



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
May 9, 2022
Regular Meeting**

*Note: The next joint CCTA/KCTA regular meeting will be held on
Monday, June 13, 2022 at 11:30 a.m.*

PLEASE BE ADVISED that the Central County Transportation Authority and Kalamazoo County Transportation Authority will meet for its meeting on Monday, May 9, 2022 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
2.	Request to Approve May 9, 2022 Agenda and CCTA/KCTA Minutes of April 11, 2022*	Voice Vote	Voice Vote
3.	Public Comment		
4.	Metro Connect Update: Consideration to Commence Negotiations to Extend Contract with Apple Bus, Inc.*	Voice Vote	Voice Vote
5.	Purchase of Bus Parts- Gillig Corporation*	Roll Call	Roll Call
6.	Exception to Purchasing Manual for Diesel Fuel Purchases*	Roll Call	Roll Call
7.	Report from Executive Director*		
	a. Monthly Financial Reports*		
	b. Monthly Ridership Reports*		
8.	Subcommittee Reports		
	a. Executive Subcommittee - Joint		
	1. Create Ad Hoc Board Governance Review Committee*	Voice Vote	Voice Vote
	b. Finance Subcommittee – Joint		
	c. Outreach Subcommittee		
	d. Pension Board		
	e. KATS		
	f. Local Advisory Committee (LAC)		
9.	Chairperson's Report		
10.	Public Comment		
11.	Members' Time		
12.	Presentation Regarding Comprehensive Operational Analysis*		
13.	Adjournment	Voice Vote	Voice Vote

*Indicates attachments included in agenda packet



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Kalamazoo County

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

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

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Regular Meeting
April 11, 2022**

Place: Metro Administration Building, 530 N. Rose Street
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Rob Branch, Barbara Blissett
Others Present: Monteze Morales

1.) KCTA ROLL CALL

KCTA Members Present: Curtis Aardema, Jeff Breneman, Tafari Brown, Dusty Farmer, Martin Janssen, Aditya Rama, Tim Sloan, Sam Urban, Greg Rosine*

KCTA Members Absent: None

**Jeff Breneman arrived at 11:37 am.*

1). CCTA ROLL CALL

*CCTA Members Present: Curtis Aardema, Chris Burns, Dusty Farmer, Martin Janssen, Garrylee McCormick**, Jim Pearson, Randy Thompson, Greg Rosine*

CCTA Members Absent: Rob Britigan, Lisa Moaiery

A motion was made by CCTA to excuse the absence of Rob Britigan and Lisa Moaiery.

Motion: Aardema Support: Janssen

Motion carried by voice vote.

***Garrylee McCormick arrived at 12:00 pm.*

Chair Rosine welcomed Kalamazoo County Commission Vice-Chair Monteze Morales to the meeting as the new liaison from the Kalamazoo County Commission.

2.) REQUEST FOR APPROVAL OF AGENDA/MINUTES

A motion was made by KCTA and CCTA for approval of the joint CCTA/KCTA meeting agenda for March 14, 2022 and for approval of the joint CCTA/KCTA regular meeting with the correction of the motion for Item 6b Resolution 22-002. It should read Motion by Burns Support by Pearson.

Motion: Sloan Support: Aardema

Motion carried by voice vote.

3.) PUBLIC COMMENT - None

4.) RESOLUTIONS LEVYING KCTA AND CCTA TRANSIT MILLAGES FOR 2022

Chair Rosine opened up discussion for the adoption of the 2022 KCTA and CCTA Transit Millage Resolutions. He noted that the KCTA millage of 0.3124 had been approved by the voters on November 2, 2021. He said the resolutions had been tabled at the last meeting so the Finance

Subcommittee would have a chance to review the recommendation offered for the amounts to levy.

Burns reported the Finance Subcommittee had met and discussed the options and reasons for increasing the CCTA millage from 0.75 to 0.9 mills. He said that with the anticipated increase of about \$1.4 million in future expenses and no increase in service that the recommended 0.9 mills is satisfactory. Pearson added voters approved the KCTA millage through 2026 for up to 0.3124 mills for countywide services that include Metro Connect and Metro Share. He said in 2020, the KCTA levied 0.3131 and not the full 0.3150 allowed due to the State of Michigan Headlee Amendment. Exec. Dir. McBride stated that this year the KCTA cannot levy more than the Headlee allowed amount.

A motion was made to adopt Resolution 22-001 Levying the KCTA Transit Millage and providing for collection of the transit millage in July 2022 for the Cities of Kalamazoo, Portage and Parchment and in December 2022 for the Townships of Kalamazoo County.

Motion: Breneman Second: Farmer

Motion carried by roll call vote.

Ayes: Aardema, Breneman, Brown, Farmer, Janssen, Rama, Sloan, Urban, Rosine
Nays: None
Absent: None

A motion was made to adopt Resolution 22-002 Levying the CCTA Transit Millage and Providing for collection of the transit millage in July 2022 for the Cities of Kalamazoo, Portage and Parchment and in December 2022 for the Townships of Kalamazoo, Comstock Voting Precincts 02, 03, 04, 05, 06, 07 and 08 and Oshtemo Voting Precincts 03, 04, 05, 06, 07, 08 and 09 in Kalamazoo County.

Motion: Aardema Second: Janssen

Motion carried by roll call vote.

Ayes: Aardema, Burns, Farmer, Janssen, Pearson, Thompson, Rosine
Nays: None
Absent: Britigan, McCormick, Moaiery

5.) PURCHASE OF MEDIUM-DUTY BUSES

Support Services Director Vlietstra provided information regarding the purchase of three medium-duty buses from Hoekstra Transportation. He said the purchase was being made available through the State of Michigan MiDeal Program. Vlietstra explained two of the buses would be used to replace ones located at Metro Connect and the other one would go to Van Buren Public Transit. He stated the on-going fleet replacement is part of the CCTA Capital Program as identified in the Transportation Improvement Program managed by the Kalamazoo Area Transportation Study.

A motion was made by KCTA and CCTA to approve the purchase of three medium-duty buses from Hoekstra Transportation in the amount of \$322,587 and authorize the Executive Director to sign all documents related to the purchase.

Motion: Janssen/Sloan Support: Burns/Janssen

Motion carried by roll call vote.

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

Nays: None
Absent: Britigan, McCormick, Moaiery

6.) PURCHASE OF 40' BUSES

Support Services Director Vlietstra provided information regarding the purchase of three low-floor 40' fixed-route buses from Gillig Corporation. He said the purchase would be to replace older vehicles past their useful life and would be used for fixed-route bus service.

Discussion ensued concerning the sale or disposal of the older vehicles and the wait time for delivery. Vlietstra shared that buses that were recently replaced were sold to Battle Creek Transit as opposed to selling them for scrap.

A motion was made by KCTA and CCTA to approve the purchase of three low-floor buses from Gillig Corporation in the amount of \$1,735,686 and authorize the Executive Director to sign all documents related to the purchase.

Motion: Janssen Support: Aardema

Motion carried by roll call vote.

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

7.) EXECUTIVE DIRECTOR REPORT

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

- Pandemic
- Fixed-Route Service
- Comprehensive Operational Analysis (COA)
- Competitive Grant Applications
- Bus Advertising
- Human Resources
- Safety and Security
- KTC Security Reports
- December Income & Expense Statement
- February Ridership Summary Report
- First Transit and Metro Connect

Included with the minutes is the summary memo and updates provided to the Boards.

Exec. Dir. McBride shared some information regarding the competitive grants that Metro was applying for which included conversion of several buses to electric and roof replacement with the installation of solar panels.

Discussion took place regarding electric buses. Items of discussion included availability and mileage coverage before recharging is needed.

Comments were made regarding advertising on the buses and the legality of allowing gambling, marijuana dispensaries and political ads.

9.) SUBCOMMITTEE REPORTS

Executive Subcommittee

Chair Rosine presented a 2022 Roster for the CCTA and KCTA Joint Subcommittees. He said, at some point, he would like to add another subcommittee for Board Development. He said this would help with future leadership succession. The following recommendation was made for the 2022 CCTA and KCTA Joint Subcommittees:

Executive Subcommittee

- Britigan (CCTA)
- Farmer (CCTA/KCTA)
- Janssen (CCTA/KCTA)
- McCormick (CCTA)
- Rama (KCTA)
- Rosine (CCTA/KCTA)

Finance Subcommittee

- Brown (KCTA)
- Burns, Chair (CCTA)
- Breneman (KCTA)
- Pearson (CCTA)
- Rama (KCTA)
- Urban (KCTA)

Outreach Subcommittee

- Aardema (CCTA/KCTA)
- Brown, Chair (KCTA)
- Janssen (CCTA/KCTA)
- Moaiery (CCTA)
- Sloan (KCTA)
- Thompson (CCTA)

Pension Board

- Burns
- McCormick

KATS Policy Committee

- Aardema (CCTA)
- Janssen (CCTA/KCTA)

A motion was made by CCTA and KCTA to approve the 2022 CCTA/KCTA Subcommittees appointments.

Motion: Breneman/Janssen

Support: Janssen/McCormick

Motion carried by voice vote.

Ayes: Aardema, Brown, Janssen, Rama, Rosine

Nays: None

Absent: Breneman, Farmer, Sloan, Urban

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

Outreach Subcommittee – Did not meet.

Pension Board – Did not meet.

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

Local Advisory Committee (LAC) – Did not meet.

10.) CHAIRPERSON REPORT – No report.

11.) PUBLIC COMMENT – None

12.) MEMBERS TIME – Aardema thanked Executive Director for researching the advertising policy for buses.

13.) ADJOURNMENT

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

Motion: Janssen/Breneman Support: Farmer/Janssen

Motion carried by voice vote.

The meeting adjourned at 12:26 P.M.

Greg Rosine
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Greg Rosine
KCTA Chairperson

Barbara Blissett
KCTA Clerk



Connecting People Throughout
Kalamazoo County

Agenda Item: # 4 Meeting Date: 05/09/22
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Richard Congdon, Program Manager
DATE: May 4, 2022
SUBJECT: Metro Connect Contract Evaluation

Background

Apple Bus Company began operating the Americans with Disabilities Act (ADA) and county-wide Demand/Response services when the two were combined as Metro Connect under a contract awarded on November 1, 2009. Apple Bus Company operated Metro Connect for the initial three-year period of the contract and after an evaluation and mutual agreement between Metro and Apple Bus, the contract was extended for another two years.

A Request for Proposals (RFP) was issued on August 21, 2014, as required by the Federal Transit Administration (FTA). Apple Bus was awarded the contract again for three years beginning January 1, 2015, and that contract was extended for an additional two years.

Another RFP was issued on May 29, 2019, and four transit companies submitted bids. Via Mobility gave the lowest bid with Apple Bus coming in with the second lowest. After intensive review including visits by Metro staff to two of Via's locations, it was determined that Apple Bus Company had more experience in paratransit operations and they were awarded the contract that began on January 1, 2020.

That three-year contract expires on December 31, 2022. There is the option for a two-year extension to that contract that would go through December 31, 2024, at which time the contract would go out for competitive bid again as required by the FTA.

Covid-19 Pandemic

This contract evaluation will not be like ones conducted in the past. The year 2020 began normally, with typical trip numbers in January and February of 15, 235 and 14,536 rides provided. Then Covid hit and trips taken in March fell to 9,168, a 37% drop. The lowest trip number of 2020 came in May with only 4,420 rides taken, a 71% drop when compared to January. Thus, there is no data to compare statistics to because this time period has been unprecedented. This evaluation will look at Metro Connect and Apple Bus Company's response and performance during Covid.

Safety

Metro worked closely with Apple Bus from the beginning of the pandemic. A state of emergency was declared by the State of Michigan on March 10, 2020, and a stay at home order was issued on March 23rd for all non-essential workers. Metro and Metro Connect were considered essential services and continued to operate.

All Metro Connect vehicles were cleaned three times daily and drivers disinfected the vehicles in between every passenger trip. The vehicles were also fogged at night with a chemical that can kill airborne viruses that lasts up to 30 days. The chemical did not affect individuals with respiratory issues or have any side effects. Apple Bus supplied these measures at their own cost.

All passengers and employees were required to wear face masks as required by the Center for Disease Control. Personal Protective Equipment was distributed to all staff by Apple Bus. All employees were screened for Covid when they reported to work. Apple Bus installed partitions between all schedulers and the building was routinely cleaned and disinfected.

Capacity

To ensure the safety of both passengers and drivers vehicle capacity was limited to one passenger on the vans and three on the buses. This was done to follow the social distancing guidelines and to make drivers feel safer to retain as many employees as possible. Metro Connect provided trips for essential services only. Due to this reduction in rider's vehicle priority was given to life sustaining medical trips, employment trips for medical and grocery services and trips for buying groceries.

Capacity was increased to three passengers per van and 12 per bus on July 1, 2021, as Covid cases fell in numbers and the State of Michigan rescinded all Covid restrictions. Full capacity returned on December 21, 2021.

Due to the limited capacity on the vehicles and providing essential trips only, Metro Connect had to deny some requested trips. There is no requirement for denials for the Demand/Response service but the contract states that ADA trip denials cannot exceed .50% of all scheduled trips. Apple Bus was not issuing any trip denials prior to the pandemic. The ADA denial rate in 2020 was .26% and in 2021 was .48%, both within the requirement. Since Metro Connect returned to full capacity there have been no trip denials.

