**June 2022**

Apple Bus Service Review

Security Plus Contract

**July 2022**

WMU Contract Extension

Purchase Vans and Medium Buses

**August 2022**

Present CCTA FY 2023-2024 Budget

Apple Bus Contract Extension

Disadvantaged Business Enterprise (DBE) Goals

Hybrid Bus Battery Replacements

Renew Property, Auto, General Liability ins./Michigan Municipal Risk Management Authority (MMRMA)

**September 2022**

Adopt CCTA FY 2022-2024 Budget

Review Executive Director Performance

Renew Workers Comp Insurance/Accident Fund Ins.

**October 2022**

KCTA/CCTA Proposed Agenda Items for FY 2022-2025

Metro Connect/Metro Share Update

**November 2022**

2023 Calendar Meeting Dates

**December 2022**



Agenda Item #9  
Meeting Date 10/11/21

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**DATE:** October 7, 2021  
**SUBJECT:** CCTA Millage

**DISCUSSION**

The KCTA Transportation Millage Request resolution will be on the November 2, 2021 election ballot requesting voter approval of the renewal of a five-year millage of 0.3124 mills. Absentee ballots have/are being sent out.

The Millage Subcommittee and Outreach Subcommittee will have an opportunity to provide an update at the meeting.

Outreach and education efforts are underway and include:

- **Know the Facts** informational postcards has been sent to all residences.
- The **Special Report** has been sent to an extensive email list. Hard copies are available for people to handout during in-person interactions.
- **Presentations** to various community organizations are also being scheduled and held. Please see the attached spreadsheet with planned and completed presentation. Please let Ms. Blissett or myself know if you need assistance in setting meetings or if you need any materials.

**RECOMMENDATION**

This is for information purposes only.

Attachment:

