



Connecting People Throughout
Kalamazoo County

**NOTICE AND AGENDA
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)
DECEMBER 9, 2024
Regular Meeting**

*The next joint CCTA/KCTA regular meeting will be held on
Monday, January 13, 2025 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, December 9, 2024 at 11:30 a.m. for the purpose of:

	Item	KCTA Action	CCTA Action
1.	Roll Call		
	a. Introduction of New CCTA Member Christyn Johnson		
2.	Consent Agenda	Voice Vote	Voice Vote
	a. Agenda for December 9, 2024*		
	b. Minutes for November 11, 2024*		
3.	Presentation from Phil Doorlag, Wightman and Associates, Regarding Downtown Kalamazoo Street Construction Design*		
4.	Public Comment		
5.	Planning & Development Committee		
	a. Action Items		
	b. Informational Items		
6.	Performance Monitoring Committee		
	a. Action Items		
	1. Public Transit Agency Safety Plan Updates*	Roll Call	Roll Call
	b. Informational Items		
	1. Monthly Service Metrics Report*		
	1. Performance Monitoring Committee Meeting Notes of November 26, 2024*		
7.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
	1. Jurisdictional Tracking Report*		
8.	Board Operations Committee		
	a. Action Items		
	1. Consideration to Approve Change Order to Contract with Via for Metro Link Services*	Roll Call	Roll Call
	2. Consideration to Approve 2025 Election Date for the 2026-2030 CCTA Millage*	Roll Call	Roll Call



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	3. Consideration to Approve CCTA/KCTA 2025 Meeting Calendar	Roll Call	Roll Call
	b. Informational Items		
	1. CCTA/KCTA Nominating Committee for 2025-2026 Board Officers*		
	2. Board Operations Committee Meeting Notes of November 21, 2024*		
9.	Report from Executive Director*		
	a. Update Metro Link*		
10.	Other Reports		
	a. Pension Board		
	b. KATS		
	c. Local Advisory Committee (LAC)		
11.	Chairperson's Report		
12.	Public Comment		
13.	Members' Time		
14.	Adjournment	Voice Vote	Voice Vote

*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

**CENTRAL COUNTY TRANSPORTATION AUTHORITY
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Joint Regular Meeting
November 11, 2024**

Place: Charles Zhang Portage Senior Center, 203 E. Centre Ave., Portage, MI
Time: 11:30 A.M.
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Sarah Joshi,
Barbara Blissett
Others Present: Kim Phillips

1.) KCTA ROLL CALL

KCTA Members Present: Curtis Aardema, Dusty Farmer, Aditya Rama, Greg Rosine,
Gary Sigman, Tim Sloan

KCTA Members Absent: James Ayers, Tafari Brown, Paul Ecklund

A motion was made to excuse Ayers, Brown, Ecklund

Motion: Rosine

Second: Farmer

Motion carried by voice vote.

**Rama arrived at 11:50 am.*

1). CCTA ROLL CALL

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

CCTA Members Absent: Rob Britigan, Lisa Mackie

A motion was made to excuse Britigan, Mackie

Motion: Rosine

Second: Thompson

Motion carried by voice vote.

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 November 11, 2024 and for approval of the joint CCTA/KCTA meeting minutes for October 14, 2024 and special meeting of October 28, 2024.

Motion: Sloan

Second: Farmer

Motion carried by voice vote.

3.) WELCOME - Zhang Portage Senior Center Director Kimberly Phillips welcomed the CCTA and KCTA to the facility and gave a brief overview of the many services offered by the Portage Senior Center.

4.) PUBLIC COMMENTS – None

5.) PLANNING AND DEVELOPMENT COMMITTEE

Chair Burns reported that the Committee had met and discussed the Employee Handbook Update and noted that the CCTA and KCTA had offered it for first reading at the October 14th meeting. Chair Burns presented the Employee Handbook Updates for a final approval.

A motion was made by KCTA and CCTA to approve the Updated Employee Handbook.

Motion: Rosine/Thompson Second: Farmer/McCormick

Motion carried by a roll call.

Ayes: Aardema, Farmer, Rama, Sloan, Sigman, Rosine

Nays: None

Absent: Ayers, Brown, Ecklund

Ayes: Aardema, Burns, Farmer, McCormick, Pearson, Rosine, Thompson

Nays: None

Absent: Britigan, Mackie

Burns reported that the Planning and Development Committee was briefed on the upcoming Fare Study. He asked Dep. Dir. On Demand Services & Planning Sarah Joshi to explain the study.

Also, Joshi presented a PowerPoint for the Metro Link boundaries with zone adjustments. She said how the initial service was set up and how it has grown. She said with the recently awarded \$2.1 million grant the goals of the boundary adjustments were to provide accessibility to those within CCTA Boundaries, especially the northern neighborhoods, and provide access to areas where service contracts are available. (A copy of the PowerPoint is included with the meeting minutes.)

Boardmembers talked about the various zone changes and how the service would compliment the other transportation services Metro provides.

6.) PERFORMANCE MONITORING COMMITTEE

Performance Monitoring Chair Rama stated there were no action items for this month and commented the Committee reviewed adding Metro Link data to be included in the Metrics Report each month.

7.) EXTERNAL RELATIONS COMMITTEE

External Relations Chair Farmer commented that the Committee would be meeting the following week.

8.) BOARD OPERATIONS COMMITTEE

Chair Aardema reported the Committee met and reviewed the current agenda.

Chair Aardema shared the Committee had discussed the Executive Director's 2024 Evaluation noting they had received input from all of the other committees.

He said the Committees had responded with many positive comments and concluded that the Executive Director had met all goals as well as his performance over the past year. Aardema stated, in agreement with the other Committees, the Board Operations Committee was recommending a salary compensation in the amount of a 4% increase retroactive to October 1, 2024.

A motion was made by KCTA and CCTA to approve the Executive Director's salary increase of 4% retroactive to October 1, 2024.

Motion: Thompson/Farmer Second: Farmer/Rosine
Motion carried by a roll call vote.
Ayes: Aardema, Farmer, Rama, Sloan, Sigman, Rosine
Nays: None
Absent: Ayers, Brown, Ecklund

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

9.) EXECUTIVE DIRECTORS REPORT

Exec. Dir. McBride provided an update on the following topics:

- CCTA Articles of Incorporation – District Boundaries
- Holiday Parade
- Route Updates
- Metro Link Update
- Triennial Review Final Report

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

In response to an extended discussion and questions regarding Metro Link boundaries and operations, it was suggested that on-going and additional dialogue with Boardmembers.

