



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
September 13, 2021
Regular Meeting**

<h2>Electronic Meeting</h2>

Participate through this Zoom Link:
<https://us02web.zoom.us/j/89615874207>

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, September 27, 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, September 13, 2021 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
2.	Request to Approve September 13, 2021 Agenda and CCTA/KCTA Minutes of August 9, 2021*	Roll Call	Roll Call
3.	Public Comment		
4.	Fiscal Year 2022 and 2023 Budgets*		
	a. Open Public Hearing/Close Public Hearing	Roll Call	Roll Call
	b. Consideration to Adopt the CCTA FY 2022 and FY 2023 Budgets	Roll Call	Roll Call
5.	Consideration to Approve Renewal of Property, Auto, and General Liability Insurance with MMRMA*		
6.	Consideration to Purchase Four 40' Buses from Gillig Corporation*	Roll Call	Roll Call
7.	KCTA Millage Update*		
8.	Report from Executive Director*		
	a. Monthly Financial Report*		
	b. Monthly Ridership Report*		
	c. Monthly Metro Connect Report*		
9.	Subcommittee Reports		
	a. Executive Committee - Joint		
	b. Finance Subcommittee – Joint		
	c. Pension Board		



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

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

3.) PUBLIC COMMENTS - None

4.) PRESENTATION REGARDING MILLAGE EDUCATION AND ADVOCACY

Exec. Dir. McBride introduced CCTA/KCTA Attorney Jeffrey Ammon who provided a list of do's and don'ts for making presentations to various organization regarding the upcoming KCTA millage renewal. (A copy of the list is included with the meeting minutes.)

5.) PRESENTATION OF PROPOSED CCTA FY 2022 AND FY 2023 BUDGETS

Exec. Dir. McBride explained the budget process and timeline for the 2022-2023 CCTA Budget. He presented a PowerPoint of budget highlights and said small group meetings would be scheduled to go over the budget in detail and answer any questions from the boardmembers. (A copy of the PowerPoint is on file with the meeting minutes.)

Exec. Dir. McBride stated the Finance Subcommittee had met on July 13th and discussed the preliminary budget.

Exec. Dir. McBride said a public hearing is required to be set, by resolution, for September 13, 2021 to hear any public comments and adoption of the budgets could occur after the public hearing or at the next meeting on September 27th.

Exec. Dir. McBride went over some of the highlights of the past year including the impact of Covid on the levels of operating and service. He said adjustments were made to ensure the safety of our employees and customers. Exec. Dir. McBride stated on the funding side, the Federal government has passed three pandemic relief packages. All those packages have provided funding directly to public transit and been used to stabilize Metro's budget. He said it's likely for the next few years that this would be a key source in stabilizing the budget.

Exec. Dir. McBride shared that in long-term strategic planning, the Comprehensive Operational Analysis Study will begin shortly and somewhere in the next year Metro would conduct a fare structure and fare collection analysis that will target how we collect fares and what our fare strategy should be moving forward.

Exec. Dir. McBride proceeded to explain the FY 2022 and FY 2023 Budgets in detail while responding to questions from the Boards.

A motion was made by the CCTA and KCTA to adopt Resolution 21-003 scheduling a public hearing on Monday, September 13, 2021 to consider the CCTA FY 2022 and FY 2023 Budgets.

Motion: Britigan/Sloan Support: McCormick/Aardema

Motion carried by roll call vote.

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

10.) EXECUTIVE DIRECTOR REPORT

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

- Human Resources
- Service Updates
- Triennial Review
- Metro Route Changes
- KTC Security Reports
- Monthly Ridership Reports

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

10.) SUBCOMMITTEE REPORTS

Executive Committee – Chair Rosine reported the committee met to discuss the current agenda and the option of returning to in-person meeting. He said the decision was to continue with the virtual meetings while watching Covid infection numbers and mandates.

Finance Subcommittee (joint with KCTA) – Met to discuss future budget.

Outreach Subcommittee (joint with KCTA) – Aardema commented that boardmembers could review the documents provided for their presentations and begin contacting their assigned jurisdictions to reserve a spot on the meeting agenda.

Pension Board – Did not meet.

Policy Subcommittee – Chair Rosine thanked the subcommittee for their contribution in the updating of the Boards' policies.

KATS Policy Committee – Did not meet.

Millage Subcommittee – Did not meet.

Local Advisory Committee (LAC) – Did not meet.

11.) CHAIRPERSON REPORT – Chair Rosine encouraged Boardmembers to take advantage of the budget small group meetings to familiarize themselves with the budget and expenditures. He said Boardmembers would be receiving the annual Executive Director Evaluation Form and asked that everyone complete it and return it to him by September for discussion at the next meeting.

12.) PUBLIC COMMENT - Earl Cox, Sr. thanked administration for the purchase of the fresh air kits. He said it was something that has been needed for a long time. Cox commented that with the return of fare collections that it requires extra tasking and time for the coach operators.

Julie Henley requested the reinstatement of a bus stop on Drake Road at the Seville Apartments. She said it had been moved farther away at the Nottingham Apartments. Henley said her daughter has been using this bus stop for 18 years to get to work. She said due to a disability her daughter is not able to walk the extra distance to the new stop location. Henley also it was cost prohibitive for her daughter to use Metro Connect.

13.) MEMBERS TIME – Aardema stated he was looking forward to seeing how the West Main route changes will be received.

Farmer echoed Aardema's comments about the expansion of the West Main bus route and what the new ridership numbers would be.

14.) ADJOURNMENT

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

Motion: Urban/Burns Support: Aardema/Janssen

Motion carried by roll call vote.

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

Nays: None

Absent: Pearson, Thompson

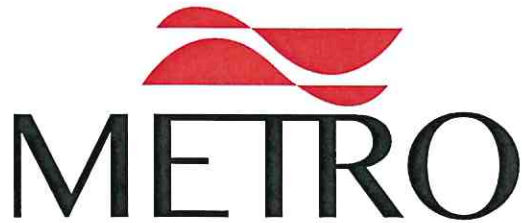
The meeting adjourned at 1:12 P.M.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk



Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: September 7, 2021
SUBJECT: Proposed Fiscal Year 2022 and 2023 Budgets

BACKGROUND

A public hearing is being held on September 13, 2021 The Fiscal Year 2022 and Fiscal Year 2023 Budgets to receive any public comments on the Proposed Budgets. Please note the following:

- a. The Proposed Fiscal year 2022 and 2023 Budgets are attached. The Budget document includes a memo from the Executive Director that introduces the budgets. There is also relatively detailed information on revenues and organizational division expenses contained within the budget document.
- b. Parts of the Finance Subcommittee met on July 30, 2021 to review the proposed budgets.
- c. Adoption of the budgets can occur after the Public Hearing on September 13th or at the next meeting scheduled for September 27, 2021.
- d. Small group meetings were held on August 26th and September 1st prior to adoption of the budget. These voluntary meetings were an opportunity for CCTA/KCTA Boardmembers to ask more detailed questions to staff about the budgets.