Fixed-Route Service and Metro Connect.

Metro suspended fixed-route bus service on March 2, 2020, because of Covid. Metro Connect immediately started scheduling fixed-route passengers displaced by the suspension for essential trips. Metro Connect schedulers had to register dozens of fixed-route passengers into the scheduling system and schedule their rides.

When bus service was suspended during the month of April, Metro Connect transported 2,278 fixed-route passengers or half of all Metro Connect trips. The fixed route returned to service on May 18, 2020, with limited hours and no service provided on Sunday. Metro Connect continued to transport fixed-route passengers at the times the buses were not operating.

From the time bus service was suspended through May 4, 2022, Metro Connect provided 6,574 trips to fixed-route passengers. They continue to provide service on Sundays and late nights when the bus does not run.

Trip Numbers

Ridership numbers fell to the lowest numbers ever in 2020 and 2021 since Metro Connect combined the Demand/Response and ADA services in 2010. There were 92,918 trips in 2020, down 45% from 2019. Limited capacity, agency closings, essential trips and passengers not travelling all accounted for the decline in trip numbers. As Covid numbers declined, agencies returned to service and capacity returned to normal, trip numbers continue to increase. There were 10,296 rides taken in March of 2022, the most since February of 2020.

On-time Performance

The contract states that the Contractor must maintain an on-time performance rate of 95% per month or they are penalized 10% of the monthly cost of the contract. A trip is considered on-time if the vehicle arrives within 15 minutes of the scheduled pick-up time. Apple Bus had on-time performance percentages of 97.74% in 2020, 97.85% in 2021, 97.57% so far in 2022. They have never fallen below the required 95% on-time performance for any month while operating the Metro Connect contract.

Scheduling

Apple Bus has updated its telephone system. An Interactive Voice Response system automatically calls passengers the day before their ride and shortly before their ride arrives. Passengers can be contacted when there are delays or restrictions in service. The system uses internet-based calling so it doesn't tie up the phone lines. Passengers can also schedule rides by email to free up phone lines. An average of 38% of all rides scheduled in 2022 have been done by email by individuals and agencies.

There are some continuing issues with the scheduling and telephone system. Passengers often get the voicemail and have to wait to receive a return call. The 2020 contract increased the minimum number of schedulers on weekdays from five to eight and from three to five on weekends. Dispatchers are also able to schedule and have a required two on weekdays and one on weekends. There was no minimum number of telephone lines in the 2014 contract, but the minimum was set to 10 phone lines in 2020.

Metro has worked consistently with Apple Bus to improve the scheduling system. Despite these improvements the system needs to be examined again to cut down on the number of voicemails and to provide faster call back times. Metro will research different options to improve the scheduling process, and these will be part of the negotiations if the contract extension proceeds.

Passenger Survey

Metro Connect held a passenger survey in April of 2022, of passengers that had ridden in the previous three months. Passenger satisfaction with Metro Connect service was 93% while dissatisfaction was only 8%. The Metro Connect drivers and staff were highly praised by respondents. Some areas of concern voiced by passengers were scheduling rides and the telephone system. (Attached is the 2022 Passenger Survey Report Summary and a separate link to the full report is available on the agenda website.)

Vehicle Maintenance

Apple Bus maintains a fleet of 35 vans 13 thirty-foot buses. Metro owns the vehicles and leases them to Apple Bus as part of the contract.

Metro maintenance staff perform quarterly inspections on all Metro Connect vehicles and note any maintenance issues. The issues are listed on a repair spreadsheet and the Contractor has three weeks to complete the repairs and turn in the work orders to Metro showing all repairs were made.

Apple Bus has always completed and returned the repair sheets on time over the course of the contract. There have been no major maintenance issues found from the inspections. Some of the maintenance issues typically found during the inspections include lights burned out, rust on the vehicle, chips in the windshield, check engine lights on, peeling decals, dented bumpers and worn tires.

Accidents

Apple Bus is required to submit all accident reports to Metro within 24 hours of the accident. The reports are detailed and include the cause of the accident, any injuries, the driver's description, estimated cost of damages, police reports if required and if drug and alcohol testing was required. Apple Bus has done a good job of submitting all reports in a timely manner and working with Metro maintenance staff when repairs have been required.

In 2020 there were five accidents with one the fault of Metro Connect and four caused by other drivers. There were five accidents in 2016 with one the fault of Metro Connect and four caused by other drivers. There have not been any accidents in 2022.

There was no major damage done to any vehicles and there were no major injuries reported in any of the years. Most accidents were minor and the vehicles were not taken out of service for long periods of time.

Reporting

Apple Bus has always submitted all required statistics and reports on time for monthly reporting to the Federal Transit Administration, Michigan Department of Transportation and Metro. If there have been any errors in the reports they have been very responsive to review the data and send the corrections in a timely manner.

They have also been helpful in the reporting and dealing with any issues that arise for the annual National Transit Database reporting. They have been responsive when asked to compile data that is not required by the Metro Connect contract as the service has grown and additional information needed.

FTA Triennial Review

The Federal Transit Administration conducted the triennial review of Metro in 2020 to ensure that Metro is complying with federal requirements and using federal funds as intended. They review all Americans with Disabilities Act regulations and the Metro Connect service had no findings and was completely in compliance.

Apple Bus was also part of the last Triennial Review in 2017 under the second contract in which there were no areas of non-compliance with Metro Connect service found.

Contract Costs

The Metro Connect contract cost is an annual lump sum. Costs per trip were higher than in the past due to low trip numbers during Covid. Average trip costs increased during the pandemic to \$44.05 in 2022.

Apple Bus increased the annual cost by 5% for the second year of the contract and by 4% for the third year. The cost of the 2022 contract is \$4,725,265.

Rising inflation and fuel costs have to be considered for the contract extension. However, trip numbers are still down significantly so that offsets some of the rising costs of running service.

First Student

Apple Bus Company is in the process of being sold to First Student after the Apple Bus president and owner decided to retire. First Student operates school bus contracts all over the United States and is the largest provider of student transportation in the country. They have a workforce of over 50,000 employees, a fleet of 44,000 vehicles and transport 5 million students daily. Metro Connect would be their first paratransit service. When Metro staff met with them, First Student indicated that they do want to continue with Metro Connect and that all local employees would be retained, and Metro would not see any changes to the way service is operated.

Conclusion

Apple Bus has been a very good contractor to work with and the management and owners of the company have been very responsive to the needs of the program and its users and have been flexible in accommodating the requests of Metro that went beyond the scope of the contract. They have been responsive to questions and requests for reports and information. Communication between Metro staff and Apple Bus has always been good, and they are quick to respond to email and telephone requests. Their 17 years' experience operating Metro Connect serves them well in dealing with any issues with passengers, vehicles, service changes and scheduling/dispatching.

Improvements to the telephone and scheduling systems will be part of the contract extension negotiations. Metro will consult with telephone providers and similar sized transit agencies to research recommendations for Metro Connect. Metro keeps statistics on all telephone data monthly to use in the evaluation.

Apple Bus has been crucial in keeping vital transportation running during the Covid pandemic. Metro Connect has maintained regular days and hours of operation from the beginning of Covid. Their willingness to take on the extra work of registering, scheduling and transporting passengers from the fixed-route service meant that essential workers could get to their jobs, medical appointments could be made and people could go grocery shopping. They have been flexible and willing to take on any requests during the pandemic.

Recommendation

Staff recommends that Metro open up negotiations with Apple Bus Company/First Student for the Metro Connect contract two-year extension.

Metro Connect Contract Evaluation:

May 4, 2022

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Attachment

1. 2022 Metro Connect Passenger Survey Report Summary (A separate link to the full report is available on the agenda website.)



530 North Rose Street
Kalamazoo, Michigan 49007
Telephone: 269-337-8477
Fax: 269-337-8211
www.kmetro.com

2022 Metro Connect Passenger Survey Report

Background

Metro Connect conducted a 2022 passenger survey to measure rider satisfaction with the service and assess areas for improvement or change. The Metro Connect contract is up for review for a two-year extension on January 1, 2023, and this survey will be part of the assessment of the contractor, Apple Bus Company. Surveys are used as part of the monitoring of compliance for contractors.

Metro Connect is Metro's shared ride origin-to-destination transit service. Metro Connect is open to all residents of Kalamazoo County with discounted fares available on the Demand/Response service to seniors 62 years or older and individuals with a disability. Individuals with a disability that prevents them from taking the fixed-route bus system some or all of the time are qualified for Metro Connect Access, Metro's Americans with Disabilities Act (ADA) complementary paratransit service that is mandated by the Department of Transportation.

The last Metro Connect passenger survey was conducted in 2018. There were 1,012 surveys mailed with 33 completed online at Survey Monkey and 162 returned by mail for a response rate of 16%. Seventeen (2%) were returned as not deliverable. Overall, 79% of respondents were either "very satisfied" or "satisfied" with different aspects of the service such as punctuality, driver friendliness, passenger safety and ride scheduling.

Response Rate

There were 843 surveys mailed between March 29, and April 6, 2022, to Metro Connect passengers who had ridden from January 1, 2022, and March 15, 2022. The survey was also posted online at Survey Monkey on March 22, 2022. There was no distinction made between ADA certified passengers, Demand/Response certified passengers or full fare passengers.

With almost 6,000 passengers in the database, compiling the list from recent riders cuts down on the number of surveys returned as non-deliverable or with no forwarding address and also ensures that the responses are current.

There were 23 surveys completed on Survey Monkey and 103 returned in the mail by April 25th for a response rate of 15%. Fourteen (1.6%) were returned as not deliverable.

Survey Results

The majority of Metro Connect passengers were satisfied with the service. Passengers felt safe riding and many expressed how satisfied they were with the Metro Connect drivers. Overall, 93% of the respondents were either "very satisfied" or "satisfied" with Metro Connect service, with 54% responding as "very satisfied." The following are the results of each of the survey questions as answered by Metro Connect passengers. See the appendix for total numbers and percentages to questions and the written answers to questions.

1. How satisfied are you with the following Metro Connect services?

Passengers were asked if they were "very satisfied", "satisfied", "dissatisfied", "very dissatisfied" or "don't know" with 12 areas of Metro Connect service.

Services that had the highest satisfaction level (very satisfied) were:

- Driver Professionalism 63%
- Passenger Safety 58%
- Ease of Paying Fares 54%
- Vehicle Appearance 54%
- Certification Process 52%

Respondents were also satisfied with the Hours of Service, Vehicle Comfort and the Response to Covid-19.

Services that passengers were dissatisfied with were:

- Length of Phone Call 9%
- Scheduling Rides 9%
- Punctuality 5%

There were eight responses of "very dissatisfied" for scheduling rides (6%) and two each for Punctuality, Vehicle Comfort, Vehicle Appearance and Passenger Safety (2%).

2. Overall, how satisfied are you with Metro Connect service?

Fifty-four percent of respondents were "very satisfied" with the service as a whole and 31% said they were "satisfied." Seven respondents (6%) were dissatisfied with the service. There were two responses of "very dissatisfied" (2%).

3. How do you rate the performance of the Metro Connect drivers?

This was the highest rated of the specific questions with 95% rating the drivers as "excellent" or "good." 56% rated them as "excellent," 39% as "good," 6% as "fair," and 1% as "poor."

4. How often do you use Metro Connect in a typical month?

Metro Connect passengers rode:

- None 2%
- 1 – 3 times 40%
- 4 – 9 times 21%
- 10 or more 37%

5. Are you riding Metro Connect more or less than a year ago?

Seventy-four percent stated they are riding more than a year ago and 26% said they were riding less.

6. If you are riding less, why?

There were 30 passengers that were riding less and their reasons were:

- Less need 33%
- Other transportation 25%
- Trip times not available 21%
- Covid-19 pandemic 17%
- Cost 4%

7. How long have you been riding Metro Connect?

- Less than a year 17%
- 1 – 2 years 14%
- 4 – 9 years 19%
- 5 years or more 50%

8. What is your preferred way to schedule your rides?

- Telephone 85%
- Email 15%

9. What would make the scheduling process easier for you?

When asked what would make scheduling easier, 17 (18%) said scheduling was good as it is, 10 (11%) said there should be more staff and 10 (11%) commented about having to leave voicemail messages and waiting for a return call. Other suggestions included having more phone lines, a shorter scheduling period and be able to schedule online.

Some of the specific comments were:

- Quicker responses versus voicemail and callback.
- Satisfied with the current process.
- Being able to schedule rides online through the website.
- Keep doing what you're doing. You guys are doing an amazing job.

- When you call scheduling to get a person, not a machine.
- When scheduling, I'd prefer more times available on the days I need rides.

10. How would you suggest Metro Connect service could be improved for you?

When asked how the service could be improved, 12 (13%) who responded said that nothing needed improvement or that the service was very good, six (7%) said ride availability could be improved and five (6%) said that aspects of the scheduling process could be improved. The comments were varied and others included being paired with other riders, paying a round-trip fare with one check and the drivers being able to make change.