Exec. Dir. McBride thanked the Board for their comments and confidence in his performance over the last year.

10) SUBCOMMITTEE REPORTS

Pension Board – Did not meet.

KATS Policy Committee –Rama reported KATS discussed the Transportation Improvement Projects (TIP) amendments. He said progress is being made with the Business Route 131 and continuing into 2025. Aardema shared that Winchell Avenue southside sidewalk project was pushed further out because they found further study needed to be performed prior to beginning.

Aardema shared information regarding the City of Kalamazoo, the public and Metro collaboration on the project design for the Michigan Avenue conversion to one-way streets.

Local Advisory Committee (LAC) – Did not meet.

11.) CHAIRPERSON REPORT – Aardema explained Phil Doorlag of Wightman and Associates was not able to attend today’s meeting to provide information on Kalamazoo Avenue Road design but would be attending the December meeting.

12.) PUBLIC COMMENT – None

13.) MEMBERS TIME – The Boards congratulated the Executive Director and staff for a successful Triennial Review Report.

Thompson announced to the Boards that since he was not re-elected to the Comstock Township Supervisor position, he would be leaving the CCTA. He thanked everyone for their support and for the opportunity to serve on the CCTA.

14.) ADJOURNMENT

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

Motion: McCormick

Support: Sigman

Motion carried by voice vote.

The meeting adjourned at 1:10 PM.

Curtis Aardema
CCTA Chairperson

Barbara Blissett
CCTA Clerk

Curtis Aardema
KCTA Chairperson

Barbara Blissett
KCTA Clerk



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Agenda Item: # 5 Meeting Date: 10/12/20
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TO: Performance Monitoring Committee
FROM: Sean McBride, Executive Director
PREPARED BY: Keshia Woodson-Sow, Director of Operations
DATE: November 19, 2024
SUBJECT: Annual Update to the Public Transportation Agency Safety Plan

BACKGROUND

On July 19, 2018, Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule (49 CFR Part 673), which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS).

The Agency Safety Plan (ASP) and Safety Management System (SMS) beyond setting safety performance targets include Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. The creation of a Safety Committee was added to the requirement in 2022, prior to the addition of this requirement, Metro maintained a Safety Committee. The Safety Committee is comprised of six employees. Three unionized employees are chosen by the Amalgamated Transit Union and three members of management from operations and maintenance.

CCTA/KCTA board's approved Metro's PTASP in the fall of 2020. The Dear Colleague Letter from the FTA issued in 2022 listed new requirements under the Bi-Partisan Infrastructure Law. In December 2022, the CCTA and KTCA Boards approved the updated PTASP which included the new requirements. In April 2024, new requirements were presented with a goal of being included in the PTASP at the next annual update.

DISCUSSION

In August 2024, the Safety Committee began working on annual updates to the PTASP. The 2024 updates included changes to the regulation regarding the role of the Safety Committee, updated definitions, and updating the Safety Target Goals of the PTASP for 2024. The PTASP was then approved by the Executive Director and Safety Committee in November 2024 it is to be presented to the Board of Directors for the annual approval.

These goals are created based on a 5-year average of data that is reported to the National Transit Database (NTD).

In 2023, Metro goals included:

- 0- Fatalities
- Less than 5.8 Injuries per year
- Less than 1 Safety Event per year
- System Reliability at 85,064 or more miles

The new goals for 2024 include:

- 0 Fatalities
- Less than 6 Injuries per year

??????Memo re:

Date

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- Less than 2 Safety Events per year
- System Reliability at 84,679 or more miles

This plan was transmitted to the PTASP- Technical Assistance Center (TAC) for review in 2022. The new plan once approved will be transmitted to the PTASP – TAC for review. Metro staff continue to review the suggestions of the TAC and will work with the Safety Committee and members of management to develop policies and procedures for those recommendations in the future.

RECOMMENDATION

It is recommended by Metro Staff, the Accountable Executive, the Safety Committee, and the Performance Monitoring Committee that the annual update to the PTASP be approved by the CCTA and KCTA Boards.

Attachment

Public Transportation Agency Safety Plan

Metro's Public Transportation Agency Safety Plan for Bus Transit

Version 4, Issued

The Federal Transit Administration (FTA) is providing the *Public Transportation Agency Safety Plan Template for Bus Transit* and accompanying *Reference Guide* to assist with the development of an Agency Safety Plan (ASP) for bus transit modes. Use of this template is voluntary. The template and reference guide are intended for use by States and operators of public transportation systems that are required to draft a Safety Plan in accordance with 49 C.F.R. Part 673 (Part 673). The full text of Part 673 is available at <http://www.transit.dot.gov/PTASP>.

Certain requirements in Part 673 do not apply to small public transportation providers.¹ The relevant sections in this template are noted in red to indicate where requirements differ. Transit operators that are subject to Part 673 may choose to include additional sections beyond what is required in Part 673.

Under Part 673, a transit agency is required to maintain documents that describe its ASP, including those related to implementation and results from processes and activities. Also, a transit operator may have existing documentation that describes processes, procedures, and other information required in Part 673. You may reference these documents in your ASP by specifying the document names and locations within the appropriate sections of the plan.

1. Transit Agency Information

Transit Agency Name	Central County Transportation Authority of Kalamazoo, MI (Metro)		
Transit Agency Address	530 N. Rose Street Kalamazoo, MI 49007		
Name and Title of Accountable Executive	Sean McBride, Executive Director		
Name of Chief Safety Officer or SMS Executive	Keshia Woodson-Sow, Director of Operations		
Mode(s) of Service Covered by This Plan	Fixed Route, Demand Response, ADA Paratransit, Special Services	List All FTA Funding Types (e.g., 5307, 5337, 5339)	5339, 5310, 5307, and 5311

¹ Part 673 defines small public transportation provider as a recipient or subrecipient of Federal financial assistance under 49 U.S.C. § 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system. (49 C.F.R. § 673.5). This includes bus transit systems with one hundred (100) or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode.

Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Fixed Route, directly operated Demand Response, ADA Paratransit, Operated by contracted service Special Services, directly operated			
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Description of Arrangement(s)	Not Applicable
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Not Applicable			

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Central County Transportation Authority of Kalamazoo, MI (Metro)		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature	
	Sean McBride Executive Director	November 13, 2024	
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval	
	Safety Committee	November 18, 2024	
	Central County Transportation Authority (Metro) Board of Directors		
	Relevant Documentation (Title and Location)		

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	All	New Document	November 2020
2	All	New Requirements, position changes, corrections	December 2022
3	3	Annual Target Goals Update	December 2023
4	4, 7, 12, 13, 15, 16, 17	New FTA requirements	April 2024

5.	3	Annual Target Goals Update	November 2024
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<p>Annual Review and Update of the Public Transportation Agency Safety Plan</p> <p><i>Describe the process and timeline for conducting an annual review and update of the ASP.</i></p> <p>Metro's Agency Safety Plan is reviewed annually by the Safety and Security Manager with recommendations made to the Chief Safety Officer in June of each year. The Chief Safety Officer will present recommendations to the Accountable Executive. Approved recommendations by the Accountable Executive for changes in the Safety Plan along with budget changes to address safety issues will be presented first to the Metro Safety Committee for approval. Once the Safety Committee approves the changes, the safety plan will be presented to the Metro Board no later than a meeting during the third quarter of the calendar year. Changes made will implemented beginning October 1, the start of the new fiscal year. The ASP will address all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Transportation Safety Plan.</p>

3. Safety Performance Targets

<p>Safety Performance Targets</p> <p><i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i></p>							
Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability
Fixed Route	0 per year	0 per 100K VRM	6 per year	.473 per 100K VRM	2 per year	.345 per 100K VRM	84,679 mi
Demand Response /Paratransit	0 per year	0 per 100K VRM	2.25 per year	.300 per 100K VRM	0 per year	0 per 100K VRM	147,781 mi

<p>Safety Performance Target Coordination</p> <p><i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i></p> <p>Annual Safety targets will be presented to the State of Michigan Department of Transportation Program Manager and to the Metropolitan Planning Organization (MPO) Kalamazoo Area Transportation Study (KATS): following annual certification of Metro's Safety Plan during a third quarter meeting. These goals will be submitted annually and obtained during the same time frame Metro plans to update the safety plan and Safety Management System (SMS).</p>		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	State of Michigan Department Of Transportation	
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Kalamazoo Area Transportation Study (KATS)	
	Transit Asset Management (TAM)	

4. Safety Management Policy

<p>Safety Management Policy Statement</p> <p><i>Use the written statement of safety management policy, including safety objectives.</i></p>	
<p>Safety is a core value at Metro and is echoed in our organization’s Mission Statement. We will manage safety by developing, implementing, maintaining, and continuously improving processes to ensure the safety of our customers, employees, and the public. Metro is committed to the following Safety Objectives:</p> <ul style="list-style-type: none"> • Communicating the purpose and benefits of the Safety Management System to all employees. • Creating a culture for open reporting for all safety concerns ensuring that no action will be taken against any employee who discloses a safety concern through Metro's Employee Safety Reporting Program (ESRP), unless such disclosure indicates beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. • Providing appropriate management involvement and the necessary resources to establish an effective ESRP that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behaviors to the management team. • Identifying hazardous or unsafe work conditions and analyzing data from the ESRP. (After thoroughly analyzing provided data, the transit operations division will develop processes and procedures to mitigate safety risk to an acceptable level.) 	
<p>Safety Management Policy Communication</p> <p><i>Describe how the safety management policy is communicated throughout the agency. Include dates where applicable.</i></p>	
<p>Metro's Safety Plan was created and distributed to staff on November 12, 2020. Metro will communicate the Safety Management Policy Statement throughout the year during staff meetings to ensure all employees of the organization will have access to it. Metro also can post the Safety Management Policy Statement on bulletin boards in the administration building, the Kalamazoo Transportation Center, and in the operations and maintenance break areas. Metro will review, incorporate, and include the Safety Management Policy Statement into new-hire training and all-staff annual refresher training. Metro will provide the Safety Management Policy Statement to all contract service providers (CSPs).</p>	
<p>Authorities, Accountabilities, and Responsibilities</p> <p><i>Describe the role of the following individuals for the development and management of the transit agency’s Safety Management System (SMS).</i></p>	
<p>Accountable Executive</p>	<p>Accountable Executive – The Executive Director</p> <p>The Executive Director is responsible:</p> <ol style="list-style-type: none"> 1. To make annual certifications of Metro’s compliance with the Safety Management System 2. To carry out Metro's Safety Plan, SMS, and Transit Asset Management (TAM) Plan. 3. To control and direct human and capital resources needed to develop and maintain Metro's Safety Plan to ensure safety compliance and ensuring that enough resources and attention are devoted to the SMS Program and TAM Plan. 4. To ensure the SMS is effectively implemented and action is taken as necessary to address substandard performance in the SMS program including approving standards and enforcement of operating procedures related to employee security duties as outlined in the Safety and Security Emergency Preparedness Plan (SSEPP). 5. To designate a qualified and trained Safety Management Executive to serve as the Chief Safety Officer to manage the SMS.