1. Outreach Presentations Matrix

**CCTA/KCTA Jurisdictional Outreach**

**2021 Board Liaison Assignments**

Version - October 7, 2021

Jurisdiction/Contact	Address	Phone	Email	Meeting Day(s)	Time	Virtual/ Person as of May	CCTA/KCTA Member Assignment for 2021 KCTA Millage	Scheduled Dates	Completed Dates
Dina Sutton	201 W. Kalamazoo Ave	269-383-8650	<a href="mailto:dsutton@kalamazoo.org">dsutton@kalamazoo.org</a>	1&3 Tuesdays	4:00/7:00 PM	V	Rosine/McBride	9/21/2021	9/21/2021
Ann Goodsell	200 E. Michigan Ave	269-665-7000	<a href="mailto:g.clerk@sbgglobal.net">g.clerk@sbgglobal.net</a>	1st Mondays	7:00 PM	V	Urban	10/18/2021	
Scott Borling	241 W. South St.	269-337-8791	<a href="mailto:borlings@kalamazooctv.org">borlings@kalamazooctv.org</a>	1&3 Mondays	7:00 PM	V	Rosine/McBride	TDB	
Shannon Stutz	650 S. Riverview Dr.	269-349-3785	<a href="mailto:Finance@parchment.org">Finance@parchment.org</a>	1&3 Mondays	7:00 PM	V	Brittigan/McBride	9/7/2021	9/7/2021
Erika Eklov	7900 S. Westmedge Ave.	269-329-4511	<a href="mailto:eklove@portagemi.gov">eklove@portagemi.gov</a>	2&4 Tuesdays	7:00 PM	V	Pearson/Burns/McBride	9/21/2021	9/21/2021
Cindy Snyder	7901 N. 6th St.	269-382-3666	<a href="mailto:clerk@alamotownship.org">clerk@alamotownship.org</a>	2nd Monday	7:00 PM	V	Farmer		
Michelle Crawford	13123 S. 24th St., Vicksburg	269-649-1813	<a href="mailto:bradyclerk@comcast.net">bradyclerk@comcast.net</a>	1st Tuesday	7:00 PM	P	Aardema	10/5/2021	10/5/2021
Linda Kramer	1439 S. 38th St., Galesburg	269-665-7805	<a href="mailto:charclerk@charlestownship.org">charclerk@charlestownship.org</a>	4th Tuesday	4:00 PM	P	Aardema	9/28/2021	9/28/2021
Marcia Lewis	110 N. Main St.	269-746-4103	<a href="mailto:ctwpcclerk@ctsmail.net">ctwpcclerk@ctsmail.net</a>	2nd Tuesday	7:00 PM	V	Janssen	10/12/2021	
Nichole Beauchamp	6138 King Highway	269-381-2360	<a href="mailto:clerk@comstockmi.gov">clerk@comstockmi.gov</a>	1&3 Mondays	6:00 PM	V	Thompson/McBride	8/16/2021	8/16/2021
Deanna Janssen	1590 West D Ave.	269-382-0223	<a href="mailto:clerk@coopertwp.org">clerk@coopertwp.org</a>	2nd Monday	7:00 PM	V	Brown/Brittigan		
Mark Miller	1720 Riverview Dr.	269-381-8080	<a href="mailto:clerk@ktwp.org">clerk@ktwp.org</a>	2&4 Mondays	7:30 PM	V	Moatery/McBride	8/9/2021	8/9/2021
Dusty Farmer	7275 W. Main St.	269-375-4260	<a href="mailto:clerk@oshemo.org">clerk@oshemo.org</a>	2&4 Tuesdays	7:00 PM	V	Farmer/Sloan/McBride	9/14/2021	9/14/2021
Karen Siegart	7510 East Q Ave., Scotts	269-327-0462	<a href="mailto:KARSBRR@aol.com">KARSBRR@aol.com</a>	2nd Monday	7:00 PM	P	Breneman		
Dale Smith	8140 West W Ave., Schoolcraft	269-267-4883	<a href="mailto:clerk@prairiecondetwp.net">clerk@prairiecondetwp.net</a>	2nd Tuesday	7:00 PM	P	Rama		
Bear Priest	7401 N. 32nd St.	269-629-4921	<a href="mailto:bpriest@richlandtwp.net">bpriest@richlandtwp.net</a>	3rd Tuesday	7:00 PM	P	Brown/Vleitstra		
Linda Walters	12086 M-89, Richland	269-731-4888	<a href="mailto:clerk@rosstown.comcastbiz.net">clerk@rosstown.comcastbiz.net</a>	3rd Tuesday	7:00 PM	V	Rama		
Virginia Mongreig	50 East VW Ave., Vicksburg	269-649-1276	<a href="mailto:vmongreig@schoolcrafttownship.org">vmongreig@schoolcrafttownship.org</a>	2nd Tuesday	7:00 PM	V	Moatery	10/12/2021	
Virginia Mongreig	7110 West Q Ave.	269-375-1591	<a href="mailto:ebeutel@TexasTownship.org">ebeutel@TexasTownship.org</a>	2&4 Mondays	6:00 PM	V	Rosine		
Shawn Fritz	13998 South 424nd St.	269-778-3728	<a href="mailto:clerk@wakeshamtownship.com">clerk@wakeshamtownship.com</a>	1st Monday	7:30 PM	P	Janssen	10/4/2021	10/4/2021
Julie Glenn	109 W. Clinton St., Augusta	269-731-5517	<a href="mailto:augusta@kds.net">augusta@kds.net</a>	1st Monday	7:00 PM	P	Urban		
Linda Coburn	114 E. Maple, Climax	269-746-4174	<a href="mailto:climaxvillage@gmail.com">climaxvillage@gmail.com</a>	1&3 Tuesdays	7:30 PM	P	Janssen	10/5/2021	10/5/2021
Brooke Jamieson	8985 Gull Rd.	269-629-9903	<a href="mailto:clerk@villageofrichland.org">clerk@villageofrichland.org</a>	2nd Monday	7:00 PM	P	McCormick		
Theresa O'leary	442 N. Grand St., Schoolcraft	269-679-4304	<a href="mailto:teleary@villageofschoolcraft.com">teleary@villageofschoolcraft.com</a>	1&3 Mondays	7:00 PM	V	Moatery	9/20/2021	9/20/2021
Jim Mallery, Manager	13318 N. Boulevard St., Vicksburg	269-649-2476	<a href="mailto:villageofvicksburg1@gmail.com">villageofvicksburg1@gmail.com</a>	1&3 Mondays	7:00 PM	V	Rama/McBride		
Steve Stepek	5220 Lovers Lane	269-343-0766		Last Wednesday	9:00 AM	V	Aardema/Janssen		





Agenda Item: #10  
Meeting Date: 10/11/21

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**DATE:** October 5, 2021  
**SUBJECT:** Executive Director Update

### **Human Resources**

There has been some progress with hiring of new Coach Operators. Four Coach Operators began training on October 4th. There are 3 Coach Operators anticipated to be ready to start the next training class in November. There are 12 additional candidates within the hiring process currently.

Recruitment for the Director of Operations position has begun. It is anticipated the process will take through the month of November.

### **Service Update**

Service levels remain reduced due to the number of available Coach Operators. Once new Coach Operators have successfully completed training some additional hours of service will be able to be added including increased Saturday hours and additional frequency on higher ridership routes that may include West Main, Gull Road, Lovell and Alamo. The South Westnedge route currently has two buses running per hour.