Some of the specific comments were:

- I am very pleased with the service.
- More availability for rides is #1! Better scheduling system for both people calling in and for drivers.
- No improvement. Everything is supersational! If only the face mask didn't have to be worn but it's Covid protection.
- More times and days available.
- Metro is an awesome service!!

11. What do you like best about Metro Connect?

When asked what passengers like best about Metro Connect, 27 (25%) said specifically how the drivers are kind and helpful. Nine (8%) commented on the fares, 8 (7%) on the availability of the service and 7 (6%) commented on the dependability and punctuality of Metro Connect.

Comments included:

- Freedom of the service, phone operators, drivers and schedulers have always been willing to give their best.
- They allow those of us with disabilities to go places.
- They're here when you need them.
- Metro allows me to have a life! Thank you!! so much. You are greatly appreciated.
- The independence it gives me.
- How low the prices are for rides.

12. Do you have any additional comments on Metro Connect service?

Twenty (23%) passengers commented on how much they appreciated and were thankful for the service. Ten (11%) said how much they liked the drivers and

office staff. Five (6%) commented that the scheduling process could be improved.

Passengers commented:

- Excellent customer service! Really appreciate what Metro Connect does and the self-sufficiency it provides. Thank you all!
- Thank you for the good work you all do.
- The whole experience is greatly appreciated.
- The appointment personnel and drivers are very courteous and friendly. Thank you for providing this service.

Optional Name and Address

Fifty-eight percent of survey respondents listed their name and address on the survey.

Survey Analysis

Overall, the majority of respondents were satisfied with Metro Connect service. Metro Connect drivers were praised throughout the survey and had the highest rating of “very satisfied” with passengers and their ability, friendliness, helpfulness and courtesy were written about in the open ended questions. Driver satisfaction is a good indicator of the level of service being provided since the drivers are the ones passengers interact with on a daily basis.

When the percentages of “very satisfied” and “satisfied” are combined the top five services are:

- Passenger Safety – 98%
- Hours of Service – 95%
- Vehicle Appearance – 95%
- Driver Professionalism – 94%
- Vehicle Comfort – 94%

Passenger safety listed as the highest satisfaction is noteworthy as passengers travelled on Metro Connect throughout the Covid-19 pandemic. Vehicles were cleaned twice daily, disinfected in between each passenger trip and were fogged with a spray that killed viruses for up to 30 days. Safety is the most important aspect of service because of the seniors and individuals with a disability that Metro Connect transports every day.

The level of least satisfaction for passengers who were “very dissatisfied” was scheduling rides at 6% of respondents. The top five services that were listed as “dissatisfied” and “very dissatisfied” were:

Scheduling Rides – 15%
Length of Phone Call – 10%
Punctuality – 10%
Response to Covid-19 – 7%
Vehicle Comfort – 6%

For Metro Connect service overall, the satisfaction of passengers was 93% (117 respondents) and the dissatisfaction was 8% (9 respondents).

The majority of passengers were riding more often than a year ago (74%) as the Covid-19 pandemic wanes. Thirty-seven percent of respondents take the service 10 or more times in a month so that there were many trips to draw their answers from in the survey.

While several respondents stated that the trip times they wanted were not available, there have been no denied trips in 2022. Under the ADA, passengers can be offered a trip time within an hour of the requested time. For example, if a person wants a 10:00 am pickup time, they can be offered a time between 9:00 am and 11:00 am. Many passengers do not want to schedule a ride if it is not the exact time they request.

Scheduling rides was the main area of concern documented in the survey. The length of the telephone call along with scheduling was the only part of the service that had a higher rate of dissatisfaction with both at 9%. Concerns regarding the length of time it took to schedule rides on the telephone, calls going to voicemail and the time it took for a return call were expressed by respondents. However, many passengers were happy with the scheduling process as well. Eighty-four percent were either “very satisfied” or “satisfied” with scheduling rides.

Punctuality was both praised and complained about by passengers. While punctuality has a satisfaction level of 90% in question #1, many passengers wrote that it could be improved when asked in the open ended questions. Metro Connect must maintain an on-time performance rate of 95% each month and has never fallen below this mark, but if certain passengers are consistently late it is an area of concern.

When compared to the results of the last survey conducted in 2018, overall satisfaction increased by 4%, satisfaction with passenger safety increased by 5% while the dissatisfaction level decreased by 4%, the driver rating increased by 2% and satisfaction with scheduling rides increased by 5% and the dissatisfaction remained the same at 15%.

Many of the written responses to questions were similar as well. The drivers were praised in both surveys, the service was appreciated, passengers voiced scheduling concerns and their overall satisfaction with Metro Connect service was high on both.

Recommendations

The scheduling and telephone issues will be addressed with Apple Bus Company to assess what can be done to alleviate problems with passengers trying to schedule rides. The Metro Connect contract is up for renewal beginning January 1, 2023, and can be amended to reflect the scheduling concerns. Possibilities include additional telephone lines, expanding scheduling times, adding additional personnel or assigning specific schedulers to monitor voicemail. Metro staff also monitors telephone statistics for call and hold times, missed calls, busy signals and voicemail on a monthly basis.

It would also be beneficial to contact similar sized transit services and discover what is working for them. Telephone services should be consulted as well. Metro Connect keeps statistics for the number of calls, length of calls, number of calls to voicemail and keeps a return call log that can be analyzed.

Appendix

Attached are the individual answers to each of the open ended questions as written by the respondent. A copy of the survey as sent and the numbers and percentages for each question is also attached.

Attachments

2022 Metro Connect Passenger Survey
2022 Written Answers
2022 Survey Bar Graphs
2022 Survey Tabulation
2018 Survey Tabulation



Connecting People Throughout
Kalamazoo County

Agenda Item : # 5
Meeting Date 05/09/22

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
PREPARED BY: Rob Branch, Fleet & Facilities Manager
DATE: May 9, 2022
SUBJECT: Gillig Bus Parts Bid Award

BACKGROUND

To maintain a safe and cost-effective fleet of vehicles, CCTA uses a large amount of replacement parts such as filters, valves, hoses, air bags, and brakes.

DISCUSSION

With the assistance of the City of Kalamazoo Purchasing Department, sealed bids were solicited and opened on March 17, 2022. The bid quantities used are considered a sample basket of goods for pricing reference purposes only. The total annual amount estimated to be spent for the next year is between \$450,000 and \$475,000.

Gillig, LLC (Livermore, CA) was lowest responsive and responsible bidder. CCTA maintains a Gillig bus fleet and has bought parts from Gillig for years. We are satisfied with the quality, price, and customer service from Gillig. Although we wish more bidders responded, the reality is most firms understand that Gillig has a competitive advantage as the original equipment manufacturer (OEM). Further, some of the parts are proprietary and are only available directly from Gillig. In addition to normal City of Kalamazoo Purchasing Department bid outreach, CCTA staff sent e-mails and made phone calls to try to solicit interest from more firms. Despite our extra efforts, Gillig was effectively the only bidder, and we remain comfortable with a recommended for the board to accept the bid.

The contract period is for one year plus four optional one-year extensions if both parties agree.

RECOMMENDATION

It is recommended that the CCTA and KCTA Boards approve a one-year contract with Gillig, LLC for the purchase of bus parts at an amount not to exceed \$475,000 and authorize the Executive Director to execute all documents related to the purchase.

Attachments:

1. Bid Tabulation

CITY OF KALAMAZOO BID TAB

THIS IS NOT AN ORDER

Bid Opening: March 17, 2022 @ 3:30 p.m.

Bid Ref#: 55733-014.0

Term Contract for Gillig Bus Parts

Opened by: Gracia Mason

ATTENDED BY: Rob Branch- CCTA

Recorded by: Scott Friedrich

Gillig, LLC

Item	Part Number	Description	EST QTY	List Price	Discount Offered	Price EA	Net Total to CCTA
1	01-36617-000	bracket - fan motor	1	\$ 1,144.57	25%	\$ 858.24	\$ 858.24
2	51-79850-001	led turn lamp	8	\$ 190.83	25%	\$ 143.10	\$ 1,144.80
3	01-71799-000	tube - exhaust bellows	1	\$ 485.11	25%	\$ 363.78	\$ 363.78
4	04-43073-000	valve- leveling	10	\$ 71.23	25%	\$ 53.42	\$ 534.20
5	04-45322-000	valve- kneeling	20	\$ 463.28	25%	\$ 347.43	\$ 6,948.60
6	05-35402-000	draglink	8	\$ 533.42	25%	\$ 400.07	\$ 3,200.56
7	05-53970-000	Fan control 05-15	6	\$ 2,681.55	25%	\$ 2,011.04	\$ 12,066.24
8	54-37358-000	Nut plate diamond shape	100	\$ 2.07	25%	\$ 1.55	\$ 155.00
9	82-48404-536	Rear differential 16-29	3	\$ 7,445.74	25%	\$ 5,584.06	\$ 16,752.18
10	82-76980-000	fan control valve	4	\$ 2,681.55	25%	\$ 2,011.04	\$ 8,044.16
11	11-73403-000	shock- rear	8	\$ 199.40	25%	\$ 149.53	\$ 1,196.24
12	20-57266-C000A	Rear bumper	2	\$ 2,299.80	25%	\$ 1,724.95	\$ 3,449.90
13	51-34803-006	Clearance lights- Red	100	\$ 20.30	25%	\$ 15.22	\$ 1,522.00
14	13-57110-000	probe- coolant	8	\$ 77.06	25%	\$ 57.80	\$ 462.40
15	82-19665-000	Front Brake Shoe	4	\$ 562.05	25%	\$ 421.56	\$ 1,686.24
16	22-54558N000	filter- a/c 01-15	20	\$ 129.01	25%	\$ 96.76	\$ 1,935.20
17	82-07935-000	rear brake shoes	4	\$ 568.71	25%	\$ 426.49	\$ 1,705.96
18	42-29247-000	bracket- hyd cooler	1	\$ 264.94	25%	\$ 198.66	\$ 198.66
19	46-38363-016	hose- suction	2	\$ 205.78	25%	\$ 154.32	\$ 308.64
20	50-37836-001	cable- alternator positive	4	\$ 139.12	25%	\$ 104.35	\$ 417.40
21	82-19651-001	spider RH	4	\$ 463.93	25%	\$ 347.91	\$ 1,391.64
22	82-19640-001	spider LH	4	\$ 494.92	25%	\$ 371.15	\$ 1,484.60
23	51-23405-000	switch- emergency brake	6	\$ 79.34	25%	\$ 59.50	\$ 357.00
24	51-26117-017	switch- pressure 4 psi	10	\$ 32.09	25%	\$ 24.07	\$ 240.70
25	51-50381-000	switch - stop request	2	\$ 180.37	25%	\$ 135.29	\$ 270.58
26	51-65353-000	light- step- black	6	\$ 88.32	25%	\$ 66.24	\$ 397.44
27	51-65353-001	light- step- white	12	\$ 88.32	25%	\$ 66.24	\$ 794.88
28	53-26278-000	tensioner- ac belt	6	\$ 220.55	25%	\$ 165.39	\$ 992.34
29	07-38006-n000	slack adjuster	12	\$ 154.01	25%	\$ 115.51	\$ 1,386.12
30	07-38005-n000	slack adjuster	12	\$ 154.01	25%	\$ 115.51	\$ 1,386.12
31	53-26406-011	Drive shaft	2	\$ 1,286.66	25%	\$ 965.04	\$ 1,930.08
32	82-19223-003	Rear brake drums	4	\$ 413.97	25%	\$ 310.50	\$ 1,242.00
33	56-09125-001	hose hump lower radiator	8	\$ 30.91	25%	\$ 23.19	\$ 185.52
34	82-20694-000	pump- w/s washer	6	\$ 38.81	25%	\$ 29.10	\$ 174.60
35	82-23730-003	glass- upper flat- 05-15	6	\$ 41.96	25%	\$ 31.47	\$ 188.82
36	82-59990-000	Disc Pads- Front & Rear	10	\$ 373.52	25%	\$ 280.15	\$ 2,801.50
37	82-38659-001	motor- double mirror 05-15	6	\$ 186.90	25%	\$ 140.15	\$ 840.90
38	82-76031-000	Steering gear	1	\$ 2,003.47	25%	\$ 1,502.40	\$ 1,502.40
39	82-39786-001	harness- mirror 05-50	6	\$ 71.52	25%	\$ 53.63	\$ 321.78
40	51-32318-000	Interior speakers	30	\$ 15.05	25%	\$ 11.29	\$ 338.70
41	82-85945-001	mirror head c/s 01-08	15	\$ 364.06	25%	\$ 273.03	\$ 4,095.45
42	08-37209-000N	Air Bag- Front	20	\$ 138.55	25%	\$ 103.90	\$ 2,078.00
43	82-41192-000	Air Bag- Rear	20	\$ 391.68	25%	\$ 293.74	\$ 5,874.80

TOTAL	\$ 93,226.37
Guaranteed delivery within _____ calendar days of orders for regular orders.	30 days if in stock
Guaranteed delivery within _____ days / hrs after receipt of emergency order request.	24-48 hrs if in stock

CITY OF KALAMAZOO BID TAB

THIS IS NOT AN ORDER Page 2 of 3

Bid Opening: March 17, 2022 @ 3:30 p.m.