<p>Chief Safety Officer or SMS Executive</p>	<p>The Director of Operations will serve as the Chief Safety Officer with authority to oversee the daily implementation of the Safety Management System and is responsible for:</p> <ol style="list-style-type: none"> 1. The Chief Safety Officer reporting directly or holds a direct line of reporting without intermediaries to the accountable executive. 2. Maintaining a supervisor role and does not work as a operator or in maintenance. 3. Oversight, development and enforcement of safety and security regulations, including risk assessment. 4. To oversee in development of emergency operating procedures, maximizing transit system response effectiveness and minimizing system interruptions during emergencies and security incidents in keeping with the SSEPP. 5. Developing relationships with outside organizations that contribute to the SMS program, including local public safety, federal law enforcement, and emergency planning agencies. 6. Making a budget recommendations in keeping with risk assessments to the accountable executive.
<p>Agency Leadership and Executive Management</p>	<p>Safety Management Overseer Point of Contact – Director of Support Services The Director of Support Services is responsible:</p> <ol style="list-style-type: none"> 1. To oversee Support Services Risk Assessment. 2. To oversee the Transit Asset Management Plan. 3. To oversee Support Services Safety Communication. 4. To oversee Support Services Competencies and Safety Training. 5. To make Support Services budget recommendations in keeping with risk assessments. 6. To report to the accountable executive. <p>Risk Assessment, Communication, and Training Coordinator – Safety and Security Manager The Safety and Security Manager is responsible for:</p> <ol style="list-style-type: none"> 1. Conducting and documenting risk assessments. 2. Developing safety and security regulations. 3. Soliciting and documenting employee safety recommendations. 4. Overseeing an effective notification and reporting system for security incidents and emergencies. 5. Communicating security and emergency preparedness as top priorities to all employees.
<p>Key Staff</p>	<p>Safety Compliance Officers – Senior Operations Supervisors and Deputy Director of Fleet and Facilities The Senior Operations Supervisors and Deputy Director of Fleet and Facilities are responsible:</p> <ol style="list-style-type: none"> 1. To insure individual employees are following safety rules and protocols by monitoring employee work, coaching and when necessary applying progressive discipline to correct safety violations. 2. To make safety recommendations as part of the safety communication process to the safety committee. 3. To include maintenance personnel in the Safety Committee.

Employee Safety Reporting Program

Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).

SMS relies on continuous management of and commitment to communication. Metro's management is responsible to encourage and motivate open authentic communication without concern for reprisal.

Metro encourages participation in good faith employee reported safety issues, however; Metro may take disciplinary action if the report involves willful participation in illegal activity, such as assault or theft; gross negligence such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk; or deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

Each employee is responsible to communicate all safety concerns to their supervisor or another member of management. Employees are also encouraged to bring safety concerns to employee leaders who serve on the safety committee. A suggestion box in the operators' lounges will also be maintained for employees to share ideas and safety concerns anonymously. Metro maintains a three-part memo communication system where employees can submit safety concerns directly to a supervisor or a specific manager.

Metro has created a safety specific email address (safetycommittee@kmetro.com and suggestionbox@kmetro.com) where employees can easily submit concerns.

Supervisors or managers who receive safety concerns shall respond back to those employees within a two business day period to assure them the information has been received. Safety concerns received will be processed by the Management team and followed up with risk mitigation according to risk assessments. All written and signed suggestions by employees will be given a written response. All changes made based on employee safety reporting will be communicated as appropriate through policy memos, in regularly scheduled staff meetings and in upcoming employee trainings. A record of all safety suggestions, the risk assessment and any risk mitigation implemented will be maintained by the Safety and Security Manager.

Metro's ESRP also encourages all contract service providers (CSPs) to report safety concerns or safety issue they may encounter while working with Metro employees, on Metro properties, or during Metro operations. CSPs will be encouraged to report any safety concerns to the supervisor that is in charge of their services. Metro will also create a culture of open reporting without fear of disciplinary action for CSPs, unless such disclosure indicates, beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. CSPs can use any communication method available to them to report safety concerns such as phone, text, email, or in person conversation. CSPs will also be given access to Metro's safety specific email address to voice or submit their concerns when this becomes operational. Metro will also maintain records of safety issues reported to them from CSPs.

5. Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Hazard Identification: The methods or processes to identify hazards and **potential** consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

Consequences of Hazard Identification:

Methods used by Metro to identify the consequences of hazards and vulnerabilities of the system include the collection of incident reports submitted by operators and supervisors, daily security reports provided by the security contractor, management reports, safety assessments conducted by our insurers, the Michigan Munciple Risk Management Authority (MMRMA) information provided by local law enforcement, the employee safety reporting system, and information received through public comments and complaints.

Information resources include the following:

- Operator collision and incident reports and suggestion box submissions
- Risk management reports
- Bus maintenance reports
- Marketing surveys
- Passengers' letters and telephone calls
- Management's written concerns
- Staff meeting notes
- Statistical reports
- Security guard Incident Reports
- TSA security monthly updates
- The Federal Transit Administration (FTA) and other oversight authorities including the National Transportation Safety board
- FTA bulletins

All reports, notes, comments, and surveys are reviewed by the supervisor or manager who receive each report. Safety issues that are identified in any communication will be directed to the Safety and Security Manager and will be documented. Metro's Safety and Security Manager will review security information resources and determine when additional methods should be used to identify consequences of hazards and vulnerabilities.

Safety Risk Assesment:

Safety testing and inspections may be conducted to assess the vulnerability of the transit system. Testing and inspection includes the following three-phase approach:

- Equipment preparedness - To ensure that security equipment is operable and in the location where it belongs
- Employee proficiency - To ensure that employees know how and when to use security equipment
- System effectiveness - To evaluate security by employing security system exercises

Metro assesses safety risk associated with identified consequences of hazards using the safety risk assessment process. The Safety and Security Manager with the assistance of the safety committee, and/or managers, will make assessments of consequences of hazards and vulnerabilities that were identified using a Risk Assessment Matrix. The matrix expresses assessed risk as a combination of one severity category and one likelihood level, also referred to as a consequence of hazard rating.

For example, a risk may be assessed as "1A" or the combination of a Catastrophic (1) severity category and a Frequent (A) probability level.

This matrix also categorizes combined risks into levels, High, Medium, or Low based on the likelihood of occurrence and severity of the outcome. For purposes of accepting risks:

- High ratings will be considered as unacceptable and will require swift action to mitigate the safety risk.
- Medium consequences of hazards will be considered undesirable and be referred to the Safety Committee for review and recommendations for acceptance or mitigation.
- Low hazards may be accepted by the Chief Safety Officer without additional review.

Using a categorization of High, Medium, or Low allows for consequences of identified hazards to be prioritized for mitigation based on their associated safety risk. Below is a template of the Safety Risk Assessment Matrix:

Risk Assessment Matrix for Safety Hazard Identification:

Likelihood	Severity			
	Catastrophic(1)	Critical(2)	Marginal(3)	Negligible(4)
Frequent (A)	High	High	High	Medium
Probable (B)	High	High	Medium	Medium
Occasional (C)	High	Medium	Medium	Low
Remote (D)	Medium	Medium	Low	Low
Improbable (E)	Medium	Low	Low	Low

For instance an Occasional (C) likelihood event that had a Marginal (3) severity would be considered a medium risk and would be referred to the Safety Committee for review and recommendations for acceptance of risk or action for mitigation.