RECOMMENDATION

Adopt the Fiscal Year 2022 and 2023 Budgets for the CCTA.

Attachments:

- 1. Proposed Fiscal Year 2022 and 2023 Budgets (Provided in a separate link on the website)



Connecting People Throughout
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Agenda Item: #5 Meeting Date: 09/13/21

TO: CCTA and Board
FROM: Sean McBride, Executive Director
Prepared by: Greg Vlietstra, Deputy Director of Support Services
DATE: August 23, 2021
SUBJECT: Renewal of Property, Auto, and General Liability Insurance with MMRMA

BACKGROUND

For over the past decade, both the City of Kalamazoo and Metro Transit have relied on the Michigan Municipal Risk Management Authority (MMRMA) for property, auto, and liability insurance coverage. With the Metro Transit transition from the City of Kalamazoo to CCTA on October 1, 2016, we are responsible for making sure we have proper coverage in the event of a potential lawsuit, claim, or a catastrophic loss.

Over the past couple of years, we have undertaken a more comprehensive review of our insurance coverages. As you recall, we terminated our coverage with the Michigan Transit Pool (MTP) effective November 30, 2018. We are still responsible for ongoing claim management costs with MTP, though, for incidents that happened before November 30, 2018. With enhanced coverage negotiated with the MMRMA, we still remain confident that one carrier is adequate. The change in 2018 resulted in a budget savings of \$220,393 – the amount paid to the MTP during the last coverage year (\$322,298) minus an October 2019 retrospective charge for catastrophic claims (\$101,905).

DISCUSSION

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

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

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

Some other steps we have taken as part of a more comprehensive review of insurance is to make sure we are not underinsured with the insurance covering our bus fleet in the case of catastrophic event such as a facility fire or tornado. First, we have increased our liability limit from \$5 million to approximately \$17.1 million. Second, we have increased the per occurrence vehicle physical damage limit from \$1.5 million to \$5 million. Our request for this increased per occurrence limit is somewhat unusual and outside the normal scope of MMRMA coverage. We believe the additional estimated cost of \$21,589 is worth the benefit in the case of a catastrophic event.

Memo re: MMRMA Renewal

August 23, 2021

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The annual premium to cover CCTA for property, auto, and general liability insurance, including all vehicles, through September 30, 2022 is \$302,240. \$50,000 of that amount is a self-insured retention deposit from which potential future loss deductibles will be deducted. The self-insured deposit balance (currently \$158,697) will earn an interest rate of 2.49 percent and is only reduced to pay claims expenses.

RECOMMENDATION

The recommendation is to allow the Executive Director to execute necessary documents to ensure adequate property and liability insurance coverage with the MMRMA from October 1, 2021 through September 30, 2022 at a cost of \$302,240.



Connecting People Throughout
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Agenda Item # 6 Meeting Date 09/13/21
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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 7, 2021
SUBJECT: Purchase of New Buses from Gillig Corporation

BACKGROUND

The proposed purchase of four low-floor clean-diesel buses would be replacements for older vehicles past their useful life and will be used for fixed-route bus service. All four of the buses would be 40-foot length. By acquiring these vehicles, we can better ensure adequate public transit services will be provided in Kalamazoo County.

The purchase would be made through an option available on a cooperative procurement contract awarded in June of 2021 called the Grand Rapids Interurban Transit Partnership (Project Number 2021-16). The Interurban Transit Partnership contract membership consists of the Grand Rapids Interurban Transit (The Rapid), Muskegon Area Transit, and Metro. The contract was competitively bid in accordance with Federal Transit Administration (FTA) regulations. The CCTA benefits through joint procurement not only from the reduced cost of goods through the joint purchasing power of the consortium, but also from indirect administrative savings related to writing specifications, processing invitations to bid, recruiting a diverse pool of potential suppliers, and making awards.

Gillig Corporation (Livermore, CA) was the lowest responsive and responsible bidder. CCTA uses Gillig buses now and is satisfied with the quality of the vehicles and the customer service of its people.

DISCUSSION

The buses would total a cost of \$2,146,668, or \$536,667 each. The busses would include newer enhancements including permanent driver security barriers, 20% fresh air intake systems, Quantum wheelchair restraint systems, grocery cart and baby stroller storage, enhanced rear visibility lighting, and seating with bacteria barrier sealant.

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). Funding is currently available through federal/state grants. No CCTA general fund dollars will be used for this purchase. This capital grant is provided to the CCTA through 80% federal (FTA) and 20% State (MDOT) funding.

The buses would be scheduled for delivery around January of 2023 replacing older diesel buses that have reached the end of their industry standard minimum useful life of 12 years or 500,000 miles, and which are experiencing higher maintenance expense. More specifically, the buses being replaced would each have over 600,000 miles logged.

The recommended purchase will be for ultra-low sulfur diesel buses that are designed to meet near zero emissions standards. The buses will use advanced new technologies such as electronic controls, common rail fuel injection, variable injection timing, improved combustion chamber configuration and turbocharging which have made diesel engines cleaner, quieter and more powerful than past vehicles. The

Memo re: Purchase of Buses/Gillig

Date: 09/07/21

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Due to the Federal Transportation Administration (FTA), State of Michigan, and CCTA's strict procurement policies, partnering with The Rapid for this joint procurement proves to be the most effective use of staff time and resources, ensuring acquisitions follow best price compliance. While meeting FTA's requirements, there are no alternatives for this bus purchase.

RECOMMENDATION

It is recommended that the CCTA Board approve the purchase of four 40' buses from the Gillig Corporation in the total amount of \$2,146,668 and authorize the Executive Director to execute documents related to the action on behalf of CCTA.



Agenda Item #7
Meeting Date 09/13/21

Connecting People Throughout
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: September 9, 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.

Outreach and education efforts are underway and include:

- **Know the Facts** informational postcards is being sent to all residences in Kalamazoo County in the next couple weeks. The post card is attached:
- The attached **Special Report** will be sent to an extensive email list. Some copies will be available for in-person interactions. It is anticipated the Annual report will sent out in late February, prior to the millage election. A draft will be provided at the upcoming meeting.
- The above listed materials will be sent to Boardmembers electronically so you can send to your network of contacts.
- **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.

Attachments:

1. Know the Facts Postcard
2. Special Report
3. Outreach Presentations

Know the Facts About Renewal



Voter approval sought November 2 for millage to support Metro system in Kalamazoo County.