Bid Ref#: 55733-014.0

Term Contract for Gillig Bus Parts

Opened by: Gracia Mason

ATTENDED BY: Rob Branch- CCTA

Recorded by: Scott Friedrich

Muncie Transit Supply*							
Item	Part Number	Description	EST QTY	List Price	Discount Offered	Price EA	Net Total to CCTA
2	51-79850-001	led turn lamp	8				\$ -
3	01-71799-000	tube - exhaust bellows	1				\$ -
4	04-43073-000	valve- leveling	10				\$ -
5	04-45322-000	valve- kneeling	20				\$ -
6	05-35402-000	draglink	8				\$ -
7	05-53970-000	Fan control 05-15	6				\$ -
8	54-37358-000	Nut plate diamond shape	100				\$ -
9	82-48404-536	Rear differential 16-29	3				\$ -
10	82-76980-000	fan control valve	4				\$ -
11	11-73403-000	shock- rear	8				\$ -
12	20-57266-C00A	Rear bumper	2				\$ -
13	51-34803-006	Clearance lights- Red	100			\$ 20.50	\$ 2,050.00
14	13-57110-000	probe- coolant	8			\$ 43.26	\$ 346.08
15	82-19665-000	Front Brake Shoe	4			\$ 354.99	\$ 1,419.96
16	22-54558N000	filter- a/c 01-15	20			\$ 62.90	\$ 1,258.00
17	82-07935-000	rear brake shoes	4			\$ 218.91	\$ 875.64
18	42-29247-000	bracket- hyd cooler	1				\$ -
19	46-38363-016	hose- suction	2				\$ -
20	50-37836-001	cable- alternator positive	4				\$ -
21	82-19651-001	spider RH	4			\$ 271.15	\$ 1,084.60
22	82-19640-001	spider LH	4			\$ 271.15	\$ 1,084.60
23	51-23405-000	switch- emergency brake	6			\$ 35.60	\$ 213.60
24	51-26117-017	switch- pressure 4 psi	10			\$ 36.31	\$ 363.10
25	51-50381-000	switch - stop request	2			\$ 129.00	\$ 258.00
26	51-65353-000	light- step- black	6			\$ 74.80	\$ 448.80
27	51-65353-001	light- step- white	12			\$ 74.80	\$ 897.60
28	53-26278-000	tensioner- ac belt	6			\$ 59.96	\$ 359.76
29	07-38006-n000	slack adjuster	12			\$ 75.45	\$ 905.40
30	07-38005-n000	slack adjuster	12			\$ 75.45	\$ 905.40
31	53-26406-011	Drive shaft	2			\$ 830.76	\$ 1,661.52
32	82-19223-003	Rear brake drums	4			\$ 359.03	\$ 1,436.12
33	56-09125-001	hose hump lower radiator	8			\$ 18.85	\$ 150.80
34	82-20694-000	pump- w/s washer	6				\$ -
35	82-23730-003	glass- upper flat- 05-15	6			\$ 24.41	\$ 146.46
36	82-59990-000	Disc Pads- Front & Rear	10			\$ 233.20	\$ 2,332.00
37	82-38659-001	motor- double mirror 05-15	6			\$ 83.59	\$ 501.54
38	82-76031-000	Steering gear	1				\$ -
39	82-39786-001	harness- mirror 05-50	6			\$ 41.31	\$ 247.86
40	51-32318-000	Interior speakers	30			\$ 12.02	\$ 360.60
41	82-85945-001	mirror head c/s 01-08	15				\$ -
42	08-37209-000N	Air Bag- Front	20			\$ 97.83	\$ 1,956.60
43	82-41192-000	Air Bag- Rear	20			\$ 97.83	\$ 1,956.60
TOTAL				\$ 3,603.06			
Guaranteed delivery within _____ calendar days of orders for regular orders.				5 days			
Guaranteed delivery within _____ days / hrs after receipt of emergency order request.				5 days/hrs			

* Did not bid all line items

CITY OF KALAMAZOO BID TAB

THIS IS NOT AN ORDER Page 3 of 3

Bid Opening: March 17, 2022 @ 3:30 p.m.

Bid Ref#: 55733-014.0

Term Contract for Gillig Bus Parts

Opened by: Gracia Mason

ATTENDED BY: Rob Branch- CCTA

Recorded by: Scott Friedrich

Mohawk Manufacturing & Supply*

Item	Part Number	Description	EST QTY	List Price	Discount Offered	Price EA	Net Total to CCTA
1	01-36617-000	bracket - fan motor	1	No Bid			\$ -
2	51-79850-001	led turn lamp	8	No Bid			\$ -
3	01-71799-000	tube - exhaust bellows	1	\$ 340.00	0%	\$ 340.00	\$ 340.00
4	04-43073-000	valve- leveling	10	\$ 309.50	0%	\$ 309.50	\$ 309.50
5	04-45322-000	valve- kneeling	20	No Bid			\$ -
6	05-35402-000	draglink	8	\$ 2,068.48	0%	\$ 258.56	\$ 2,068.48
7	05-53970-000	Fan control 05-15	6	No Bid			\$ -
8	54-37358-000	Nut plate diamond shape	100	\$ 2.60	0%	\$ 2.60	\$ 260.00
9	82-48404-536	Rear differential 16-29	3	No Bid			\$ -
10	82-76980-000	fan control valve	4	No Bid			\$ -
11	11-73403-000	shock- rear	8	No Bid			\$ -
12	20-57266-C00A	Rear bumper	2	No Bid			\$ -
13	51-34803-006	Clearance lights- Red	100	No Bid			\$ -
14	13-57110-000	probe- coolant	8	No Bid			\$ -
15	82-19665-000	Front Brake Shoe	4	\$ 338.87	0%	\$ 338.87	\$ 1,355.48
16	22-54558N000	filter- a/c 01-15	20	\$ 61.30	0%	\$ 61.30	\$ 1,226.00
17	82-07935-000	rear brake shoes	4	\$ 169.10	0%	\$ 169.10	\$ 676.40
18	42-29247-000	bracket- hyd cooler	1	No Bid			\$ -
19	46-38363-016	hose- suction	2	No Bid			\$ -
20	50-37836-001	cable- alternator positive	4	No Bid			\$ -
21	82-19651-001	spider RH	4	\$ 320.53	0%	\$ 320.53	\$ 1,282.12
22	82-19640-001	spider LH	4	\$ 323.00	0%	\$ 323.00	\$ 1,292.00
23	51-23405-000	switch- emergency brake	6	\$ 32.89	0%	\$ 32.89	\$ 197.34
24	51-26117-017	switch- pressure 4 psi	10	\$ 39.70	0%	\$ 39.70	\$ 397.00
25	51-50381-000	switch - stop request	2	No Bid			\$ -
26	51-65353-000	light- step- black	6	\$ 38.37	0%	\$ 38.37	\$ 230.22
27	51-65353-001	light- step- white	12	\$ 37.30	0%	\$ 37.30	\$ 447.60
28	53-26278-000	tensioner- ac belt	6	\$ 47.39	0%	\$ 47.39	\$ 284.34
29	07-38006-n000	slack adjuster	12	\$ 90.10	0%	\$ 90.10	\$ 1,081.20
30	07-38005-n000	slack adjuster	12	\$ 90.10	0%	\$ 90.10	\$ 1,081.20
31	53-26406-011	Drive shaft	2	No Bid			\$ -
32	82-19223-003	Rear brake drums	4	\$ 277.12	0%	\$ 277.12	\$ 1,108.48
33	56-09125-001	hose hump lower radiator	8	\$ 11.64	0%	\$ 11.64	\$ 93.12
34	82-20694-000	pump- w/s washer	6	No Bid			\$ -
35	82-23730-003	glass- upper flat- 05-15	6	No Bid			\$ -
36	82-59990-000	Disc Pads- Front & Rear	10	\$ 112.04	0%	\$ 112.04	\$ 1,120.40
37	82-38659-001	motor- double mirror 05-15	6	No Bid			\$ -
38	82-76031-000	Steering gear	1	No Bid			\$ -
39	82-39786-001	harness- mirror 05-50	6	No Bid			\$ -
40	51-32318-000	Interior speakers	30	\$ 30.95	0%	\$ 30.95	\$ 928.50
41	82-85945-001	mirror head c/s 01-08	15	No Bid			\$ -
42	08-37209-000N	Air Bag- Front	20	\$ 65.00	0%	\$ 65.00	\$ 1,300.00
43	82-41192-000	Air Bag- Rear	20	\$ 78.18	0%	\$ 78.18	\$ 1,563.60

TOTAL	\$ 18,642.98
Guaranteed delivery within _____ calendar days of orders for regular orders.	4 days
Guaranteed delivery within _____ days / hrs after receipt of emergency order request.	1 day/hr

* Did not bid all line items



Connecting People Throughout
Kalamazoo County

Agenda Item: 6 Meeting Date: 05/09/22
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by: Greg Vlietstra, Director of Support Services
DATE: May 4, 2022
SUBJECT: Exception to Purchasing Manual for Diesel Fuel Purchases

BACKGROUND

The CCTA Purchasing Manual was approved by the board in June of 2016. Purchases over \$3,000 require at least three quotes, while purchases over \$50,000 require a competitive sealed bid process and board approval.

DISCUSSION

With increased inflation and the rise of prices in general and the rise of oil and gas specifically, diesel fuel purchase now exceeds the \$50,000 purchasing threshold. Purchases over \$50,000 require Board approval.

Metro administrative staff plan to bring a revised Purchasing Manual to the board for review and approval in the next few months. The revised manual will include adjusted thresholds, updated compliance requirements from the Federal Transit Administration (FTA), and general updates and corrections. Until the Purchasing Manual is updated, it is recommended that the Executive Director have authorization to approve fuel purchases over \$50,000. This will allow for the timely purchase of diesel fuel.

RECOMMENDATION

It is recommended that the CCTA and KCTA Boards authorize the Executive Director to approve diesel fuel purchases over \$50,000.



Agenda Item: # 7
Meeting Date: 05/09/22

Connecting People Throughout
Kalamazoo County

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: May 2, 2022
SUBJECT: Executive Director Update

Fixed-Route Service

Sunday fixed-route service is returning on Sunday, May 8, 2022, with hours of 9:15 am to 5:15 pm.

Human Resources

A new Service Lane Attendant, Athena Hollis, began with Metro on May 2. There are four Coach Operators anticipated to be ready to start in the next training class. There are four additional candidates within the hiring process.

Staff is also at various stages of recruitment for many positions that include Operations Supervisor, Operations Support Specialist, Safety and Security Manager, Community Outreach Coordinator and Kalamazoo Transit Center Clerk.

Commodities and Services

Managing commodities and services is an on-going challenge with shortages and price escalation. Staff is going the extra mile to find services, parts and commodities at a reasonable price.

KTC Security Reports

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

Western Michigan University Service

A proposal was submitted and accepted to continue on-campus service at WMU. The agreement will be brought to the Boards in June.

Attachments

1. Metro's KTC April Security Report

April 2022 KTC Security Report
Prepared by: Keshia Woodson-Sow
Title: Director of Operations

Overview:

During the month of April, we increased service on Saturdays and began running from 6:15am to 10:15pm. Additional Security continued during the high traffic hours through the week. Security Plus presented a presence with continuous monitoring throughout the day in the bus bays and the facility. KDPS presence remained consistent for the month of April, making frequent trips through the facility.

Activity Summary for April

KPS Calls -10

- 3-weapons (gun, 2 knives)
- 4-Fight/Assaults
- 3-Loitering on property-Panhandling (refusing to leave)

EMS Calls

- 6- Calls were made for medical assistance:
- 4/4/2022- intoxicated passenger transported by EMS
 - 4/9/2022- Unresponsive Passenger on Indian Trails Bus
 - 4/11/2022- Under the influence, required transport
 - 4/24/2022- complaint of neck pain, unable to stand
 - 4/26/2022- lady in labor
 - 4/28/2022- Passenger complaining of chest pain

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. Walk the KTC staff to and from there vehicles.

Over site of passengers entering KTC building, boarding trains and inter-city bus arrivals & departures, directing passengers to the proper smoking areas making sure to enforce all rules of conduct.



Connecting People Throughout
Kalamazoo County

Agenda Item: # 7a Meeting Date: 05/09/22

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared By: Cheryl Pesti, Budget and Accounting Manager
DATE: April 18, 2022
SUBJECT: March 2022 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 \$2,721,592 (36%) of the FY22 millage.
- We have collected \$1,226,787 (47% of the budgeted amount) in fares for this year
- The FTA operating assistance revenue is accrued at the end of the year (September). To date, we have requested \$6,000,000 in CARES funds (2020-\$1,500,000; 2021-\$4,500,000).
- The average price for a gallon of diesel fuel in March 2021 was \$1.98 and in March 2022, it was \$3.01. This is a 52% increase.
- Total operating expenditures for Metro year-to-date are 43% of the total budgeted amount.