A record of safety issues, the ratings and mitigation actions will be retained by the Safety and Security Manager.

Safety Risk Mitigation:

Recommendations made by the Safety and Security Manager and/or the Safety Committee will be used by the management team to make necessary changes required for risk mitigation. Data collected from collision/incident reports and safety evaluations will be used to determine the best use of safety resources.

It will be an ongoing responsibility of the Safety and Security Manager to determine the level of compliance with agency policies, rules, regulations, standards, codes, procedures, and to identify changes or new challenges as a result of incidents or other operating experience as outlined in the SSEPP.

To improve safety risk mitigation, Metro will establish a risk reduction program that will focus on the following provisions:

1. A reduction of vehicular and pedestrian collisions involving buses that includes measures to reduce visibility impairments for operators that contribute to collisions, including retrofits to buses in revenue service and specifications for future procurements that reduce visibility impairments.
2. Mitigation of assaults on operators, including the deployment of assault mitigation infrastructure and technology on buses, including barriers to restrict the unwanted entry of individuals and objects into the work stations of operators when a risk analysis performed by the Safety Committee determines that such barriers or other measures would reduce assaults on operators and injuries to operators.
3. The Safety Committee will have an active role in the risk reduction program (see Safety Committee responsibilities).

Exposure to Infectious Diseases Mitigation Plan:

Metro aims to enhance strategies to decrease the exposure to infectious diseases. These strategies to minimize the exposure to the public, personnel, and property to consequences of hazards and unsafe conditions, will remain consistent with guidelines from the Centers for Disease Control and Prevention or a State health authority, to minimize exposure to infectious diseases. Specific strategies include:

1. Evaluate if a committee with managers and frontline employees is needed and implement if needed
2. Train employees on best practices through mandatory meetings and presentations
3. Educate the public through electronic resources such as website, post informative signage (if available), and public announcements
4. Minimize exposure from co-workers
5. Minimize exposure from the public
6. Minimize exposure from vendors/visitors
7. Reduce/limit building and facility operations as needed
8. Cross-train employees to perform essential functions so the workplace can operate even if key employees are absent
9. Identify alternate supply chains for critical goods and services in the event of disruption
10. Provides a proactive communication plan for all employees and public.

6. Safety Assurance

Safety Performance Monitoring and Measurement

Describe activities to monitor the system for compliance with procedures for operations and maintenance.

Safety Assurance can only be maintained through a continuous process of interaction with Safety Risk Management where safety performance data is collected and analyzed and where ongoing monitoring and recording is made of the safety performance. This practice will verify that Metro's safety performance is in line with the safety objectives and targets.

Safety performance data is collected throughout the organization through the analysis of incident reports, personal injury reports, supervisor reports, customer complaints and employee safety suggestions. All safety related incidents are reviewed using video surveillance when available. Both Operations and Maintenance have written safety rules, policies and procedures. All supervisors monitor operations and maintenance procedures to ensure they are sufficient and that employees are complying with the procedures. Safety concerns (including threat and vulnerability assessments) will be directed to the Safety and Security Manager for study analysis and recommendation. Metro supervisors and Metro employees will also keep oversight of CSPs to ensure they comply and meet Metro's safety standards.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

As a continuing responsibility of Metro's Safety Committee, there will be a permanent agenda oriented toward safety, security and emergency preparedness matters. It will also be an ongoing part of the security agenda to determine the level of compliance with agency policies, rules, regulations, standards, codes, procedures, and to identify changes or new challenges as a result of incidents or other operating experience.

Safety Compliance Officers, Senior Operations Supervisors, Deputy Director of Fleet and Facilities) will be given the taskforce oversight for current and newly implemented safety mitigation strategies in their departments to insure individual employees are following safety rules and protocols by monitoring employee work and providing constructive guidance to employees to comply and fix safety related hazards or concerns. The Safety and Security Manager should be considered as a resource to assist Senior Operation Supervisors and Fleet and Facilities Managers. The Safety and Security Manager will continuously evaluate if these protocols are ineffective, inappropriate, or not implemented as intended concerning mitigation strategies.

The Safety and Security Manager's strategies include:

1. Conducting and Documenting Risk Assessments.
2. Developing safety and security regulations.
3. Soliciting and documenting employee safety recommendations.
4. Conducting or overseeing safety and competency trainings.
5. Obtaining data on Metro's security performance.
6. Developing strategies for addressing Metro's security problems.
7. Identifying security conditions and problems at the Metro's.
8. Coordinating the sharing of security responsibilities and information.
9. Managing the integration of security initiatives and policies in Metro's operations.
10. Evaluating the effectiveness of the security program.
11. Managing the development and revising of Metro's policies, procedures, and rule-book.

Metro will work with all CSPs to ensure they meet Metro's safety standards. If CSPs have their own safety protocol procedure, Metro will request a copy of it and ensure it complies with the ASP, SMS, and Metro's protocols and guidelines.

Describe activities to conduct investigations of safety events, including the identification of causal factors.

The Chief Safety Officer has the responsibility for overseeing the daily operation of the ASP. The Chief Safety Officer will be the direct liaison with Metro's Managers and Supervisors, regarding the ASP. The Chief Safety Officer will also serve as the Department's primary contact with other public agencies. To the extent that a liaison is necessary with local, state, and federal agencies, the Chief Safety Officer will serve as the lead liaison for Metro. In managing this program, the Chief Safety Officer will organize and oversee incident investigations and make determinations that identify causal factors using data collected, including findings from the NTSB or MDOT. All collisions/incidents will be rated as preventable, non-preventable or unable to be determined. All preventable collisions will be subject to review upon request by the Accident Review Board. If the collision or incident is found to involve underlying organizational causal factors beyond an individual employee's action's, this information will be documented and included in current and future risk assessments and plans.

Describe activities to monitor information reported through internal safety reporting programs.

All collisions, incidents, public comments/complaints and safety related discipline is compiled and stored in databases. These, along with the consequence of hazard resources listed above, will be evaluated by the Risk Assessment Matrix and Safety and Security Manager to make an annual assessment of safety programs. Additionally, the Chief Safety Officer and the Safety Committee will review safety data captured throughout the year as they address concerns and questions concerning compliance with operations and maintenance procedures and the effectiveness of safety related risk mitigations.