### **Metro Connect and Metro Share Update**

Richard Congdon, Metro Connect Program Manager, Laura Pennell, Apple Bus Manager, and Juvar Curtis, Metro Share Program Coordinator will attend the upcoming meeting to provide a brief update on the Metro Connect and Metro Share programs. Please see the attached memo with an update on the Metro Share Program.

### **Comprehensive Operational Analysis**

The Comprehensive Operational Analysis (COA) has begun with Foursquare Integrated Transportation Planning. A kick-off meeting was held with staff. Key components of the early part of the project will be data collection and analysis followed by feedback/public engagement. A more detailed timeline is under development.

### **KTC Security Reports**

Attached are the Security Reports from Terecita Potts, Senior Operations Supervisor.

### **Attachments**

1. Metro's KTC August Security Report
2. Metro Share Summary Report

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

**Overview:**

During the month of September Metro maintained service Monday – Friday till 10 pm with a limited Saturday service, 8am-4:15pm. Transportation Center. Security Plus presence was increased with adding additional officers present from 7 am till 10:30 pm beginning September 8, 2021. Additional security staff along with 2- Security Plus Supervisors were added due to the loss of the Sheriff's patrol. The Kalamazoo Transportation Center (KTC) is currently open and running with no seating limitations. There still is a mask mandate in affect for the building and all busses.

**Activity Summary for August**

KPS Calls – 1- Fight in the bay

EMS Calls- 2- Customer distress on the property (requested)

**Other Activities**

Walked around the administration building to check that all doors are secure, check for loiterers, open intoxicants, marijuana use or individuals using drugs, sleepers and individuals trespassing. Now that security is on the property earlier, we've seen an increase in people sleeping on the property. Security Plus increased the foot patrol so that our presence is seen more often to ensure a safe facility. Several warnings are given to remind customers to please wear their mask while in the facility. Oversight of passengers entering KTC building, boarding trains and inter-city bus arrivals & departures. Directed passengers to the proper smoking areas and to follow the rules of conduct.



Connecting People Throughout  
Kalamazoo County

Agenda Item # 10c  
Meeting Date 10/11/21

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared by, Richard Congdon, Program Manager and  
Jubar Curtis, Program Coordinator  
**DATE:** October 5, 2021  
**SUBJECT:** Metro Share Update

### **BACKGROUND**

The Metro Share program is a specialized service providing vehicles to approved agencies serving seniors and individuals with a disability at no cost to the agency. The program is funded by the Michigan Department of Transportation and county millage. Metro Share has 11 vehicles for use with one housed at the Portage Senior Center, one housed at South County Community Services in Vicksburg and nine at Metro for daily use. The vans can travel within a 60-mile radius of Kalamazoo and must remain within Michigan.

Agency employees and volunteer drivers are trained and certified by the Metro Share Program Coordinator at Metro. Drivers must pass a criminal background check, driving record review and are subject to drug and alcohol testing. They are trained in the classroom and hands-on training with the vehicle and the wheelchair lift. Mandatory refresher courses are held annually.

### **DISCUSSION**

Metro Share was hit hard at the beginning of the Covid pandemic due to many agencies closing during lockdown. Ridership went from 3,875 passenger trips in January 2020 to six in April of 2020. There was an average of 3,608 monthly passenger trips in FY 2019 and that number fell to an average of 163 during the pandemic.

Ridership is increasing as many agencies go back to in-person programs. Some of the current Metro Share statistics include:

- Ridership increased by 518% from May to June going from 159 to 982
- There were 3,593 trips in June, July and August 2020, which is more than the previous 15 months combined at 3,241
- Ridership increased by 724% in August 2021 at 1,376 over August 2020 with 167 trips

Driver training and refresher courses were suspended for most of 2020 and the beginning of 2021 for safety reasons. They were reinstated in June and since then 18 new drivers have been trained at four courses and 34 current drivers have taken three refresher courses. There are two new driver trainings scheduled for October and November and two refresher courses in October. There are a total of 87 drivers certified with Metro Share.

There are a total of 29 non-profit agencies registered with Metro Share with three new agencies added in 2021. Agencies must apply for the program and are screened for eligibility. There were eight agencies using the vans in September.

The Ford Transit vans are all new as of 2020. Covid safety protocols are in place and the vans are cleaned and sanitized after each use. Masks are required on all vehicles. Each agency decides on the number of passengers that are transported.





Connecting People Throughout  
Kalamazoo County

Agenda Item: # 8a Meeting Date: 10/11/21
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**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared By: Cheryl Pesti, Budget and Accounting Manager  
**DATE:** September 27, 2021  
**SUBJECT:** August 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 \$5,115,235 (71%) of the FY21 millage.
- Due to the Covid-19 pandemic, Metro's Fixed-Route and Metro Connect started collecting fares, on August 2<sup>nd</sup>. We have collected \$122,036 (11% of the budgeted amount) for this year
- The FTA operating assistance revenue is accrued at the end of the year (September). To date, we have requested \$2,347,717 in CARES funds.
- The average price for a gallon of diesel fuel in August 2020 was \$1.26 and in August 2021, it was \$2.12. This is a 68% increase.
- Total operating expenditures for Metro year-to-date are 76% of the total budgeted amount.