WHAT IS THE MILLAGE REQUEST?

Voters will be asked to approve a millage of up to 0.3124 mills for five years beginning in 2022 to support the Metro public transportation system, including Metro Connect and Metro Share.

IS THIS A TAX INCREASE?

No. This is the first renewal of this county-wide millage, lower than the renewal passed in 2015 and lower still than the original 2009 millage of 0.40. It is not an increase in taxes.

HOW IS PUBLIC TRANSPORTATION FUNDED?

An important component of public transportation is voter approved millages which currently represent 36% of Metro's operating funds. Millage revenues and fare collection are leveraged to receive state and federal grants.

WHAT IS METRO CONNECT?

Metro Connect provides shared ride origin-to-destination service. Services like trips to medical appointments are provided through Metro Connect.





HOW MUCH WILL THE MILLAGE COST A HOMEOWNER?

The cost of the 0.3124 millage request for a homeowner whose home has a taxable value of \$100,000 (\$200,000 market value) is approximately \$31 a year.

HOW WILL THE COMMUNITY BENEFIT?

Both the economy and the quality of life for people in the greater Kalamazoo community benefit from reliable transportation. Metro operates seven days a week, providing an important mode of transportation for those who can't drive, employers and their employees, seniors and students.

WHO GETS TO VOTE?

Voters throughout Kalamazoo County will be eligible to vote in the November 2 election.

For more information, visit kmetro.com or call (269) 337-8087





Metro System Continues Recovery From Pandemic

Covid-19 impacted not only the Kalamazoo community but the public transportation system. While following state and local restrictions, Metro needed to adjust day to day operations. These adjustments took time to implement, and it will take time to recover from their impacts. The public transportation system will continue to increase service while using insight and safety measures developed during the pandemic as the variant remains in our community.

As part of the plan to return service to pre-COVID levels, Metro has returned to fares, and opened more seating. Cost-cutting measures, service reductions and emergency funds have kept the public transportation system financially stable throughout the pandemic. Despite service disruptions, Metro provided 1.4 million rides during 2020.

Metro Connect, the system's curb-to-curb service, provided important support for the pandemic restrictions in fixed-route service. When Metro's fixed route buses reduced hours of service, Metro Connect maintained operating hours until midnight Monday through Friday, until 10 pm on Saturday and from 8 am to 6 pm on Sunday. This provided essential after-hours transportation to Kalamazoo County residents. Metro Connect implemented social distancing on all vehicles during the height of COVID and just increased seating capacity this summer.

Metro's system is slowly increasing service with expanded seating capacity on all vehicles, and Metro Share vehicles being reserved by nonprofit agencies. Masks are still required on all Metro vehicles and was recently extended by the U.S. Department of Transportation until January 2022.

Millage Renewal Sought With Lower Tax Rate

Kalamazoo County voters will be asked on November 2 to consider a renewal millage to support the public transportation system in Kalamazoo County for five years, beginning in 2022.

The renewal for 0.3124 mills will support the Metro Connect and Metro Share programs. Metro Connect provides a shared ride origin-to-destination service and supports the lifestyle of its passengers by providing essential transportation that keeps them connected throughout Kalamazoo County. Metro Share provides group transportation services for nonprofit agencies that serve seniors and individuals with disabilities.

It is the first renewal of this county-wide millage, and is lower than the millage passed in 2015 and lower still than the 2009 millage of 0.40.



Tina Smith uses Metro Connect for Dialysis appointments.



Know The Facts About the Millage Renewal

What's on the Ballot . . . All Kalamazoo County voters will be asked November 2 to consider a renewal millage to support funding for Metro Connect and Metro Share.

The First Renewal . . . This is the first renewal of this county-wide millage, lower than the millage passed in 2015. It is not an increase in taxes.

The Cost of the Renewal . . . The cost of the 0.3124 millage request for a homeowner whose home has a taxable value of \$100,000 is approximately \$31 a year. Both the economy and the quality of life for people in the greater Kalamazoo community benefit from reliable transportation made possible by this millage. Metro provides an important mode of transportation for employers and their employees, seniors, students, and for those who can't drive.

Funds Raised . . . Millage funds are an important component of the public transportation budget, and currently represent 36% of Metro's operating funds. Millage revenues and fare collection are leveraged to receive state and federal grants.

For more information regarding the millage request, call (269) 337-8087.

To get more information on Metro Connect, visit kmetro.com/Metro-Connect or call (269) 337-8477.



KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA) BOARD

- Greg Rosine, Chair
- Martin Janssen, Vice-Chair
- Curtis Andlema
- Jeffrey Breneman
- Aditya Rama
- Dusty Farmer
- Timothy Sloan
- Sam Urban
- Tafari Brown

CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA) BOARD

- Greg Rosine, Chair - City of Kalamazoo
- Garylee McCormick, Vice-Chair - City of Kalamazoo
- Curtis Andlema, City of Kalamazoo
- Robert Brigham III, Urban
- Chris Burns, City of Portage
- Dusty Farmer, Oshkosh Township
- Martin Janssen, Rural
- Lisa Moalery, Kalamazoo Township
- Jim Pearson, City of Portage
- Randy Thompson, Comstock Township

METRO SENIOR STAFF

- Sean McBride, Executive Director
- Greg Vilestro, Deputy Director of Support Services
- Rob Branch, Fleet and Facilities Manager
- Bobby Hicks, Senior Operations Supervisor
- Tenechia Potts, Senior Operations Supervisor
- Keshia Woodson-Snow, Senior Operations Supervisor
- Chris Flackenstein, Customer Service Supervisor
- Richard Congdon, ADA Special Projects Manager
- Cindy DoYoung, Senior Human Resources Generalist
- Jenny McCowen, Grants and Compliance Manager
- Cheryl Pesti, Budget/Accounting Manager
- Kathy Schultz, Planning and Development Manager



Metro Connect Fills Gaps During Pandemic

When fixed-route bus service was suspended from April 2 to May 18, 2020, riders who “absolutely, positively” needed to get somewhere important had Metro Connect to help. In fact, throughout the entire pandemic, Metro Connect maintained regular hours to safely serve those with critical needs up until midnight Monday through Friday.

Metro Connect provides county-wide transportation to anyone in Kalamazoo County with a focus on seniors and those with a disability.

William Carree, a Vietnam-era veteran, uses Metro Connect for doctor’s appointments and grocery store visits “once or twice a month.” He could drive, he says, but his doctor warns him of sudden seizures, “and I don’t want to put other motorists at risk.” He reduced his grocery store visits significantly during the pandemic and is thankful for the service in the community. Metro Connect drivers can assist with groceries to a rider’s door by requesting the Grocery Assistance Program when scheduling a ride.