Attachment:

1. March 2022 Income & Expense Statement



	FY2022 CCTA Board Recommended Budget	March 2022	Year to Date FY 2022	Year to Date % 50%	Monthly Funding %
STATEMENT OF INCOME AND EXPENSE					
Operating Revenue					
Fare Revenue					
Regular Route Cash	566,500	44,602	247,141	44%	4%
Metro County Connect Fares	187,117	27,262	97,729	52%	2%
Specialized Services Fares					
Metro County Connect - Access Fares	147,686	23,540	96,395	65%	2%
Tokens	259,875	25,426	97,193	37%	2%
Pass Sales	200,310	16,063	91,223	46%	1%
WMU Prepaid Fares	1,150,000	0	575,000	50%	0%
Texas Twp/KVCC Prepaid Fares	87,565	0	22,106	25%	0%
	<u>2,599,053</u>	<u>136,893</u>	<u>1,226,787</u>	47%	11%
Other Revenue					
Advertising	120,200	6,046	41,295	34%	0%
Intermodal Operations	136,000	900	52,931	39%	0%
Miscellaneous Revenue	22,800	11,136	106,397	467%	1%
Commission Revenue - Ticket Sales	20,000	1,093	7,146	36%	0%
Interest Income	7,500	105	412	5%	0%
	<u>306,500</u>	<u>19,280</u>	<u>208,182</u>	68%	2%
Urban Millage (CCTA)	4,589,014	40,019	1,281,549	28%	3%
County-wide Millage (KCTA)	3,003,310	335,983	1,440,044	48%	27%
MDOT - Operating	5,013,610	449,941	2,550,521	51%	36%
FTA - Operating	4,147,774	7,788	13,072	0%	1%
Provision for Depreciation	3,200,000	250,521	1,537,028	48%	20%
TOTAL OPERATING REVENUE	<u>22,859,261</u>	<u>1,240,426</u>	<u>8,257,182</u>	36%	100%
Operating Expenses by Division					
Administration/Overhead	7,217,341	572,462	3,185,635	44%	
Kalamazoo Transportation Center Operations	783,839	75,339	332,142	42%	
Maintenance	3,188,711	363,879	1,518,462	48%	
Operations	7,467,798	674,167	2,975,518	40%	
Metro Connect	4,832,897	407,200	1,981,231	41%	
Metro Share	63,642	7,474	25,823	41%	
TOTAL OPERATING EXPENSE	<u>23,554,228</u>	<u>2,100,520</u>	<u>10,018,812</u>	43%	
NET (UNFUNDED) BALANCE for period	<u>(694,967)</u>	<u>(860,095)</u>	<u>(1,761,630)</u>		



Agenda Item: # 7b
Meeting Date: 05/09/22

Connecting People Throughout
Kalamazoo County

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

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

BACKGROUND

Monthly Ridership				
	Bus	Metro Connect	Metro Share	System Total
FY22	120,374	10,556	1,612	132,542
FY21	140,679	7,970	72	148,721
Difference	-20,305	+2,586	+1,540	-16,179
% Change	-14.43%	+32.45%	+2,138.89%	-10.88%

Year-to-Date Ridership				
	Bus	Metro Connect	Metro Share	Oct 21-Sept 22 System Total
FY22	654,056	53,576	7,667	716,785
FY21	696,446	26,016	368	458,799
Difference	-42,390	+27,560	+7,299	+257,986
% Change	-6.09%	+105.93%	+1,983.42%	+56.23%

WHEELCHAIR LIFT/RAMP INCIDENT REPORT – March 2022

Passengers in mobility devices for the month of March 2022 were 298. There were no incidents that involved a ramp/lift during this month.

WMU STUDENT RIDERSHIP REPORT – January 2022

For the month of March 2022 there were 30,670 passenger trips for WMU.

DEMAND/RESPONSE MONTHLY SUMMARY REPORT – January 2022

For the month of March 2022 there were 10,556 passenger trips on Metro Connect. This is a total of 53,576 passenger trips for fiscal year 2022.



METRO
RIDERSHIP ANALYSIS
March, 2022

Route #	Route	Month to Date				Year to Date						
		# of Rides		Rides per hour		# of Rides		Rides per hour		Increase / decrease		
		FY22	FY21	Increase / decrease	FY22	FY21	FY22	FY21				
01	Westnedge	14,029	21,259	-34.01%	20.95	28.43	77,291	99,627	-22.42%	25.31	28.83	-12.21%
02	Portage	6,550	7,749	-15.47%	16.49	18.76	31,438	43,777	-28.19%	15.85	21.62	-26.71%
03	West Michigan	4,747	5,163	-8.06%	11.92	12.52	25,853	25,277	2.28%	13.11	12.02	9.06%
04	Oakland	3,798	4,242	-10.47%	9.56	10.25	21,129	21,380	-1.17%	10.50	10.54	-0.35%
05	East Main	3,149	6,672	-52.80%	15.75	16.16	19,395	34,353	-43.54%	19.52	17.95	8.73%
06	Parchment	5,251	5,567	-5.68%	13.20	13.87	29,355	30,189	-2.76%	14.68	15.12	-2.89%
07	Alamo	6,891	7,632	-9.71%	17.31	18.45	37,907	40,292	-5.92%	19.09	19.88	-4.00%
08	Egleston	5,149	6,303	-18.31%	12.93	15.23	25,342	29,896	-15.23%	12.73	14.74	-13.61%
09	Gull Road	9,433	13,901	-32.14%	13.99	18.55	49,998	75,534	-33.81%	17.54	21.92	-20.00%
10	Comstock	3,587	5,199	-31.01%	9.01	15.23	19,588	26,867	-27.09%	9.76	13.25	-26.35%
11	Stadium Drive	6,782	8,532	-20.51%	17.04	18.55	36,854	38,681	-4.72%	18.35	19.07	-3.76%
12	Duke	970	0	-	7.03	0.00	5,216	173	2915.03%	7.45	0.00	-
13	South Burdick	6,404	9,226	-30.59%	16.06	12.76	34,921	45,771	-23.70%	17.63	16.55	6.50%
14	West Main	9,145	9,010	1.50%	13.57	21.77	48,653	48,740	-0.18%	18.04	23.64	-23.67%
15	Paterson	2,423	7,807	-68.96%	12.23	18.89	12,480	37,109	-66.37%	12.93	19.39	-33.33%
16	Lovell	10,644	9,528	11.71%	15.79	13.18	62,729	44,863	39.82%	23.32	16.10	44.82%
19	Ring	4,822	1,423	238.86%	19.84	0.00	22,030	5,736	136.06%	16.38	0.00	-
21	Solon/Kendall/Lafayette	4,111	2,549	61.28%	13.44	8.96	24,325	9,725	67.54%	14.01	9.14	53.26%
25	Parkview	8,867	2,162	310.13%	20.03	0.00	46,218	8,364	452.58%	18.81	0.00	-
26	West Centre	2,084	3,356	-37.90%	5.44	8.53	13,350	16,726	-20.18%	6.88	8.73	-21.18%
27	East Romance	1,538	3,399	-54.75%	4.01	8.53	9,556	13,366	-28.51%	4.94	6.86	-28.03%
30/31	WMU Shuttle	0	0	0.00%	0.00	-	428	-	-	9.44	-	-
	Total Fixed Route	120,374	140,679	-14.43%	14.04	16.44	654,056	696,446	-6.09%	15.83	16.46	-3.80%

Metro County Connect		Demand-Response		ADA Trips									
		10,556	7,970	32.45%	2.34	1.58	47.88%	26,016	53,576	105.93%	1.85	1.46	26.58%
		4,329	2,523	71.58%	2.32	1.55	49.51%	7,931	22,195	179.85%	1.88	1.48	26.82%

Specialized Service	1,612	72	2138.89%	15.26	3.97	284.40%	7,667	368	1983.42%	5.36	4.07	31.74%
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Charters	0	0	N/A	0	0.00	N/A	0	0	N/A	0	0	N/A
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Total Services	132,542	148,721	-10.88%	10.71	10.93	-2.04%	716,785	458,799	56.23%	9.99	10.53	-5.15%
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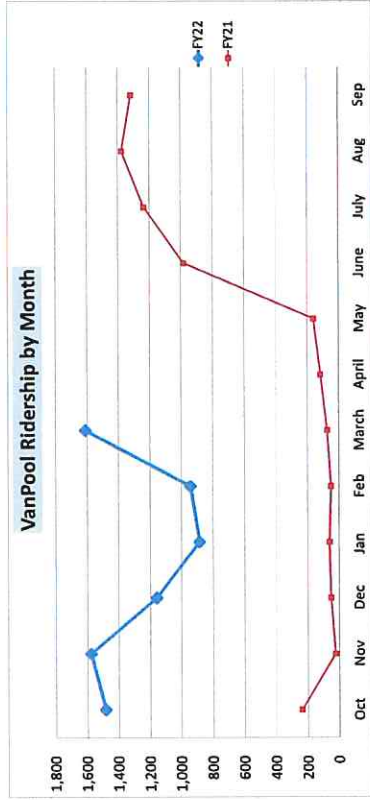
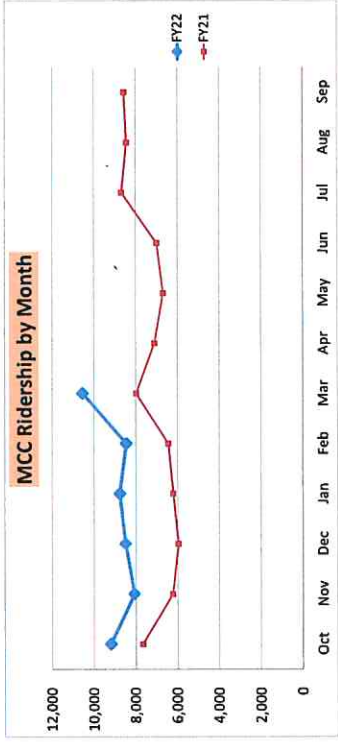
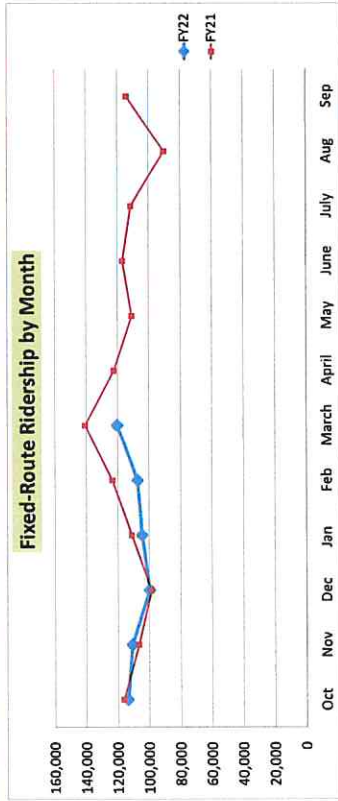
Other Data	Month to Date				Year to Date			
	# of Rides		Increase / decrease		# of Rides		Increase / decrease	
	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21
WMU	30,670	-	0.00%	135,857	-	0.00%	-	-
KVCC	357	-	0.00%	2,246	-	0.00%	-	-
Transfers	39,559	-	0.00%	193,895	-	0.00%	-	-
Wheelchair	298	-	0.00%	1,357	26	5119.23%	26	5119.23%
Bikes	824	1,045	-21.15%	4,562	5,965	-23.52%	5,965	-23.52%
Youth Mobility	2,701	-	0.00%	4,938	-	0.00%	-	0.00%

Metro FY 2022
MARCH, 2022

Fixed-Route	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY22	113,808	110,936	99,797	104,448	107,420	120,374	122,253	110,950	116,725	111,485	90,114	114,200
FY21	116,340	106,583	98,448	111,044	123,352	140,679						

MCC	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY22	9,202	8,077	8,502	8,773	8,466	10,556	7,093	6,678	6,976	8,669	8,433	8,557
FY21	7,651	6,217	5,951	6,197	6,430	7,970						

VanPool	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY22	1,486	1,579	1,161	886	943	1,612	115	159	982	1,235	1,376	1,317
FY21	237	22	50	59	49	72						