Attachment:

1. August 2021 Income & Expense Statement



	FY 2021 CCTA Board Recommended Budget	August 2021	Year to Date FY 2021	Year to Date %	Monthly Funding %
<b>STATEMENT OF INCOME AND EXPENSE</b>					
<b>Operating Revenue</b>					
<b>Fare Revenue</b>					
Regular Route Cash	515,000	38,082.45	38,439.07	7%	2%
Metro County Connect Fares	193,498	4,587.00	5,634.00	3%	0%
<b>Specialized Services Fares</b>					
Metro County Connect - Access Fares	119,783	9,611.00	11,496.00	10%	1%
Tokens	236,250	17,491.00	46,749.00	20%	1%
Charters	0	0.00	0.00	0%	0%
Pass Sales	182,100	15,566.48	19,717.95	11%	1%
WMU Prepaid Fares	1,150,000	0.00	496,605.52	43%	0%
Texas Twp/KVCC Prepaid Fares	95,185	0.00	64,386.00	68%	0%
Oshstemo Twp Contract	34,129	(33,896.06)	16,948.03	50%	-2%
	<u>2,525,945</u>	<u>51,441.87</u>	<u>699,975.57</u>	<u>28%</u>	<u>3%</u>
<b>Other Revenue</b>					
Advertising	54,000	5,446.21	64,754.67	120%	0%
Intermodal Operations	136,000	1,800.00	107,035.34	79%	0%
Miscellaneous Revenue	23,700	440.00	87,924.38	371%	0%
Commission Revenue - Ticket Sales	30,000	0.00	13,872.20	46%	0%
Interest Income	13,000	6.94	59,907.01	461%	0%
	<u>256,700</u>	<u>7,693.15</u>	<u>333,493.60</u>	<u>130%</u>	<u>0%</u>
<b>Urban Millage (CCTA)</b>	<b>4,303,895</b>	<b>1,074,062.02</b>	<b>2,783,375.06</b>	<b>65%</b>	<b>57%</b>
<b>County-wide Millage (KCTA)</b>	<b>2,874,265</b>	<b>466,040.54</b>	<b>2,331,859.63</b>	<b>81%</b>	<b>25%</b>
<b>MDOT - Operating</b>	<b>5,140,727</b>	<b>8,780.00</b>	<b>4,274,162.09</b>	<b>83%</b>	<b>0%</b>
<b>FTA - Operating</b>	<b>1,462,018</b>	<b>0.00</b>	<b>2,386,363.76</b>	<b>163%</b>	<b>0%</b>
<b>Provision for Depreciation</b>	<b>2,900,000</b>	<b>259,932.11</b>	<b>2,878,926.87</b>	<b>99%</b>	<b>14%</b>
<b>TOTAL OPERATING REVENUE</b>	<b><u>19,463,550</u></b>	<b><u>1,867,949.69</u></b>	<b><u>15,688,156.58</u></b>	<b><u>81%</u></b>	<b><u>100%</u></b>
<b>Operating Expenses by Division</b>					
Administration/Overhead	7,076,002	483,960.64	5,308,518.83	75%	
Kalamazoo Transportation Center Operations	821,717	117,872.35	767,632.74	93%	
Maintenance	3,032,139	216,111.23	2,624,963.33	87%	
Operations	7,769,924	384,930.97	5,235,780.55	67%	
Metro Connect	4,636,518	387,955.31	3,823,791.02	82%	
Metro Share	68,452	3,190.15	41,163.29	60%	
<b>TOTAL OPERATING EXPENSE</b>	<b><u>23,404,752</u></b>	<b><u>1,594,020.65</u></b>	<b><u>17,801,849.76</u></b>	<b><u>76%</u></b>	
<b>NET (UNFUNDED) BALANCE for period</b>	<b><u>(3,941,202)</u></b>	<b><u>273,929.04</u></b>	<b><u>(2,113,693.18)</u></b>		



Agenda Item: # 10b Meeting Date: 10/11/21
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Connecting People Throughout  
Kalamazoo County

**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:** August 31, 2021  
**SUBJECT:** August 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
<b>FY21</b>	90,114	8,433	1,376	99,923
<b>FY20</b>	126,171	6,851	167	133,189
<b>Difference</b>	(36,057)	1,582	1,209	(33,266)
<b>% Change</b>	(29%)	23%	724%	(25%)

Year-to-Date Ridership				
	Bus	Metro Connect	Metro Share	Oct 20-Sept 21 System Total
<b>FY21</b>	1,248,249	78,265	4,356	1,330,870
<b>FY20</b>	1,699,499	105,344	19,007	1,823,850
<b>Difference</b>	(451,250)	(27,079)	(14,651)	(492,980)
<b>% Change</b>	(27%)	(26%)	(77%)	(27%)

**WHEELCHAIR LIFT/RAMP INCIDENT REPORT** – August 2021

Passengers in mobility devices for the month of August 2021 were 427. There were no incidents that involved a ramp/lift during this month.