Tina Smith, who moved to Kalamazoo from North Carolina to be near her daughter, uses Metro Connect for dialysis. Dialysis is also why David Fletcher rides, who like many riders brings a personal care attendant. Personal care attendants for those who need assistance ride for free.

Kathy Johnson was in a car accident five years ago and can’t drive, but she can work, so Metro Connect makes it possible for her to serve her clients as a health aide. “It has been a real blessing to me,” she says.



“I’m like a lot of seniors who don’t drive,” says Sharon DeHaan, who lives in a senior residence. “I still like to be independent, and it’s a service I can’t do without.” DeHaan uses Metro Connect to go to the store, to church and to the doctor. “I also use it to volunteer,” she adds.

“It’s my freedom. It’s my independence. That’s what makes me feel good,” says Stephan Bristow, who uses a wheelchair. “I put the money on the Token Transit app, and away I go. It’s enjoyable independence for me.”



Kathy Johnson takes Metro Connect to work



How The Public Transportation System Works

More than two-thirds of riders use the system for work, school and medical appointments

The community benefits from having a transportation system that has a wide range of services that meet many needs. Metro partners with schools and with employers for ride-to-work programs. These programs remove the hurdle of reliable transportation.

Many of the local government agencies in Kalamazoo County partner with Metro. The cities of Kalamazoo and Portage, along with the Road Commission of Kalamazoo County and the Michigan Department of Transportation, work with Metro on bus stop improvements as part of road construction projects.

Metro is a significant force in economic development and job creation in Kalamazoo County and directly affects the quality of life of citizens throughout the area.

How to Use Metro Connect

All Kalamazoo County residents can use Metro Connect. This service travels throughout Kalamazoo County and provides trips to the VA Hospital in Battle Creek seven days a week. Rides may be scheduled with at least 24 hours’ notice and up to seven days in advance. All riders must register to schedule rides.

Discounted rates of \$3 and \$4 per ride (based on location) are available to qualifying riders after registration. Registration, rates, and additional information is available by calling 269-337-8847 or by visiting kmetro.com/metro-connect.

Public transportation in Kalamazoo County exists because of a unique arrangement between citizens, local, state and federal governments, and nonprofit organizations.

The system is governed by two publicly led authorities. The Central County Transportation Authority (CCTA) and the Kalamazoo County Transportation Authority (KCTA) are made up of representatives of participating Kalamazoo County agencies and citizens.

Metro’s public support in the form of millages and passenger fares leverage state and federal funds. 54% of Metro’s budget is derived from millages (36%) and fares (18%). The remaining percentages are derived from the state and federal governments and public grants.

More than two-thirds of riders use the system for work, school, and medical appointments. Almost 90 percent don’t have cars. Before the pandemic, annual bus ridership approached three million rides, and some 168,000 rides were offered through Metro Connect.

Additionally, Metro Share historically was providing over 52,000 rides through nonprofit agencies. The goal is to return to those numbers as soon as feasibly possible and like other transit providers nationwide, this will take time.

CCTA/KCTA Jurisdictional Outreach
2021 Board Liaison Assignments
Version - September 9, 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	dpsutton@kalamazoocty.com	1&3 Tuesdays	4:00/7:00 PM	V	Rosine/McBride	9/21/2021	
Ann Goodsell	200 E. Michigan Ave	269-665-7000	g.clerk@sbcglobal.net	1st Mondays	7:00 PM	V	Urban		
Scott Borling	241W. South St.	269-337-8791	borlings@kalamazoocty.org	1&3 Mondays	7:00 PM	V	Rosine/McBride	TDB	
Shannon Stutz	650 S. Riverview Dr.	269-349-3785	Finance@parcment.org	1&3 Mondays	7:00 PM	V	Britigan/McBride	9/7/2021	
Erika Eklov	7900 S. Westmedge Ave.	269-329-4511	eklove@portage.mi.gov	2&4 Tuesdays	7:00 PM	V	Pearson/Burns/McBride	9/21/2021	
Cindy Snyder	7901 N. 6th St.	269-382-3666	clerk@alamotownship.org	2nd Monday	7:00 PM	V	Farmer		
Michelle Crawford	13123 S. 24th St., Vicksburg	269-649-1813	bradyclerk@comcast.net	1st Tuesday	7:00 PM	P	Aardema	10/5/2021	
Linda Kramer	1439 S. 38th St., Galesburg	269-665-7805	charclerk@charlestontownship.org	4th Tuesday	4:00 PM	P	Aardema	9/28/2021	
Don Schultz	110 N. Main St.	269-746-4103	ctwpcclerk@ctsmail.net	2nd Tuesday	7:00 PM	V	Janssen		
Nichole Beauchamp	6138 King Highway	269-381-2360	clerk@comstockmi.gov	1&3 Mondays	6:00 PM	V	Thompson/McBride	8/16/2021	8/16/2021
Deanna Janssen	1590 West D Ave.	269-382-0223	clerk@coonertwp.org	2nd Monday	7:00 PM	V	Brown/Britigan		
Mark Miller	1720 Riverview Dr.	269-381-8080	clerk@ktwp.org	2&4 Mondays	7:30 PM	V	Moatery/McBride	8/9/2021	8/9/2021
Dusty Farmer	7275 W. Main St.	269-375-4260	clerk@oshtemo.org	2&4 Tuesdays	7:00 PM	V	Farmer/Sloan/McBride	9/14/2021	
Karen Siegwart	7510 East Q Ave., Scotts	269-327-0462	KARSB@aoi.com	2nd Monday	7:00 PM	P	Breneman		
Dale Smith	8140 West W Ave., Schoolcraft	269-267-4883	clerk@prairieondetwp.net	2nd Tuesday	7:00 PM	P	Rama		
Bear Priest	7401 N. 32nd St.	269-629-4921	bpriest@richlandtwp.net	3rd Tuesday	7:00 PM	P	Brown/Vlietstra		
Linda Walters	12086 M-89, Richland	269-731-4888	clerk@rosstown.comcastbiz.net	3rd Tuesday	7:00 PM	V	Rama		
Virginia Mongreig	50 East VW Ave., Vicksburg	269-649-1276	vmongreig@schoolcrafttownship.org	2nd Tuesday	7:00 PM	V	Moatery	?	
Virginia Mongreig	7110 West Q Ave.	269-375-1591	abeute@TexasTownship.org	2&4 Mondays	6:00 PM	V	Rosine		
Shawn Fritz	13998 South 42nd St.	269-778-3728	clerk@wakeshmatownship.com	1st Monday	7:30 PM	P	Janssen/Moatery		
Julie Glenn	Village of Augusta	269-731-5517	augusta@tds.net	1st Monday	7:00 PM	P	Urban		
Linda Coburn	Village of Climax	269-746-4174	climaxvillage@gmail.com	1&3 Tuesdays	7:30 PM	P	Janssen		
Brooke Jamieson	Village of Richland	8985 Gull Rd.	clerk@villageofrichland.org	2nd Monday	7:00 PM	P	McCormick		
Theresa O'leary	Village of Schoolcraft	442 N. Grand St., Schoolcraft	toleary@villageofschoolcraft.com	1&3 Mondays	7:00 PM	V	Moatery		
Jim Mallery, Manager	Village of Vicksburg	13318 N. Boulevard St., Vicksburg	villageofvicksburg1@gmail.com	1&3 Mondays	7:00 PM	V	Rama/McBride		
Steve Stepek	KATS	5220 Lovers Lane		Last Wednesday	9:00 AM	V	Aardema/Janssen		