Metro FY 2022
MARCH, 2022

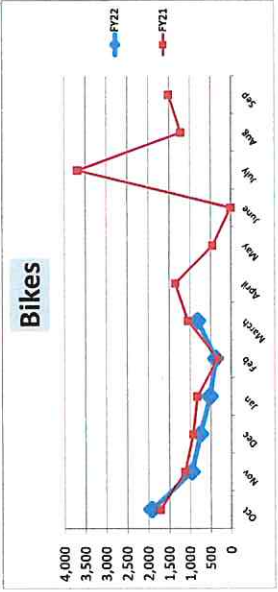
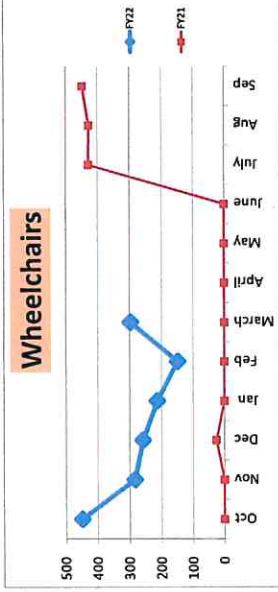
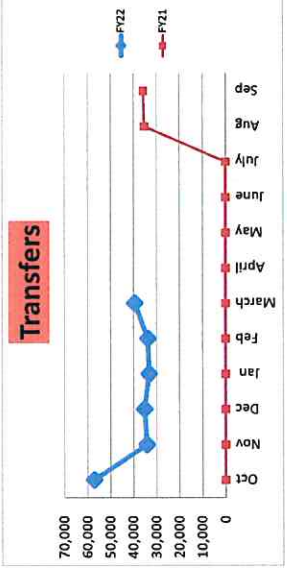
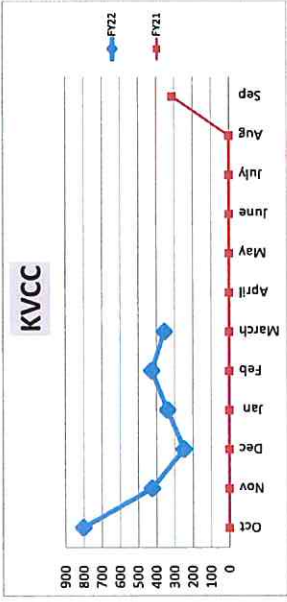
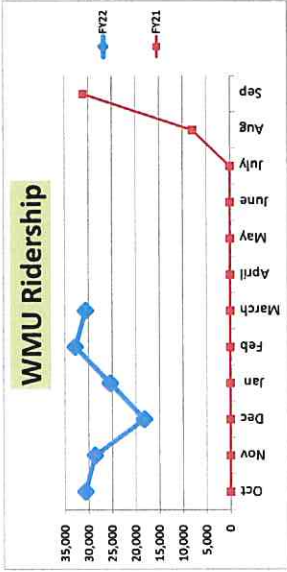
	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
WMU												
FY22	30,701	28,672	18,218	25,443	32,823	30,670	0	0	0	0	7,884	31,015
FY21	0	0	0	0	0	0	0	0	0	0	0	0

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
KVCC												
FY22	803	426	250	340	427	357	0	0	0	0	0	311
FY21	0	0	0	0	0	0	0	0	0	0	0	0

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Transfers												
FY22	57,199	34,239	35,282	33,321	33,854	39,559	0	0	0	0	35,215	35,724
FY21	0	0	0	0	0	0	0	0	0	0	0	0

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Wheelchairs												
FY22	450	284	259	214	150	298	0	0	0	428	427	447
FY21	0	0	26	0	0	0	0	0	0	0	0	0

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Blikes												
FY22	1,924	969	762	525	382	824	1,352	450	0	3,662	1,217	1,510
FY21	1,720	1,117	923	826	327	1,045	0	0	0	0	0	0

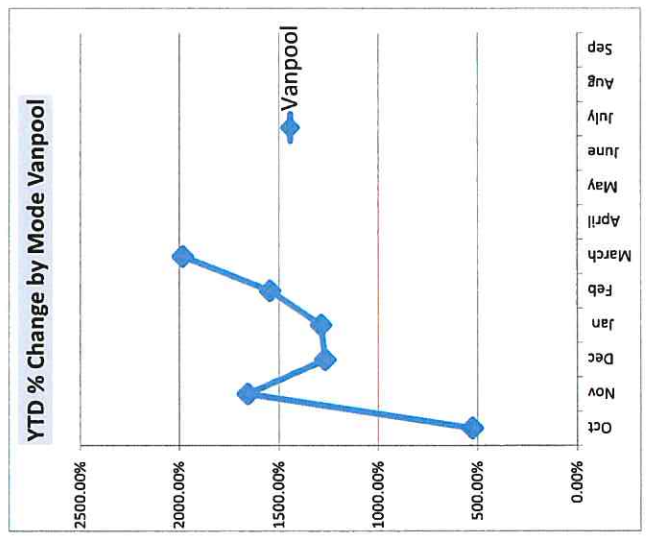
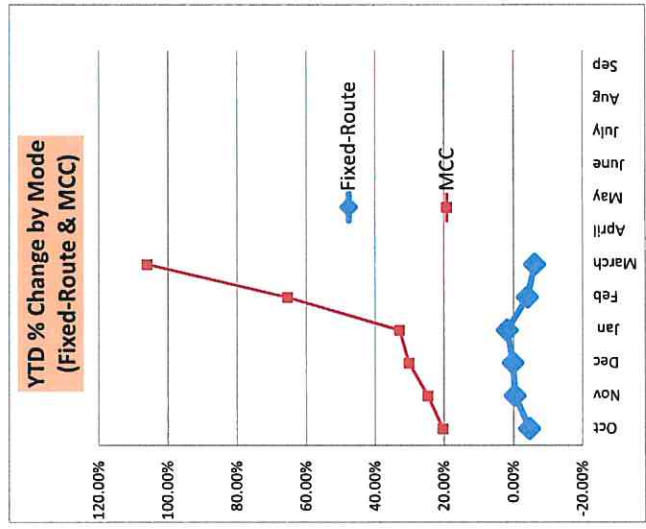
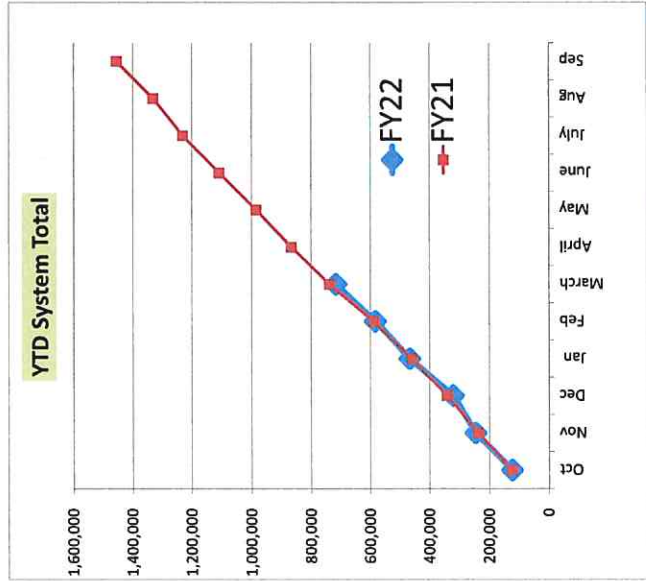


Metro FY 2022
March, 2022

YTD System Total	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
FY22	124,496	246,574	321,814	467,414	584,243	716,785						
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	1,454,944

YTD % Change	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Fixed-Route	-4.52%	-0.41%	0.14%	1.88%	-3.97%	-6.09%						
MCC	20.27%	24.60%	30.08%	32.82%	65.36%	105.93%						

YTD % Change	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
Vanpool	527.00%	1657.14%	1267.64%	1289.13%	1545.38%	1983.42%						





Connecting People Throughout
Kalamazoo County

Agenda Item 8a1 Meeting Date 05/09/22
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
SUBJECT: Board Governance Review Working Group
DATE: May 2, 2022

DISCUSSION

At the April 11th Board meeting it was indicated that a plan to work on Board succession planning and overall governance was being developed by Chair Rosine, the Executive Committee and the Executive Director.

To help with this effort, we are looking at bringing in a consultant that specializes in Board Governance for public transit agencies and school boards. The consultant, Doug Eadie, has worked with transit agencies in Ann Arbor; Columbus, Ohio; Nashville; San Antonio and others. More information about Mr. Eadie is available online at dougeadie.com.

We are planning to hold a 6-hour retreat, likely in place of the KCTA/CCTA July 11th meeting. To maximize the impact of the Board Retreat, a Board Governance Review Working Group will be formed to work with the consultant. Chair Rosine recommends the Working Group of Boardmembers: Aardema, Breneman, Brown, Farmer, Rama and Chair Rosine.

RECOMMENDATIONS

Chair Rosine recommends the creation of a Board Governance Review Working Group consisting of Boardmembers: Aardema, Breneman, Brown, Farmer, Rama and Chair Rosine.



Agenda Item: # 12
Meeting Date: 05/09/22

Connecting People Throughout
Kalamazoo County

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

BACKGROUND

The Comprehensive Operational Analysis (COA) continues to be developed with the consultant, Foursquare Integrated Transportation Planning (Foursquare), working on scenarios for Metro's fixed route system.

In January, Foursquare was on-site in Kalamazoo to talk with the boards, drivers, staff, and the public about the current system and possible future route adjustments and services. A survey was conducted that will help shape future updates.

DISCUSSION

The discussion with Foursquare at the board meeting is the first look at future routing for the system. Two scenarios will be presented with the understanding that at this point in the analysis, they are scenarios based on what is available in data and input. Both of the scenarios are built on the notion that an effective transit network consists of strong individual routes. This means that each route must be easy to use, intuitive to understand, and include a robust mix of the types of destinations that tend to generate a high number of transit trips. These trip generators include multi-family housing, grocery and retail centers, medical facilities, and academic institutions.

Please note that the scenarios that are being presented have significant changes to the fixed-route system routing as it is today. The discussion surrounding the scenarios is important in the development of the right mix of service moving into the future. This round of feedback from the board, as well as staff and the public, will go into the final recommendation for short- and long-range planning for the system, with the understanding, too, that once the analysis is completed later this fall, adjustments could be made again as routes are redesigned in order for service to operate efficiently and effectively on the street in the future.

Scenario Maps and Presentation

Foursquare will present via Zoom the two scenarios that have been developed. For each scenario, the consultant will highlight what is being proposed and why (based on the strengths and weaknesses identified in the route profiles completed as part of the initial base data review of Metro's system). At this stage, service coverage will be discussed rather than time schedules. Once the preferred routes are finalized, schedules will be determined (later this summer).

Included with this memo are three maps. These maps are for discussion and planning purposes only at this time.

- Map 1 is the existing routes for Metro's fixed route system for reference.
- Map 2 is Scenario 1. This scenario has a similar overall "footprint" to the current Metro network, but each route is modified in some way to address the strengths, weaknesses, and opportunities identified through a comprehensive assessment of its performance and the markets it serves.
- Map 3 is Scenario 2. This scenario provides slightly less fixed-route transit coverage, but the fixed-route network in this scenario is also supplemented by "microtransit" service. Microtransit is an app-based on-demand service that operates like Uber and Lyft but utilizes transit-specific vehicles and offers affordable and predictable fares. Microtransit is a particularly effective tool for serving lower-density and/or automobile-oriented environments. Where it is available, microtransit can provide both local circulation within a designated zone, and first/last mile connections to the fixed-route network.

Paper copies of the maps will be available for each board member at the meeting. As Foursquare moves towards finalizing the recommendations for the COA, these maps will be updated, and further input will be gathered by the board, staff, and the public.

Outreach and Feedback

Public feedback on the scenarios will be collected during the month of May as the final recommendation is prepared during June and July. Several avenues of public feedback will be done during the month to hear from staff, drivers, and passengers. This will include:

- Two public meetings being held May 18: **9:30-11:00 am and 5:30-7:00 pm**. These public meetings will be held at Metro's offices at 530 North Rose Street. The public, as well as staffs from the road agencies and planning departments, will be invited to listen in on a presentation of the route scenarios and provide feedback. We plan to record one of the presentations to have it available for viewing for those unable to attend.
- Online Survey: A survey link is being created to allow the public to view the scenarios being presented to the board and provide feedback. Once the survey is open to the public, the link will be shared with the boards. The online feedback will be interactive and allow the public to comment on specific areas of the map and identify which scenario they prefer. Metro will have this survey link shared on social media (Facebook and Twitter), on the website at kmetro.com, and on the fixed route and Metro Connect vehicles. The survey will also be shared with agency staffs as well to distribute to the community through their communication channels (social media, newsletters, etc.)
- Interaction with Passengers: Once the survey link and maps are ready for release, staff will be available at the Kalamazoo Transportation Center to interact with passengers to get feedback on the scenarios in person.

While the consultants are in Kalamazoo on May 18 and 19, staff and drivers will be having discussions as well with them regarding the scenarios.