**WMU STUDENT RIDERSHIP REPORT** – August 2021

For the month of August 2021 there were 7,884 passenger trips for WMU.

**DEMAND/RESPONSE MONTHLY SUMMARY REPORT** – August 2021

For the month of August 2021 there were 8,433 passenger trips on Metro Connect. This is a total of 78,265 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	4*****	0	0	-100%
March	5*	9,955	1,991	5*****	0	0	-100%
April	4*	0	0	4*****	0	0	0
May	5*	0	0	5*****	0	0	0
June	4**	4,142	1,380	4*****	0	0	-100%
July	4***	2,501	625	3*****	0	0	-100%
August	5***	5,950	1,190	5*****	0	0	-100%
September	4***	6,082	1,520				
<b>Total</b>	<b>52</b>	<b>82,384</b>	<b>19,014</b>				

\* COVID-19 Service Adjustments Started March 2020 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

\*\*\*\*\* Metro would not have operated on July 4<sup>th</sup> if Sunday service was available

## August 2021 APC COUNTS DUE TO COVID-19

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
WMU	0	0	0	0	0	0	0	0	0	0	0	0
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	53,611	48,398	29,500	46,080	46,220	18,875	7	0	0	0	0	0

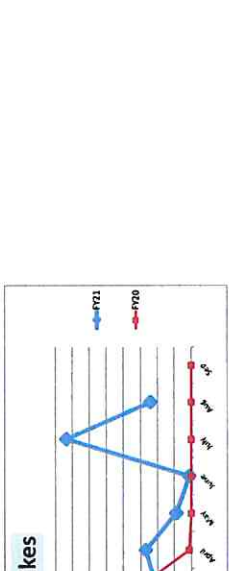
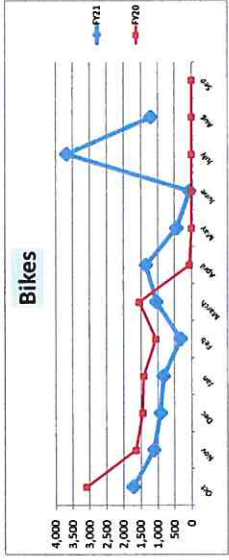
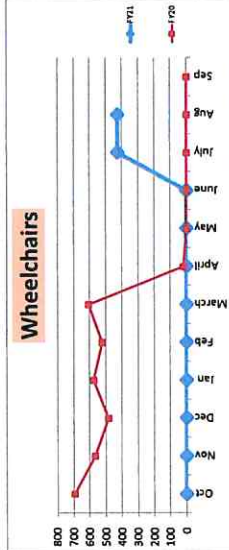
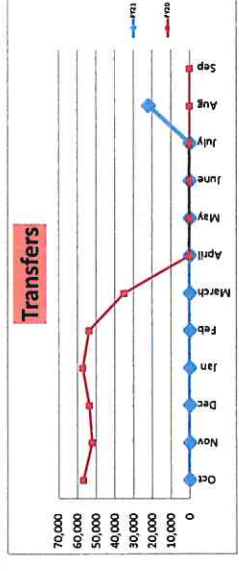
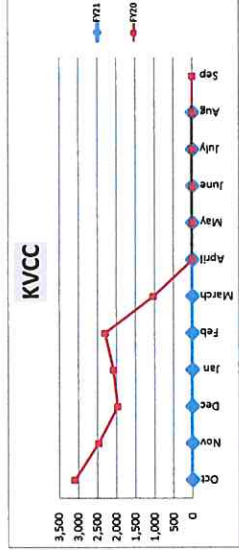
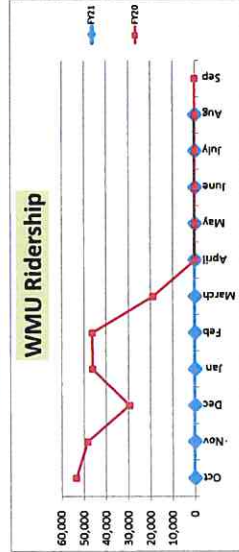
No Fares May 16, 2020 Through August 2, 2021