Agenda Item: #8
Meeting Date: 09/13/21

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: September 9, 2021
SUBJECT: Executive Director Update

KTC Security Reports

The Kalamazoo County Sheriff's Department sent notice that they cannot continue to provide contract service to the Kalamazoo Transportation Center due to a shortage of officers. Their last day of service was September 8, 2021. They are making adjustments to their overall operation to provide cores services to the County and have had to make adjustments with other contracting agencies.

Staff is working with Security Plus to add staffing to the KTC. Beginning September 9th, staffing will include the following:

- Monday through Friday:
 - 7 am to 11 am, 2 staff
 - 11 am to 7 pm, 4 staff
 - 7 pm to 10:30 pm, 2 staff
 - On site supervisory staff 30 hours per week mostly during peak hours
- Saturday and Sunday
 - 7 am to 10:30 pm, 2 staff

Security Plus will work closely with Kalamazoo Public Safety if there are incidents when KPS assistance is needed. Mr. Dion Bates, Owner of Security Plus, will be present to answer any questions from the Boards.

Staff is exploring options for contracted services of sworn officers at the KTC. Kalamazoo Public Safety was asked, and they currently do not have the resources for such an arrangement. They will continue to respond when called.

Attached are the Security Reports from the County Sheriff's Department and Terecita Potts, Senior Operations Supervisor.

Human Resources

Metro continues to be extremely challenged with the current number of Coach Operators. Right now, Metro could hire 13 full-time Coach Operators and 15 part-time Coach Operators. These challenges are not limited to Metro; the other large public transit systems in the State are having very similar staffing issues. Metro has made adjustments to the schedule reducing the number of service hours with the intent of reducing the amount of Coach Operator required overtime.

There has been some progress with hiring. Six Coach Operators have begun training over the past month. There are 13 additional candidates within the hiring process currently. Five of these candidates are at the final stages with a hire dates pending after competition of all pre-employment screening.

Service Update

- On September 7, fall service began. Changes include additional service to Western Michigan University, restart of the Duke route and alterations to the West Main route. The change to the West Main route includes service to Walmart on 9th Street and service to the Oshtemo Township Hall and Library complex.

Memo: Executive Director Update

September 9, 2021

Page 2

Metro Connect Update

Richard Congdon, Metro Connect Program Manager, Stephanie Teters and Laura Pennell from Apple Bus will be at the meeting to provide an update on Metro Connect service and answer any questions.

Comprehensive Operational Analysis

The Comprehensive Operational Analysis (COA) contract has been signed with Foursquare Integrated Transportation Planning and kick-off meetings with staff will be held this month.

Youth Mobility

The Youth Mobility Bus Pass program will start by the end of September with the three Kalamazoo Public School high schools. A total of 400 passes will be distributed to the schools.

Attachments

1. County Sheriff's August KTC Security Report
2. Metro's KTC August Security Report
3. Metro Connect Summary

**KALAMAZOO COUNTY SHERIFFS OFFICE
AUGUST 2021 MONTHLY KTC REPORT
DEPUTY MICHAEL STADEL**

CASES:

No new cases

BANS:

No new bans

INFORMATION:

Due to vacation and recent passing of Sgt Proxmire, my time at KTC was very limited. No incidents took place. The students returning to school has been a success so far for the first week. I noticed very low numbers of students utilizing the metro bus services. No fights, arguments or altercations have taken place. Seems the measures that KTC staff have put in place are working. My time at KTC will be ending on September 8, 2021. It has been a pleasure working with board of directors and staff members of KTC to ensure that metro was a safe and secure place for everyone. Thanks again.

Deputy Michael Stadel

3951

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

Overview:

During the month of August, Metro maintained service Monday – Fri till 10p with a limited Saturday service, 8am-4:15pm. Transportation Center. Security Plus presence was extended to two officers present from 8am till 10:30pm. The County Sheriff's onsite security presence continued from 10a to 10p Monday through Saturday and 10a to 6p on Sundays. The Kalamazoo Transportation Center 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 - 0

EMS Calls-0

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. Several warnings were given to remind customers to please wear their mask while in the facility.

Over site 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.



Agenda Item: # 8a
Meeting Date: 09/13/21

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: August 25, 2021
SUBJECT: July 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 \$3,575,132 (50%) of the FY21 millage.
- Due to the Covid-19 pandemic, Metro's Fixed-Route and Metro Connect started collecting fares, on August 2nd. We have collected \$36,700 (3% 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 July 2020 was \$1.25 and in July 2021, it was \$2.20. This is a 76% increase.
- Total operating expenditures for Metro year-to-date are 69% of the total budgeted amount.

Attachment:

1. July 2021 Income & Expense Statement



	FY 2021 CCTA Board Recommended Budget	July 2021	Year to Date FY 2021	Year to Date %	Monthly Funding %
STATEMENT OF INCOME AND EXPENSE					
Operating Revenue					
Fare Revenue					
Regular Route Cash	515,000	121.11	356.62	0%	0%
Metro County Connect Fares	193,498	1,041.00	1,047.00	1%	0%
Specialized Services Fares					
Metro County Connect - Access Fares	119,783	1,864.00	1,885.00	2%	0%
Tokens	236,250	9,347.50	29,258.00	12%	1%
Charters	0	0.00	0.00	0%	0%
Pass Sales	182,100	3,800.47	4,151.47	2%	0%
WMU Prepaid Fares	1,150,000	0.00	496,605.52	43%	0%
Texas Twp/KVCC Prepaid Fares	95,185	21,462.00	64,386.00	68%	3%
Oshtemo Twp Contract	34,129	0.00	50,844.09	149%	0%
	<u>2,525,945</u>	<u>37,636.08</u>	<u>648,533.70</u>	<u>26%</u>	<u>5%</u>
Other Revenue					
Advertising	54,000	4,571.21	59,308.46	110%	1%
Intermodal Operations	136,000	47,567.79	105,235.34	77%	6%
Miscellaneous Revenue	23,700	3,066.75	87,484.38	369%	0%
Commission Revenue - Ticket Sales	30,000	3,918.33	13,872.20	46%	0%
Interest Income	13,000	55,888.86	59,900.07	461%	7%
	<u>256,700</u>	<u>115,012.94</u>	<u>325,800.45</u>	<u>127%</u>	<u>14%</u>
Urban Millage (CCTA)	4,303,895	266,767.14	1,709,313.04	40%	33%
County-wide Millage (KCTA)	2,874,265	136,762.39	1,865,819.09	65%	17%
MDOT - Operating	5,140,727	0.00	4,265,382.09	83%	0%
FTA - Operating	1,462,018	0.00	2,386,363.76	163%	0%
Provision for Depreciation	2,900,000	259,932.07	2,618,994.76	90%	32%
TOTAL OPERATING REVENUE	<u>19,463,550</u>	<u>816,110.62</u>	<u>13,820,206.89</u>	<u>71%</u>	<u>100%</u>
Operating Expenses by Division					
Administration/Overhead	7,076,002	761,504.02	4,824,558.19	68%	
Kalamazoo Transportation Center Operations	821,717	71,484.24	649,760.39	79%	
Maintenance	3,032,139	173,760.45	2,408,852.10	79%	
Operations	7,769,924	459,179.04	4,850,849.58	62%	
Metro Connect	4,636,518	387,946.55	3,435,835.71	74%	
Metro Share	68,452	3,103.46	37,973.14	55%	
TOTAL OPERATING EXPENSE	<u>23,404,752</u>	<u>1,856,977.76</u>	<u>16,207,829.11</u>	<u>69%</u>	
NET (UNFUNDED) BALANCE for period	<u>(3,941,202)</u>	<u>(1,040,867.14)</u>	<u>(2,387,622.22)</u>		



Agenda Item: # 8b
Meeting Date: 09/13/21

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: July 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	111,485	8,669	1,235	121,389
FY20	114,359	6,277	260	120,896
Difference	(2,874)	2,392	975	493
% Change	(3%)	38%	375%	0.4%

Year-to-Date Ridership				
	Bus	Metro Connect	Metro Share	Oct 20-Sept 21 System Total
FY21	1,158,135	69,832	2,980	1,230,947
FY20	1,573,328	98,493	18,840	1,690,661
Difference	(415,193)	(28,661)	(15,860)	(459,714)
% Change	(26%)	(29%)	(84%)	(27%)

WHEELCHAIR LIFT/RAMP INCIDENT REPORT – July 2021

Passengers in mobility devices for the month of July 2021 were 428. There were no incidents that involved a ramp/lift during this month.

WMU STUDENT RIDERSHIP REPORT – July 2021

No data for July 2021.

DEMAND/RESPONSE MONTHLY SUMMARY REPORT – July 2021

For the month of July 2021 there were 8,669 passenger trips on Metro Connect. This is a total of 69,832 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	0
July	4***	2,501	625	3*****	0	0	0
August	5***	5,950	1,190				
September	4***	6,082	1,520				
Total	52	82,384	19,014				

* 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 4th if Sunday service was available



KALAMAZOO METRO TRANSIT SYSTEM
RIDERSHIP ANALYSIS
July 2021

Route #	Route	Month to Date				Year to Date							
		# of Rides		Rides per hour		# of Rides		Rides per hour					
		FY21	FY20	Increase / decrease	FY21	FY20	FY21	FY20	Increase / decrease	FY21	FY20	Increase / decrease	
01	Westnedge	16409	19,172	-14.41%	23.71	22.23	6.66%	169,023	217,920	-22.44%	27.24	34.28	-20.54%
02	Portage	5623	10,605	-46.98%	13.76	16.33	-15.71%	73,283	103,266	-29.03%	20.19	20.07	0.58%
03	West Michigan	4443	3,663	21.29%	10.78	7.16	50.56%	43,393	45,887	-5.44%	11.67	11.92	-2.13%
04	Oakland	3891	3,855	0.93%	9.49	7.84	20.93%	38,304	45,553	-15.91%	10.53	12.06	-12.65%
05	East Main	5300	3,966	33.64%	12.98	8.37	55.00%	54,390	67,665	-19.62%	15.46	21.48	-28.01%
06	Parchment	6033	6,168	-2.19%	14.56	12.84	13.39%	52,493	58,973	-10.99%	14.55	16.02	-9.20%
07	Alamo	8103	5,697	42.23%	19.76	7.22	173.77%	69,800	115,862	-39.76%	19.20	22.85	-15.97%
08	Egleston	4983	4,580	8.80%	12.17	7.96	52.81%	52,194	60,923	-14.33%	14.36	14.39	-0.25%
09	Gull Road	11429	13,611	-16.03%	15.11	15.82	-4.53%	119,772	137,810	-13.09%	18.71	21.60	-13.39%
10	Comstock	3581	5,340	-32.94%	8.74	10.98	-20.34%	43,232	55,682	-22.36%	11.89	14.84	-19.87%
11	Stadium Drive	7041	5,431	29.64%	17.19	7.09	142.56%	68,444	99,452	-31.18%	18.82	18.96	-0.71%
12	Duke	0	610	-100.00%	0.00	3.44	-100.00%	173	15,511	-98.88%	0.00	11.77	-100.00%
13	South Burdick	8605	6,892	24.85%	20.98	8.51	146.61%	77,780	100,270	-22.43%	17.08	17.51	-2.42%
14	West Main	9374	10,785	-13.08%	22.85	12.88	77.40%	84,100	112,698	-25.38%	22.91	18.07	26.78%
15	Paterson	2723	2,715	0.29%	6.64	5.75	15.39%	56,854	63,994	-11.16%	16.14	20.43	-20.98%
16	Lovell	6958	5,737	21.28%	16.96	5.98	183.47%	74,342	162,327	-54.20%	16.26	25.56	-36.41%
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	330	2,931	-88.74%	0.84	6.29	-86.69%	26,882	26,757	0.47%	7.77	7.48	3.85%
27	East Romence	748	2,601	-71.24%	1.88	5.63	-66.58%	21,149	22,815	-7.30%	6.03	6.40	-5.79%
21	Solon/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	3399	0	0.00%	0.00	0.00	0.00%	9,775	-	0.00%	0.00	0.00	0.00%
25	Parkview	2,512	0	0.00%	0.00	0.00	0.00%	12,751	-	0.00%	0.00	0.00	0.00%
	Total Fixed Route	111,485	114,359	-2.51%	14.72	13.82	6.50%	1,158,135	1,573,328	-26.39%	15.53	18.99	-18.23%