Management of Change (Not Required for Small Public Transportation Providers)

Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.

To manage change in the interest of safety, Metro will maintain a continuous system of Safety Risk Assessment every time a process or protocol has been changed. The change will be closely monitored for a minimum period of 60 days to ensure if the change is working or if it has created other hazards or impacts. If other hazards have been identified, the Risk Assessment Matrix will be used to determine the risk levels of the hazard. High ratings will be considered as unacceptable and will require swift action to mitigate the safety risk. Medium hazards will be considered undesirable and be referred to the Safety Committee for review and recommendations for acceptance or mitigation. Low hazards may be accepted by the Chief Safety Officer without additional review.

Continuous Improvement (Not Required for Small Public Transportation Providers)

Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.

Safety Assurance can only be maintained through a continuous process of interaction with Safety Risk Management where safety performance data is collected and analyzed and where on-going monitoring and recording is made of the safety performance. This practice will verify that Metro's safety performance is in line with the safety objectives and targets.

Methods used by Metro to identify the safety hazards and vulnerabilities of the system include the collection of incident reports submitted by operators and supervisors, daily security reports provided by our security contractor, management reports, safety assessments conducted by our insurers (the MMRMA), information provided by local law enforcement, the employee safety reporting system, and information received through public comments and complaints. The collection of information resources previously identified in the risk identification section of this plan will also be used to identify safety deficiencies. Once it has been identified, again the Safety Assessment Matrix will be used to determine the best course of action to problem solve the deficiencies.

7. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

Risk management and safety assurance only succeeds through employee safety training and development. Resources will continue to be allocated for training to maintain and develop appropriate safety training. Safety training will be maintained at a minimum as followed:

Administration – Safety topics will be presented and reviewed as safety issues arise.

External Service Providers (ESP) – Contract Service Providers (CSPs) will be given Metro's Safety Policy Statement and Metro will review the CSPs safety guideline procedures to ensure they align with Metro's protocol and guidelines.

Maintenance – New hire training includes: Right to Know, Signs and Symptoms of prohibited drug and alcohol use, On the Job Training with co-worker trainer. All maintenance employees – monthly safety meetings held to discuss and review safety topics and present safety training.

Operations – New hire training including: defensive driving and behind the wheel training, Collision and Incident Management, Passenger relations, Right to Know, Defibulator training, Mobility securement, Sign and Symptoms of prohibited drug and alcohol use. All bus operators receive Tri-Annual mandatory training that includes, safety and security reviews and instruction.

Metro will provide a comprehensive **safety** training program that will include all frontline employees, specifically maintenance department employees, with the following provisions:

1. The completion of a safety training program.
2. Continuing safety education and training.
3. De-escalation training.

Metro will provide Transit Safety and Security Program (TSSP) Certificate to the Chief Safety Officer, all Operation Managers, and the Safety and Security Manager. The TSSP includes the following trainings:

- Transit Bus System Safety
- Fundamentals of Bus Collision Investigation
- Transit System Security
- Effectively Managing Transit System Emergencies

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

Supervisors are responsible for communicating Metro's security policies to all employees, volunteers and contractors. For this reason, supervisors must have full knowledge of all security rules and policies. Supervisors must communicate those policies to Operation Division personnel in a manner that encourages them to incorporate SSEPP practices into their everyday work. The specific responsibilities of supervisors include the following:

1. Having full knowledge of all standard and emergency operating procedures.
2. Ensuring that employees make security and emergency preparedness a primary concern when on the job.
3. Cooperating fully with the SSEPP Program regarding any collision investigations as well as listening and acting upon any security concerns raised by the employees.
4. Immediately reporting security concerns to the Safety and Security Manager or the Director of Operations.

Safety communication will also be given through safety memos, posting on bulletin boards, information on internal web page postings, on employee posting monitors and during employee trainings to include new hire training.

8. Safety Committee

The formation of this committee consists of equal number of frontline Metro employee representatives and management representatives. The frontline staff is selected by the members of the Local 1093 of the Amalgamated Transit Union. Management representatives are selected by the Chief Safety Officer and Safety and Security Manager. If the primary member is not available, then the alternate member will attend.

Metro's Safety Committee will assist in the development and approval of the Public Transportation Agency Safety Plan (PTASP) prior to CCTA Board approval.

The Safety Committee will also review and discuss:

- identified and recommended risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment.
- mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended; and
- identified safety deficiencies for purposes of continuous improvement.

Safety Committee Responsibilities:

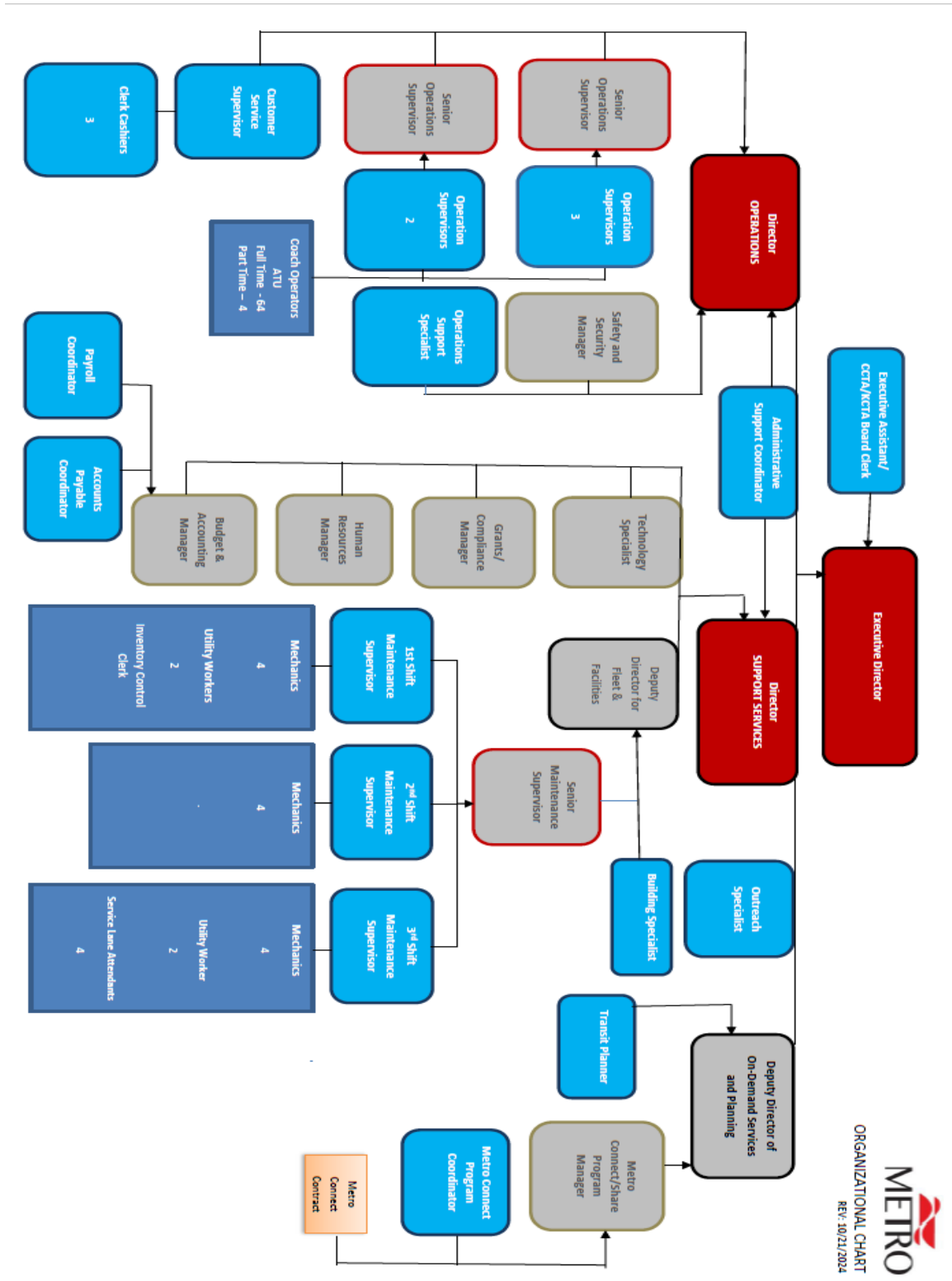
The Safety and Security Manager is responsible for managing the Safety Committee meetings. It is the role of the Safety Committee representatives to bring forward safety concerns from other employees not on the Safety Committee. The responsibilities of the Safety Committee include:

1. Review and approve the transit agency's Public Transportation Agency Safety Plan and any updates.
2. Set annual safety performance targets for the safety risk reduction program.
3. Support operation of the transit agency's SMS by:
 - (i) Identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of potential consequences identified through the agency's safety risk assessment.
 - (ii) Identifying safety risk mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended.
 - (iii) Identifying safety deficiencies for purposes of continuous improvement.
 - (iv) Establish performance for the risk reduction program using a three-year rolling average of the data submitted by the recipient to the national transit database under section 5335.

Metro's Safety Committee will do a roll call vote that will be documented in meeting minutes to reach and record committee decisions.

Metro will compensate committee members for their attendance at Safety Committee meetings.

9. Organizational Chart



Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.

Metro maintains records as part of the Safety Management System. These records are used to define our Safety Management Policy, evaluate safety risks and make risk assessments, and document all activities related to Safety Management including training and safety communication. The following are documents that Metro maintains related to Safety Management:

1. Agency Safety Plan (ASP)
2. System Security and Emergency Preparedness Plan (SSEPP)
3. Maintenance Employee Safety Program
4. Catastrophic Emergency Evacuation Plan
5. Bus Operators' Manual
6. Employee Work Rules
7. Accident and Incident Reports
8. National Transit Database Annual Collision and Injury reports
9. MIOSHA Form 300
10. Employee generated safety complaints
11. Safety Committee Agendas and action reports
12. Annual SMS compliance certifications
13. Metro's Safety Management System related board approvals
14. Safety and Security memos and communications
15. Safety and Security Training and drill records
16. Collision Avoidance System Data

Definitions of Special Terms Used in the ASP

Term	Definition
Accountable Executive	A single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a transit agency; responsibility for carrying out the transit agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the transit agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the transit agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
Assault on a transit worker	As defined under 49 U.S.C. 5302, a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.
Collision	An event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
Equivalent Entity	An entity that carries out duties like that of a Board of Directors for a recipient or subrecipient of FTA funds under 49 U.S.C. chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.
Emergency	A natural disaster affecting a wide area (such as a flood, hurricane, tidal wave, earthquake, severe storm, or landslide) or a catastrophic failure from any external cause, as a result of which the Governor of a State has declared an emergency and the Secretary has concurred; or the President has declared a major disaster
Direct Recipient	An entity that receives Federal financial assistance directly from the Federal Transit Administration.
Hazard	Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
Injury	Any harm to persons as a result of an event that requires immediate medical attention away from the scene.
Investigation	The process of determining the causal and contributing factors of a safety event, or hazard, for the purpose of preventing recurrence and mitigating safety risk.
Joint labor-management process	a formal approach to discuss topics affecting transit workers and the public transportation system.
Large, urbanized area provider	A recipient or subrecipient of financial assistance under 49 U.S.C. 5307 that serves an urban area with a population of 200,000 or more as determined by the most recent decennial Census
National Public Transportation Safety Plan	The plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
Near-miss	A narrowly avoided safety event
Operator	Operator of a public transportation system means a provider of public transportation.
Performance Measure	An expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
Potential Consequence	The effect of a hazard.

Public Transportation	A regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income; and does not include: (1) Intercity passenger rail transportation provided by the entity described in (2) <u>Intercity bus service;</u> (3) <u>Charter bus service;</u> (4) <u>School bus service;</u> (5) <u>Sightseeing service;</u> (6) <u>Courtesy shuttle service for patrons of one or more specific establishments; or</u> (7) <u>Intra-terminal or intra-facility shuttle services.</u>
Public Transportation Agency Safety Plan (or Agency Safety Plan)	The documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
Recipient	A State or local governmental authority, or any other operator of a public transportation system, that receives financial assistance under 49 U.S.C. chapter 53.
Safety Assurance	Processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
Safety Committee	The formal joint labor-management committee on issues related to safety that is required by 49 U.S.C. 5329 and this part.
Safety Event	An unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
Safety Management Policy	A transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities for the management of safety.
Safety Management System	The formal organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing hazards and safety risk.
Safety Performance Target	A quantifiable level of performance or condition, expressed as a value for the measure, related to safety management activities, to be achieved within a specific time period.
Safety Promotion	A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
Safety Risk	The composite of predicted severity and likelihood of a potential consequence of a hazard.
Safety Risk Assessment	The formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risk.
Safety Risk Management	A process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating the safety risk- of their potential consequences.
Safety Risk Mitigation	A method or methods to eliminate or reduce the severity and/or likelihood of a potential consequence of a hazard.
Safety set-aside	The allocation of not less than 0.75 percent of assistance received by a large urbanized area provider under 49 U.S.C. 5307 to safety related projects eligible under 49 U.S.C. 5307.