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
KVCC	0	0	0	0	0	0	0	0	0	0	0	0
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	3,098	2,467	1,969	2,081	2,296	1,030	1	0	0	0	0	0

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Transfers	0	0	0	0	0	0	0	0	0	0	0	0
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	58,803	52,014	53,526	57,197	53,714	35,112	1	0	0	0	22,166	0

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Wheelchairs	0	0	0	0	0	0	0	0	0	0	0	0
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	694	567	484	576	522	606	18	0	0	428	427	0

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Bikes	0	0	0	0	0	0	0	0	0	0	0	0
FY21	1,727	1,117	923	826	327	1,045	1,352	450	73	3,862	1,217	0
FY20	3,085	1,636	1,444	1,418	1,054	1,539	62	0	0	0	0	0

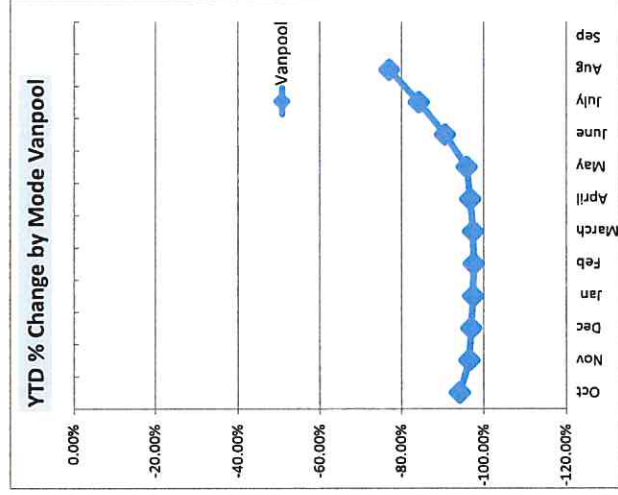
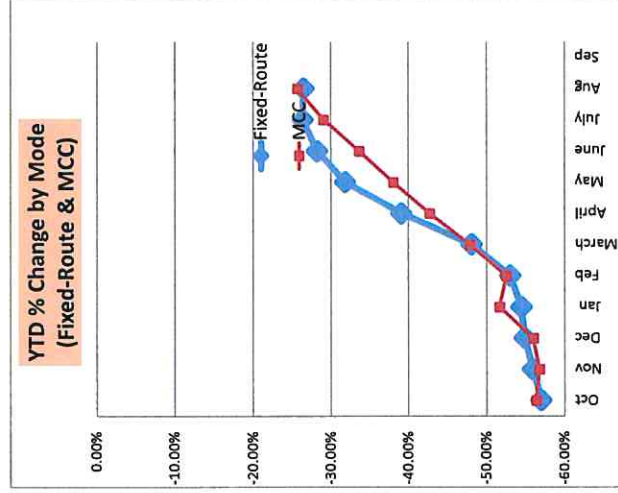
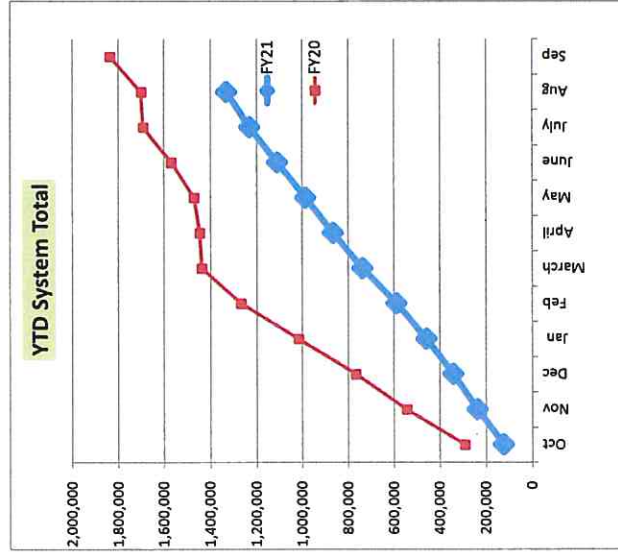


# August 2021 APC COUNTS DUE TO COVID-19

YTD System Total	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	124,228	237,050	341,499	458,799	588,630	737,351	866,812	984,875	1,109,558	1,230,947	1,330,870	
FY20	291,905	544,765	767,010	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%	-53.01%	-48.09%	-39.11%	-31.87%	-28.26%	-26.39%	-26.55%	
MCC	-56.35%	-56.72%	-55.94%	-51.67%	-52.54%	-47.87%	-42.75%	-38.06%	-33.67%	-29.10%	-25.71%	