Next Steps

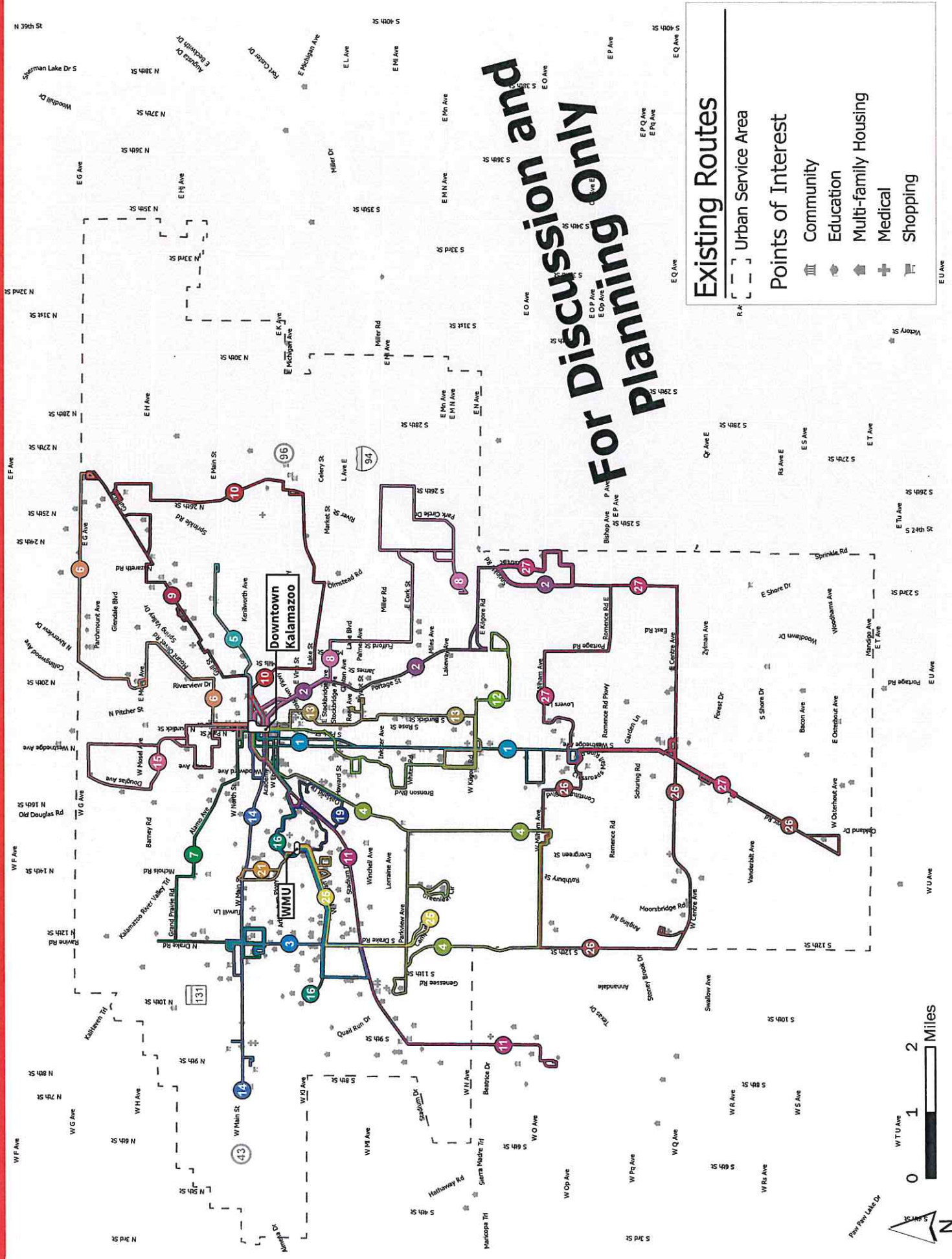
In June and July, Foursquare will be developing the final preferred scenario and present it to the boards in July. The analysis is scheduled to be completed by September. With the final preferred scenario, recommended cost-neutral service plan, short- and long-range recommendations and implementation plans will be developed and presented as well to the board. Final adjustments based on comments will be made prior to the finalizing of the analysis.

RECOMMENDATION

This item is being presented for information at this time.

ATTACHMENTS

1. Map 1: Existing Route Network
2. Map 2: Scenario 1
3. Map 3: Scenario 2
4. Descriptions for Scenario 1 and 2



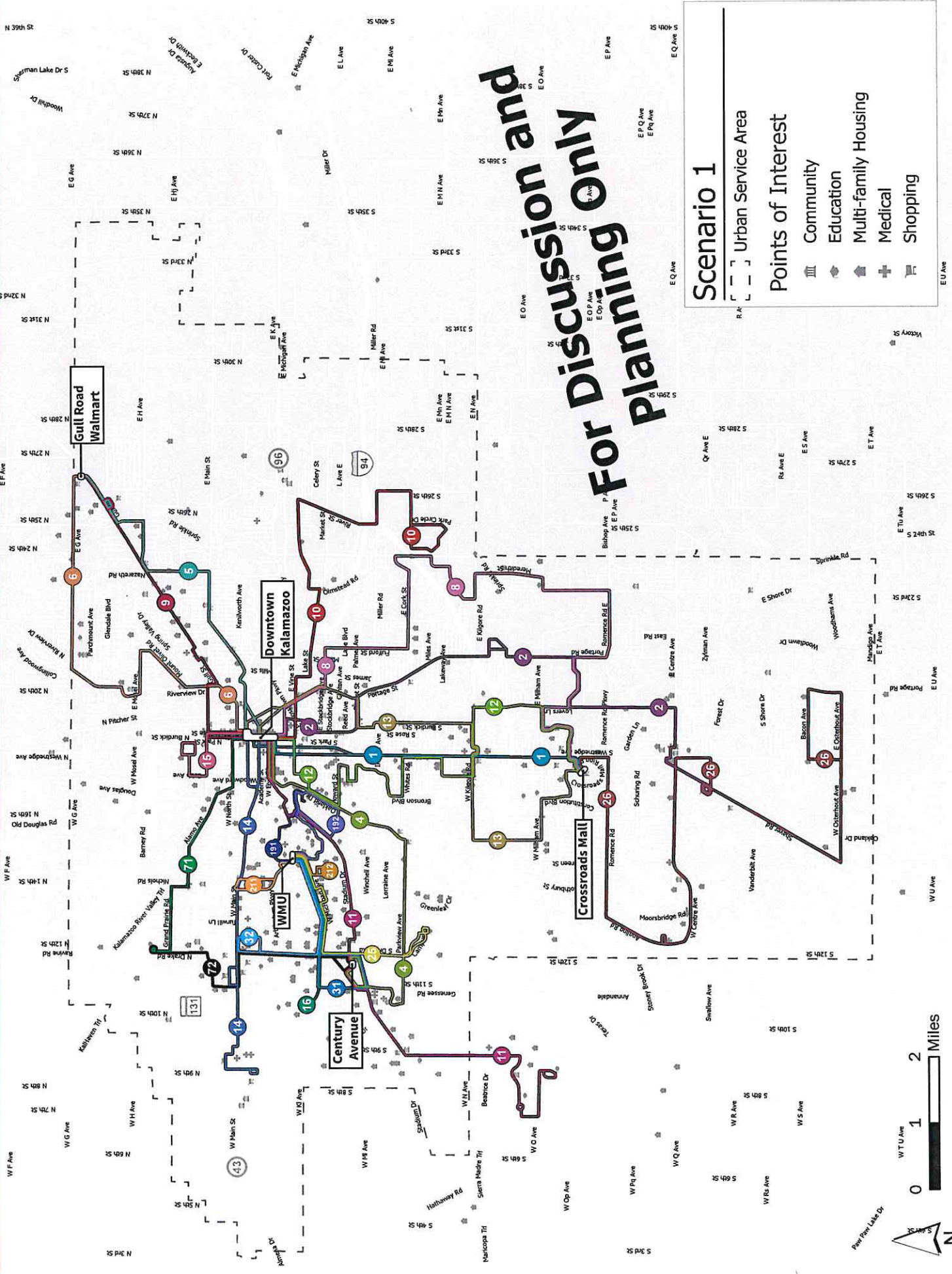
Existing Routes

Urban Service Area

Points of Interest

- Community
- Education
- Multi-family Housing
- Medical
- Shopping





For Discussion Only

Scenario 1

Urban Service Area

Points of Interest

- Community
- Education
- Multi-family Housing
- Medical
- Shopping



SCENARIO 1



Route	End of Line 1	End of Line 2	Key Changes from Current	Other Notes
1	Kalamazoo Transit Center	Crossroads Mall	Revised alignment through Meijer on Westnedge to avoid unprotected left turn onto Kilgore; Elimination of direct service to Portage Adult Education due to low ridership.	
2	Kalamazoo Transit Center	Portage Walmart	Alignment shifted from Pitcher and Portage Street to Rose, Jasper, Burdick, and Alcott Street to improve access to Bronson Methodist Hospital and DHHS; End of line shifted from Sprinkle Road to Portage Walmart to better serve airport area and Stryker campus, while establishing stronger anchor.	Sprinkle Road coverage picked up by Route 8.
3	WMU Transit Loading Zone	Century Avenue (Route 31); W. Main Street (Route 32)	Split Route 3 into two routes (31 and 32) to reduce out-of-direction travel and provide more direct service to key destinations.	Costco and Trader Joe's served from Century Avenue rather than Stadium Drive; Harding's Market and Target served from Drake/W. Main to avoid circuitous deviations.
4	Kalamazoo Transit Center	Century Avenue	Service eliminated south of Parkview Avenue to improve productivity and reduce one-way service; Route extended from Crystal Lane to Century Avenue to establish stronger anchor and facilitate transfer opportunities.	Service to Milham Meadows Apartments picked up by Route 13.
5	Kalamazoo Transit Center	Gull Road Walmart	Route extended from E. Main Street to Gull Road Walmart to establish stronger anchor, facilitate transfer opportunities, and allow for streamlining of Route 9 service on Gull Road.	
6	Kalamazoo Transit Center	Gull Road Walmart	Alignment shifted from Paterson and Burdick Street to Gull Road and Ransom Street to create transfer opportunity with Route 9 at Riverview and Gull Road.	Service to Family Health Center on Burdick Street picked up by Route 9.
7	Kalamazoo Transit Center (Route 71); Century Avenue (Route 72)	Kalamazoo Central High School	Split Route 7 into two routes (71 and 72) to reduce perception of out-of-direction travel; Service to Maple Hill Pavilion shifted from Drake Road to Maple Hill Drive and W. Main Street to provide better access to Aldi and multi-family housing along Maple Hill; Service extended further south to Century Avenue to serve additional anchor and facilitate more transfer opportunities.	Maple Hill Pavilion coverage allows Route 32 service to be streamlined.
8	Kalamazoo Transit Center	Crossroads Mall	Alignment shifted from Pitcher and Portage Street to Walnut and Rose Street to improve access to Bronson Methodist Hospital; Eliminate service east of Sprinkle Road (including MRC Industries) to streamline route and due to low ridership; End of line shifted from Manchester Road to Portage Walmart to better serve multifamily housing and industrial destinations surrounding the airport, while establishing stronger anchor.	Service to MRC Industries on 26th Street picked up by Route 10.