Metro County Connect													
Demand-Response	8,669	6,277	38.11%	1.83	0.74	147.02%	69,832	98,493	-29.10%	1.51	1.29	17.24%	
ADA Trips	3,197	2,057	55.42%	1.84	0.59	212.54%	22,497	39,715	-43.35%	1.54	1.25	23.69%	

Specialized Service	1,235	260	375.00%	11.00	0.63	1636.22%	2,980	18,840	-84.18%	7.48	5.80	28.88%
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Charters	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A
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Total Services	121,389	120,896	0.41%	9.77	6.63	47.39%	1,230,947	1,690,661	-27.19%	10.15	10.40	-2.36%
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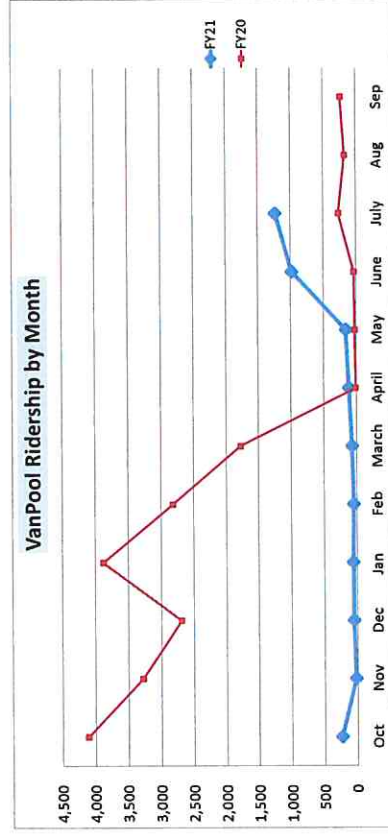
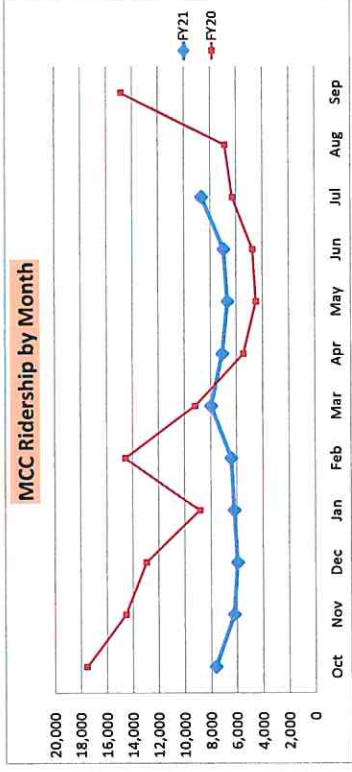
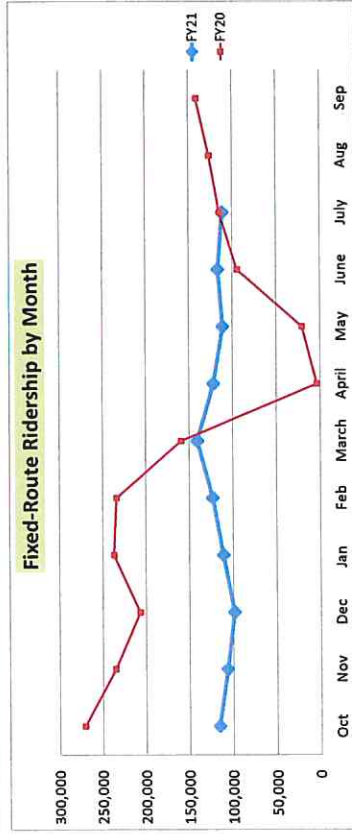
Other Data	# of Rides		Year to Date			
	FY21	FY20	Increase / decrease	# of Rides		
	FY21	FY20	FY21	FY20		
WMMU	-	21,016	-100.00%	-	307,789	-100.00%
KVCC	-	519	-100.00%	-	14,687	-100.00%
Transfers	-	54,874	-100.00%	-	476,483	-100.00%
Wheelchair	428	862	-50.35%	454	6,048	-92.49%
Bikes	3,682	3,288	11.98%	11,449	18,644	-38.59%
Youth Mobility	-	-	0.00%	-	-	0.00%

July 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		
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

MCC	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY21	7,651	6,217	5,951	6,197	6,430	7,970	7,093	6,678	6,976	8,669	6,851	14,837
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	167	226
FY20	4,106	3,275	2,686	3,875	2,813	1,774	6	18	27	260	167	226



July 2021
APC COUNTS DUE TO COVID-19

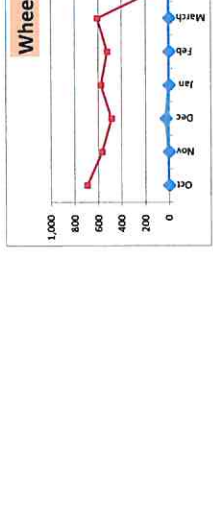
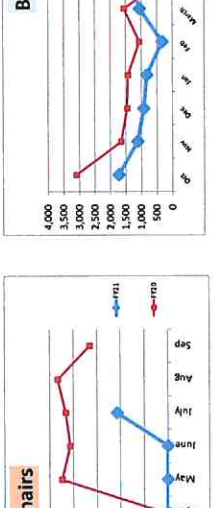
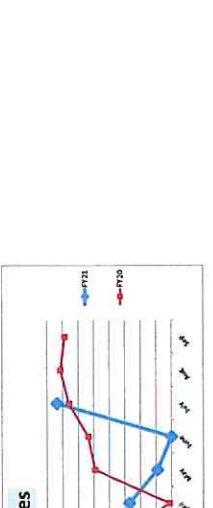
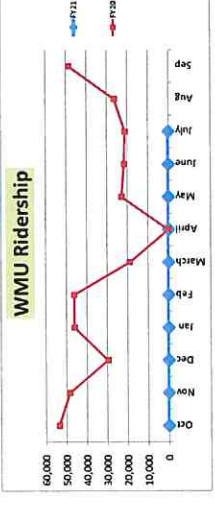
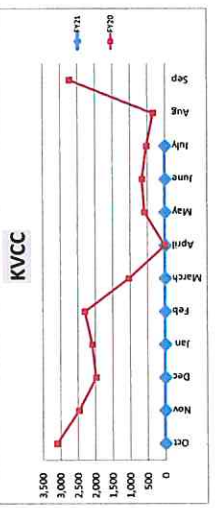
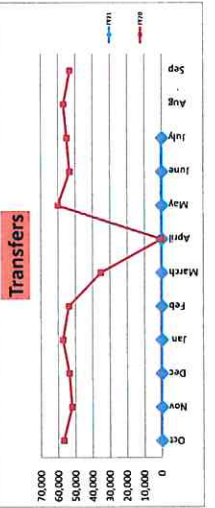
WMU	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	53,611	48,398	29,500	46,080	46,220	18,875	7	22,710	21,372	21,016	26,213	48,558