YTD % Change	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Vanpool	-94.23%	-96.49%	-96.93%	-97.36%	-97.51%	-97.36%	-96.74%	-95.89%	-90.61%	-84.18%	-77.08%	





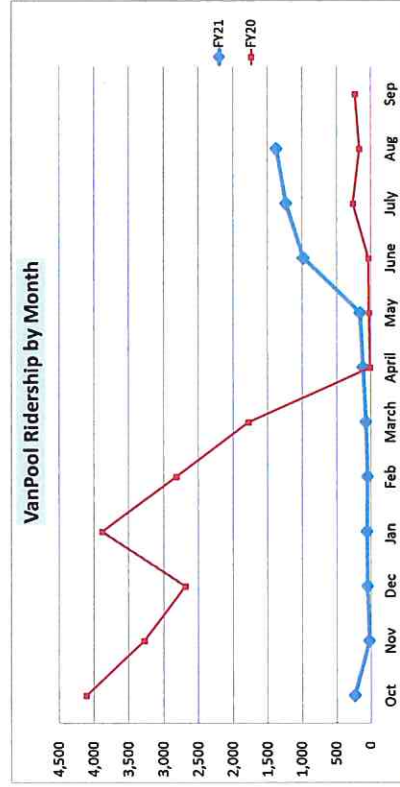
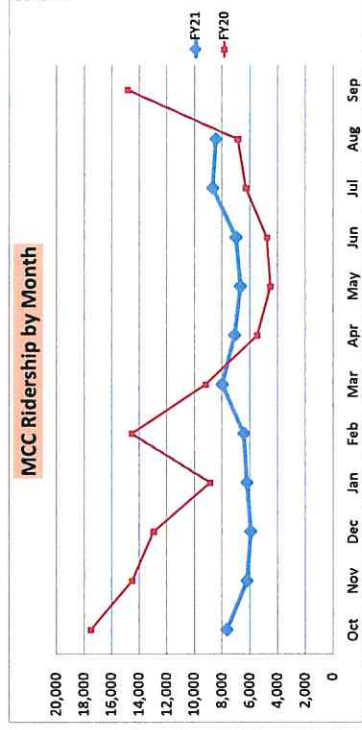
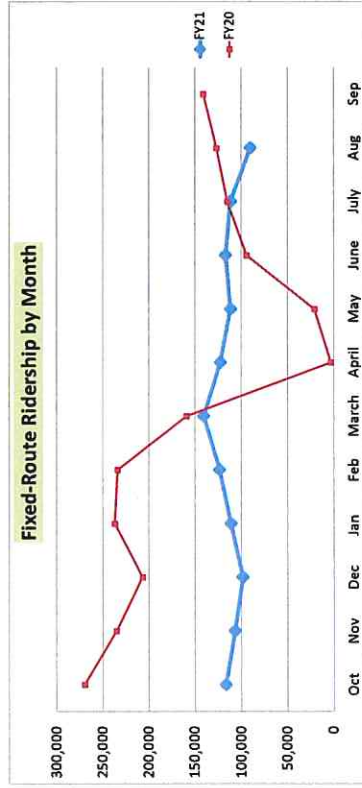
**August 2021**  
**APC COUNTS DUE TO COVID-19**

Fixed-Route	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	116,340	106,583	98,448	111,044	123,352	140,679	122,253	111,226	116,725	111,485	90,114	
FY20	270,270	235,071	206,618	236,803	233,960	158,855	3,053	20,235	94,104	114,359	126,171	140,709

No Fares May 18, 2020 Through August 2, 2021

MCC	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Jul	Aug	Sep
FY21	7,651	6,217	5,951	6,197	6,430	7,970	7,093	6,678	6,976	8,669	8,433	
FY20	17,529	14,514	12,941	8,841	14,536	9,168	5,456	4,495	4,736	6,277	6,851	14,837

VanPool	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	237	22	50	59	49	72	115	159	982	1,235	1,376	
FY20	4,106	3,275	2,686	3,875	2,813	1,774	6	18	27	260	167	226