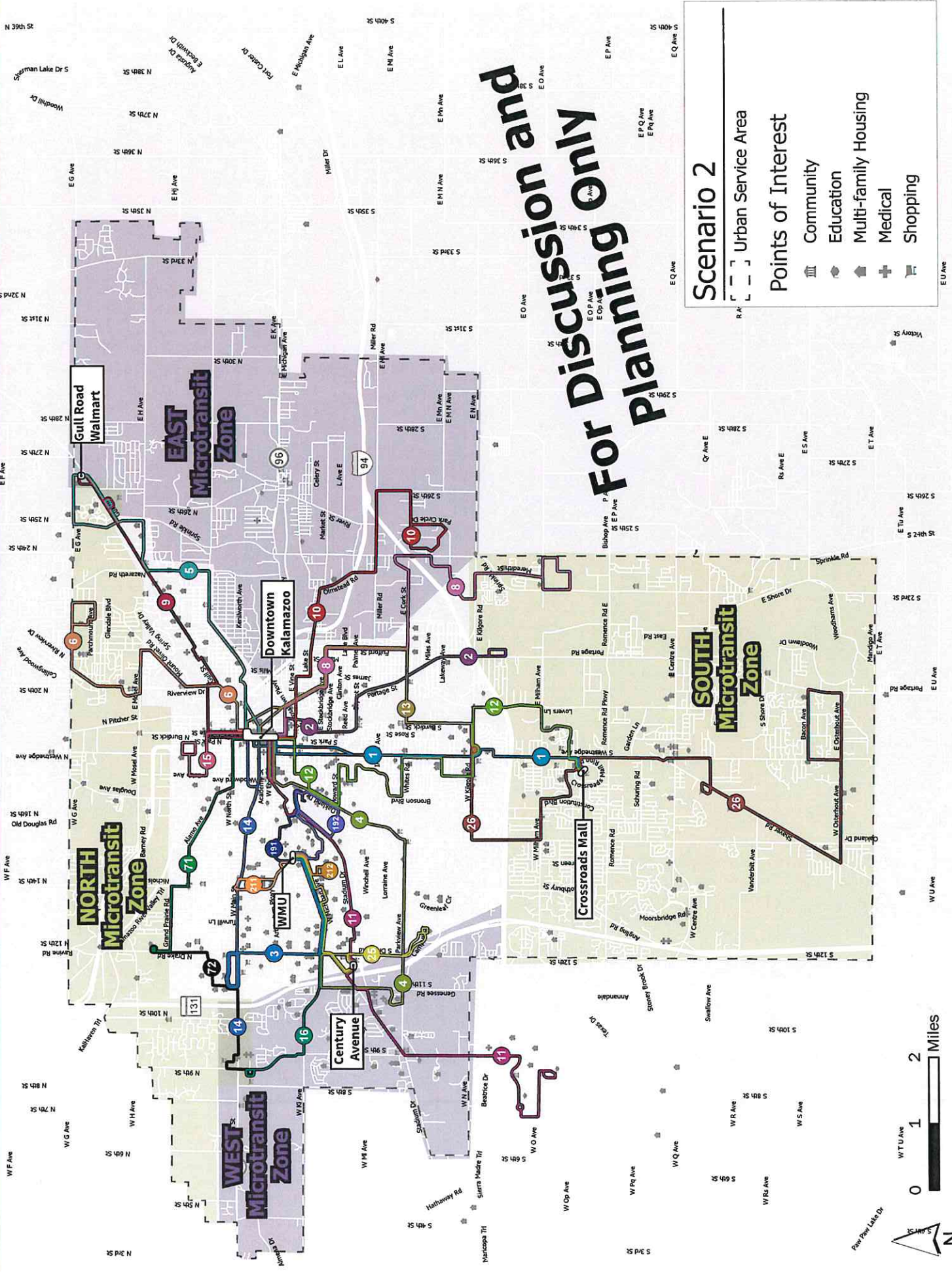
SCENARIO 1



9	Kalamazoo Transit Center	Gull Road Walmart	Alignment shifted from E Kalamazoo and E Michigan Avenue to E Paterson and N Rose Street to serve Family Health Center and create transfer opportunity with Route 6 at Riverview and Gull Road; Eliminated deviations to Ascension Borgess Health & Fitness and H Avenue/Sprinkle Road to streamline route.	H Avenue/Sprinkle Road coverage picked up by Route 5.
10	Kalamazoo Transit Center	Midlink Drive	Alignment shifted from King Highway, E Kalamazoo, and E Michigan Avenue to E Vine and S Rose Street to improve access to Bronson Methodist Hospital; Route restructured to travel south from Comstock Avenue to provide job-access opportunities including greenhouses along River Street, MCR Industries, and industrial destinations along Midlink Drive instead of Gull Road Walmart.	Very low ridership along N 26th Street, north of Comstock Avenue.
11	Kalamazoo Transit Center	KVCC	Alignment shifted from W Kalamazoo and W Michigan Avenue to W South and W Lovell Street to reduce one-way service and improve access to downtown destinations such as Kalamazoo Public Library; WMU served on inbound and outbound trips to complement Routes 191 and 192; Alignment shifted to serve Century Avenue to serve an additional anchor and provide more transfer opportunities; KVCC Groves campus served on all trips.	New roadway will connect Groves campus to O Avenue.
12	Kalamazoo Transit Center	Crossroads Mall	Alignment shifted to serve Phoenix High School in order to create route linking multiple high schools with YMCA and Crossroads Mall for job-access and recreation opportunities. Service shifted from Duke Street to Westmedge Avenue, north of Denway Drive, to increase ridership and transfer opportunities. End of line shifted from airport to Crossroads Mall via Newport Road and Gladys Street to better serve multifamily housing and increase ridership.	Airport coverage picked up by Route 2.
13	Kalamazoo Transit Center	Crossroads Mall	Swapped segments with Route 2 north of Alcott Street to reduce out-of-direction travel when serving DHH; Route extended from Meijer on Old Kilgore Road to Crossroads Mall via Milham Meadows.	Service to Milham Meadows links area with high transit need to more destinations and job-access opportunities.
14	Kalamazoo Transit Center	9th Street Walmart	Alignment adjustments through Maple Hill Pavilion, Meijer, and Walmart to facilitate bi-directional service utilizing signalized intersections; Elimination of service to Oshtemo Branch Library due to low ridership.	
15	Kalamazoo Transit Center	Hopkins Street	Simplified alignment to reduce one-way segments; Eliminated service in Kalamazoo Township due to low ridership as current stops north of Business 131.	N Rose Street coverage picked up by Route 9.
16	WMU Transit Loading Zone	58 West Apartments	End of line shifted from downtown Kalamazoo to WMU Transit Loading Zone to reduce redundancy with Route 11 operating between downtown and WMU.	Ridership patterns suggest very few riders continue past WMU on trips originating east and west of the university.

SCENARIO 1

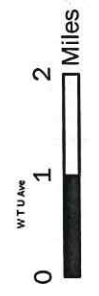
19	WMU Transit Loading Zone	WMU College of HHS (Route 191); Stadium Drive Apartments (Route 192)	Split Route 19 into two routes (191 and 192) to reduce out-of-direction travel and provide more direct service to destinations on Ring Road North and Ring Road South.	
21	WMU Transit Loading Zone	Kendall Avenue (Route 191); Westbrook Road (Route 192)	Split Route 21 into two routes (211 and 212) to reduce likelihood of WMU passengers boarding a bus heading in the wrong direction; Eliminate Fraternity Village Drive service to reduce out-of-direction travel.	Fraternity Village Drive service picked up by Route 25.
25	WMU Transit Loading Zone	WMU College of Engineering and Applied Sciences	Alignment adjustments to serve Kenbrooke Court, Michigamme Woods Drive, and Fraternity Village Drive on outbound and inbound trips.	Signalized intersections at Michigan Avenue both and Kenbrooke Court and Fraternity Village Drive.
26	Crossroads Mall	Portage Road	Restructured route to provide bi-directional service between Crossroads Mall and key destinations in southern half of Portage.	Service to Mallard Cove Apartments picked up by Route 13.
27	N/A	N/A	Eliminated route due to low ridership	Much of coverage picked up by other routes including Route 2, 8, and 26



For Discussion Only

Scenario 2

- Urban Service Area
- Points of Interest
 - Community
 - Education
 - Multi-family Housing
 - Medical
 - Shopping



SCENARIO 2 – red text indicates items that are changed from Scenario 1



Route	End of Line 1	End of Line 2	Key Changes from Current	Other Notes
1	Kalamazoo Transit Center	Crossroads Mall	Revised alignment through Meijer on Westnedge to avoid unprotected left turn onto Kilgore; Elimination of direct service to Portage Adult Education due to low ridership.	
2	Kalamazoo Transit Center	Airport Drive	Alignment shifted from Pitcher and Portage Street to Rose, Jasper, Burdick, and Alcott Street to improve access to Bronson Methodist Hospital and DHHS; End of line shifted from Sprinkle Road to Airport Drive to provide more direct service to airport-area job access opportunities.	Sprinkle Road coverage picked up by Route 8.
3	WMU Transit Loading Zone	Maple Hill Pavilion	Eliminate loops serving 11th Street, Sage Street, and Harding's Market to streamline route and reduce out-of-direction travel and one-way service; Extend service further into Maple Hill Pavilion for more convenient access to retail destinations.	11th Street service picked up by Route 4.
4	Kalamazoo Transit Center	Century Avenue	Service eliminated south of Parkview Avenue to improve productivity and reduce one-way service; Route extended from Crystal Lane to Century Avenue via 11th Street and KI Avenue to establish stronger anchor and facilitate transfer opportunities.	Service to Milham Meadows Apartments picked up by Route 26.
5	Kalamazoo Transit Center	Gull Road Walmart	Route extended from E. Main Street to Gull Road Walmart to establish stronger anchor, facilitate transfer opportunities, and allow for streamlining of Route 9 service on Gull Road.	Route serves Gull Prairie Apartments in Scenario 2 only.
6	Kalamazoo Transit Center	Mount Olivet Drive	Alignment shifted from Paterson and Burdick Street to Gull Road and Ransom Street to create transfer opportunity with Route 9 at Riverview and Gull Road.	Service to Family Health Center on Burdick Street picked up by Route 9.
7	Kalamazoo Transit Center (Route 71); 9th Street Walmart (Route 72)	Kalamazoo Central High School	Split Route 7 into two routes (71 and 72) to reduce perception of out-of-direction travel; Service extended further west to 9th Street Walmart to serve additional anchors and facilitate more transfer opportunities.	
8	Kalamazoo Transit Center	Commercial Road	Alignment shifted from Pitcher and Portage Street to Walnut and Rose Street to improve access to Bronson Methodist Hospital; Eliminate service east of Sprinkle Road (including MRC Industries) to streamline route and due to low ridership; End of line shifted from Manchester Road to Commercial Avenue/American Avenue to better serve multifamily housing and industrial destinations surrounding the airport.	Service to MRC Industries on 26th Street picked up by Route 10.
9	Kalamazoo Transit Center	Gull Road Walmart	Alignment shifted from E Kalamazoo and E Michigan Avenue to E Paterson and N Rose Street to serve Family Health Center and create transfer opportunity with Route 6 at Riverview and Gull Road; Eliminated deviations to Ascension Borgess Health & Fitness and H Avenue/Sprinkle Road to streamline route.	H Avenue/Sprinkle Road coverage picked up by Route 5.
10	Kalamazoo Transit Center	Midlink Drive	Alignment shifted from King Highway, E Kalamazoo, and E Michigan Avenue to E Vine and S Rose Street to improve access to Bronson Methodist Hospital; Route restructured to travel south from Lake Street to provide job-access opportunities including Kalamazoo Candle Company, greenhouses along River Street, MCR Industries, and industrial destinations along Midlink Drive instead of Gull Road Walmart.	Comstock Avenue and N 26th Street coverage picked up Microtransit Zone East.

SCENARIO 2 – red text indicates items that are changed from Scenario 1

11	Kalamazoo Transit Center	KVCC	Alignment shifted from W Kalamazoo and W Michigan Avenue to W South and W Lovell Street to reduce one-way service, and improve access to downtown destinations such as Kalamazoo Public Library; WMU served on inbound and outbound trips to complement Routes 191 and 192; Alignment shifted to serve Century Avenue to serve an additional anchor and provide more transfer opportunities; KVCC Groves campus served on all trips.	New roadway will connect Groves campus to O Avenue.
12	Kalamazoo Transit Center	Crossroads Mall	Alignment shifted to serve Phoenix High School in order to create route linking multiple high schools with YMCA and Crossroads Mall for job-access and recreation opportunities. Service shifted from Duke Street to Westnedge Avenue, north of Denway Drive, to increase ridership and transfer opportunities. End of line shifted from airport to Crossroads Mall via Newport Road and Gladys Street to better serve multifamily housing and increase ridership.	Airport coverage picked up by Route 2.
13	Kalamazoo Transit Center	Old Kilgore Road	Swapped segments with Route 8 north of East Cork Street to facilitate access to groceries at Harding's Market for riders of both routes.	
14	Kalamazoo Transit Center	Maple Hill Pavilion	End-of-line shifted to Maple Hill Pavilion, improve access to destination within the shopping center and across W. Main Street.	Meijer and Walmart service picked up by Route 72 with connection at Maple Hill Pavilion; Oshstemo Branch Library service picked up by Microtransit Zone North.
15	Kalamazoo Transit Center	Hopkins Street	Simplified alignment to reduce one-way segments; Eliminated service in Kalamazoo Township due to low ridership north of Business 131.	N Rose Street coverage picked up by Route 9. Service north of Business 131 picked up by Microtransit Zone North.
16	WMU Transit Loading Zone	9th Street Walmart	Eastern end of line shifted from downtown Kalamazoo to WMU Transit Loading Zone to reduce redundancy with Route 11 operating between downtown and WMU; Western end of line extended to Walmart on 9th Street to improve retail/grocery access from campus and off-campus housing.	Ridership patterns suggest very few riders continue past WMU on trips originating east and west of the university; Sidewalk and crosswalk improvements would be required to serve 58 West and The Paddock Apartments from KI Avenue.
19	WMU Transit Loading Zone	WMU College of HHS (Route 191); Stadium Drive Apartments (Route 192)	Split Route 19 into two routes (191 and 192) to reduce out-of-direction travel and provide more direct service to destinations on Ring Road North and Ring Road South.	
21	WMU Transit Loading Zone	Kendall Avenue (Route 191); Westbrook Road (Route 192)	Split Route 21 into two routes (211 and 212) to reduce likelihood of WMU passengers boarding a bus heading in the wrong direction; Eliminate Fraternity Village Drive service to reduce out-of-direction travel.	Fraternity Village Drive service picked up by Route 25.
25	WMU Transit Loading Zone	WMU College of Engineering and Applied Sciences	Alignment adjustments to serve Century Avenue, Kenbrooke Court, Michigamme Woods Drive, and Fraternity Village Drive on outbound and inbound trips.	Signalized intersections at Michigan Avenue both and Kenbrooke Court and Fraternity Village Drive.
26	Old Kilgore Road	Shaver Road Meijer	Restructured route to provide bi-directional service between Meijer on Westnedge and Meijer on Shaver Road via Milham Meadows, Crossroads Mall, Portage Central High School, and Walmart on Shaver Road; and key destinations in southern half of Portage.	Current Route 26 coverage also picked up by Microtransit Zone South

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27	N/A	N/A	Eliminated route due to low ridership	Current Route 27 coverage picked up by Microtransit Zone South
Microtransit Zone North (New)	N/A	N/A	Serving parts of Oshtemo, Westwood, Kalamazoo Township, and Comstock Northwest on demand.	Key transfer hubs at Walmart and Meijer along Gull Road and Walmart and Meijer along 9th Street.
Microtransit Zone South (New)	N/A	N/A	Serving most of Portage on demand.	Key transfer hubs at Crossroads Mall and Walmart and Meijer along Shaver Road.
Microtransit Zone East (New)	N/A	N/A	Serving parts of Kalamazoo, Comstock Northwest, and Comstock Township, on demand.	Key transfer hubs at Walmart and Meijer along Gull Road.
Microtransit Zone West (New)	N/A	N/A	Serving parts of Oshtemo on demand.	Key transfer hubs at Walmart and Meijer along 9th Street.