KVCC	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	3,098	2,487	1,909	2,081	2,296	1,030	1	577	649	519	334	2,722

Transfers	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	0	0	0	0	0	0	0	0	0	0	0	0
FY20	56,803	52,014	53,526	57,197	53,714	35,112	1	60,027	53,215	54,874	55,769	53,125

Wheelchairs	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	0	0	26	0	0	0	0	0	0	428	862	659
FY20	694	567	464	576	522	606	18	894	825	862	829	659

Bikes	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY21	1,727	1,117	923	826	327	1,045	1,352	450	0	3,682	3,564	3,429
FY20	3,085	1,836	1,444	1,418	1,064	1,539	62	2,454	2,684	3,288	3,564	3,429

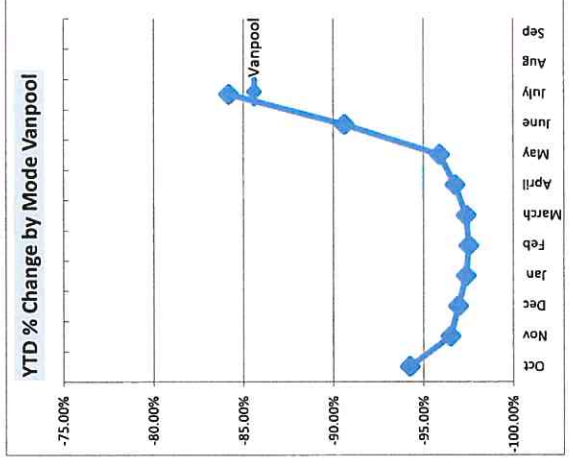
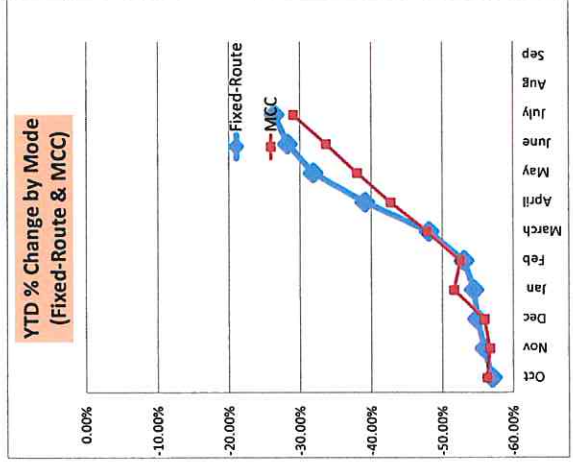
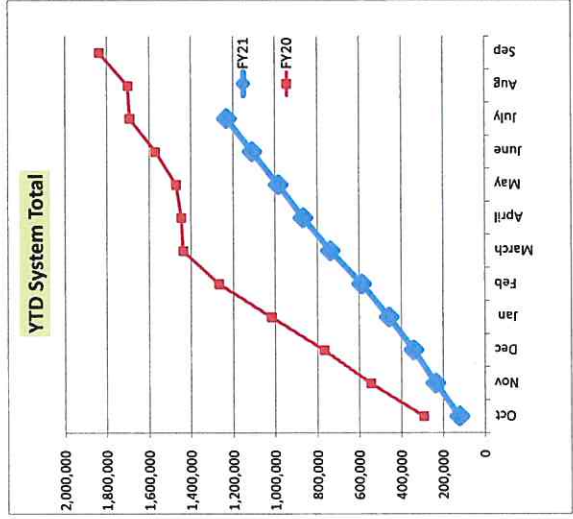


July 2021 APC COUNTS DUE TO COVID-19

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		
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	1,690,861	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%		
MCC	-56.35%	-56.72%	-55.94%	-51.87%	-52.54%	-47.87%	-42.75%	-38.06%	-33.67%	-29.10%		

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%		





Connecting People Throughout
Kalamazoo County

Agenda Item # 8c Meeting Date 9/13/21
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Richard Congdon, Program Manager
DATE: September 9, 2021
SUBJECT: Metro Connect Update

BACKGROUND

Metro Connect has maintained regular days and hours of service throughout the Covid pandemic. Ridership was down an average of 47% until passenger capacity was increased on July 1, 2021. The vans went from one passenger to three and the buses went from three passengers to 12. Metro Connect transported fixed-route passengers when bus service was suspended and when limited service was resumed during the times the buses are not running. Overall, Metro Connect has provided 6,279 trips for bus passengers.

Safety protocols continue to be followed. Vehicles are cleaned twice daily, and drivers wipe the interiors down in-between passengers. Vehicles are fogged at night with a chemical that kills any airborne virus and lasts up to 30 days. The chemical does not affect individuals with respiratory issues or have side effects.

DISCUSSION

Metro Connect service has been increasing in 2021 over 2020. Some of the ridership statistics are:

- Ridership increased by 23% in August 2021 over August 2020
- Ridership increased by 47% in July 2021 over July 2020
- Ridership increased by 48% in June 2021 over June 2020
- Metro Connect has been averaging 1,864 trips per week the last month

Fares were reinstated on August 2, 2021, on all Metro services. It was anticipated that ridership would fall on Metro Connect because many passengers had said they would stop riding when it wasn't free. However, with increased passenger capacity the drop was only 3% in August compared to July. Fixed-route passengers taking Metro Connect did decline by 63% when fares were charged. They are being charged \$4.00 when the buses are not running instead of the regular \$12.00 fare non-certified passengers pay on Metro Connect.

There were trip denials due to the limited capacity for the safety of passengers and drivers. Since capacity has been increased denials are down by 54%.

Metro Connect passenger certifications have been down throughout the pandemic due to many agencies closing and individuals not riding. Since agencies and schools have gone back to in-person certifications have been increasing. There were 21 ADA certifications in August, the most since July of 2019. There are already 300 Demand/Response certifications through August when there was only a total of 319 for all of 2020.

Apple Bus Company should be commended for the outstanding job they have done to ensure that transportation continued in Kalamazoo County during Covid. Their drivers have been on the front lines the entire pandemic and transported passengers whose lives depend on Metro Connect. They have accommodated all of Metro's requests and were key in allowing fixed-route passengers to continue to get to jobs and appointments when the buses aren't running.

Memo re: Metro Connect Update – August
September 9, 2021
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Metro Connect will continue to assess increasing capacity on vehicles.

RECOMMENDATION

This item is for informational purposes only.

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/89615874207) on any browser and entering this **Meeting ID**: <https://us02web.zoom.us/j/89615874207>

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: **89615874207**

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.