METRO  
RIDERSHIP ANALYSIS  
August 2021 - Fares Returned August 2, 2021

Route #	Route	Month to Date				Year to Date							
		# of Rides		Rides per hour		# of Rides		Rides per hour		Increase / decrease			
		FY21	FY20	Increase / decrease	FY20	FY21	FY20	Increase / decrease					
01	Westhedge	13,900	19,625	-29.17%	20.43	22.76	-10.23%	182,923	237,545	-22.99%	26.56	33.74	-21.26%
02	Portage	5,019	11,347	-55.77%	12.63	17.47	-27.71%	78,302	114,613	-31.68%	19.44	19.67	-1.18%
03	West Michigan	3,912	4,346	-9.99%	9.78	8.50	15.04%	47,305	50,233	-5.83%	11.48	11.73	-2.11%
04	Oakland	3,736	4,172	-10.45%	9.38	8.49	10.52%	42,040	49,725	-15.46%	10.42	11.83	-11.97%
05	East Main	3,627	4,784	-24.18%	9.13	10.10	-9.64%	58,017	72,449	-19.92%	14.82	21.14	-29.93%
06	Parchment	4,845	6,213	-22.02%	12.06	12.93	-6.77%	57,338	65,186	-12.04%	14.30	15.82	-9.65%
07	Alamo	6,822	7,918	-13.84%	17.13	10.03	70.84%	76,622	123,780	-38.10%	18.99	22.40	-15.22%
08	Egleston	3,294	6,194	-46.82%	8.27	10.77	-23.16%	55,488	67,117	-17.33%	13.76	14.32	-3.95%
09	Gull Road	8,023	14,772	-45.69%	10.96	17.17	-36.21%	127,795	152,582	-16.25%	17.91	21.53	-16.82%
10	Comstock	2,604	5,169	-49.62%	6.54	10.62	-38.44%	45,836	60,851	-24.68%	11.36	14.47	-21.47%
11	Stadium Drive	5,195	6,320	-17.80%	13.05	8.25	58.24%	73,639	105,772	-30.38%	18.25	18.56	-1.65%
12	Duke	29	673	-95.69%	0.00	3.79	-100.00%	202	16,184	-98.75%	0.00	10.92	-100.00%
13	South Burdick	6,369	6,710	-5.08%	16.00	8.28	93.13%	84,149	106,980	-21.34%	16.99	17.31	-1.81%
14	West Main	7,567	12,375	-38.69%	19.05	14.78	28.91%	91,687	125,073	-26.69%	22.53	18.04	24.88%
15	Paterson	2,206	3,348	-34.11%	5.54	7.09	-21.91%	59,060	67,342	-12.30%	15.07	20.00	-24.69%
16	Lovell	6,735	6,246	7.83%	16.92	6.52	159.62%	81,077	168,573	-51.90%	16.31	24.73	-34.06%
20	East Comstock	0	0	0.00%	0.00	0.00	0.00%	276	446	-38.12%	0.00	0.00	0.00%
26	West Centre	2,874	3,385	-15.10%	7.52	7.27	3.50%	29,756	30,142	-1.28%	7.74	7.53	2.86%
27	East Romance	2,433	2,574	-5.48%	5.86	5.57	5.09%	23,582	25,389	-7.12%	6.01	6.35	-5.28%
21	Soloni/Kendall/Lafayette	0	0	0.00%	0.00	0.00	0.00%	9,725	59,517	-83.66%	9.14	33.44	-72.68%
19	Ring	325	0	0.00%	0.00	0.00	0.00%	10,100	-	0.00%	0.00	0.00	0.00%
25	Parkview	579	0	0.00%	0.00	0.00	0.00%	13,330	-	0.00%	0.00	0.00	0.00%
	<b>Total Fixed Route</b>	<b>90,114</b>	<b>126,171</b>	<b>-28.58%</b>	<b>12.17</b>	<b>15.15</b>	<b>-19.64%</b>	<b>1,248,249</b>	<b>1,639,499</b>	<b>-26.55%</b>	<b>15.15</b>	<b>18.64</b>	<b>-18.73%</b>

Metro County Connect		Month to Date		Year to Date	
		Increase / decrease	Rides per hour	# of Rides	Increase / decrease
Demand-Response	8,433	23.09%	1.81	78,265	-25.71%
ADA Trips	3,432	53.42%	1.82	25,929	-38.19%

Specialized Service		Month to Date		Year to Date	
		Increase / decrease	Rides per hour	# of Rides	Increase / decrease
Charters	0	N/A	0	0	N/A

Total Services		Month to Date		Year to Date	
		Increase / decrease	Rides per hour	# of Rides	Increase / decrease
	99,923	-24.98%	8.10	1,330,870	-27.03%

Other Data	Month to Date		Year to Date	
	# of Rides		# of Rides	
	FY21	FY20*	FY21	FY20
WMMU	7,884	-	7,884	242,691
KVCC	-	-	-	18,941
Transfers	22,166	-	22,166	643,445
Wheelchair**	427	-	881	7,338
Bikes	1,217	-	12,666	18,644
Youth Mobility	-	-	-	-

\*No Data Due to COVID and No Fare Collection/Rear Door Boarding

\*\* Wheelchair Boarding at Front Door Resumed July 6, 2021



## 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/83803242751) on any browser and entering this **Meeting ID**: <https://us02web.zoom.us/j/83803242751>

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
3. ID number: **83803242751**

### 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.**