Transit Agency	An operator of a public transportation system that is a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 or a rail transit agency.
Transit Asset Management Plan	The strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625
Transit Worker	Any employee, contractor, or volunteer working on behalf of the transit agency.

List of Acronyms Used in the ASP

Acronym	Word or Phrase
ASP	Agency Safety Plan
CDC	Centers for Disease Control and Prevention of the United States Department of Health and Human Services
CSPs	Contract Service Providers
ESP	External Service Providers
ESRP	Employee Safety Reporting Program
KATS	Kalamazoo Area Transportaion Study
MPO	Metropolitan Planning Organization
SMS	Safety Management System
TAS	Transit Asset Management
TSSP	Transit Safety and Security Program
VRM	Vehicle Revenue Miles
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)



Metrics Report

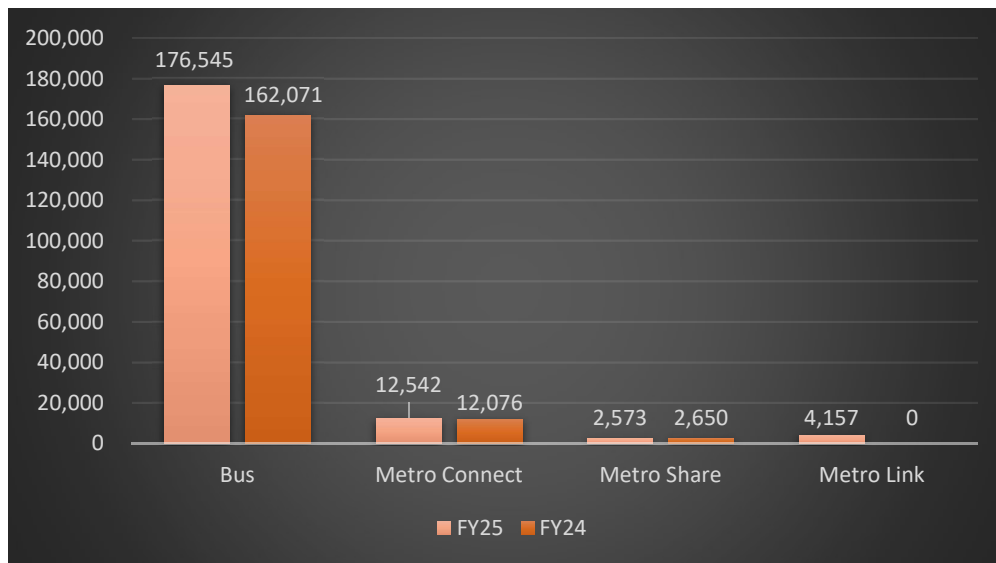
Monthly Report- October 2024

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

BACKGROUND

The information listed below shows the changes in ridership levels across all three of Metro's major services for the month of October 2023 and October 2024.

Monthly Ridership October 2024					
	Bus	Metro Connect	Metro Share	Metro Link	System Total
FY25	176,545	12,542	2,573	4,157	195,817
FY24	162,071	12,076	2,650	0	176,797
Difference	14,474	466	(77)	4,157	19,020
%Change	8.93%	3.86%	-2.91%	0.00%	10.76%



FIXED ROUTE BUS SERVICE

Metro fixed route bus service shows an increase in ridership of 8.93% or approximately 14,474 more rides in October 2024 than October 2023. This trend is due to the ending of construction and additional service hours on routes when comparing fiscal year 24 to fiscal year 25.

Route 2- Portage ridership increased from 8,897 to 10,807.

Route 11- Stadium Drive ridership increased from 10,003 to 11,815 rides.

Route 12- Duke ridership decreased from 1,302 to 856 rides

October 2024 ridership compared to October 2023 ridership varied, seventeen routes had an increase in ridership while four routes ridership decreased when compared year to year. In October 2024, routes began returning to regular routing after season long large scale detours throughout the city. The most impacted route continues to be the Westnedge route one with large scale detours expecting to end late November.

METRO CONNECT

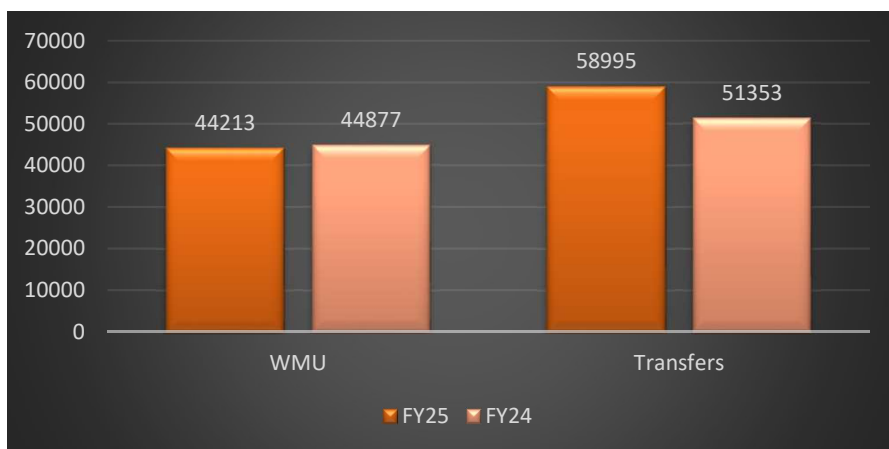
Metro Connect ridership in October was up by 3.86% over last year. October has always been a record breaking month and October 2024 provided the most trips since October 2019.

METRO SHARE

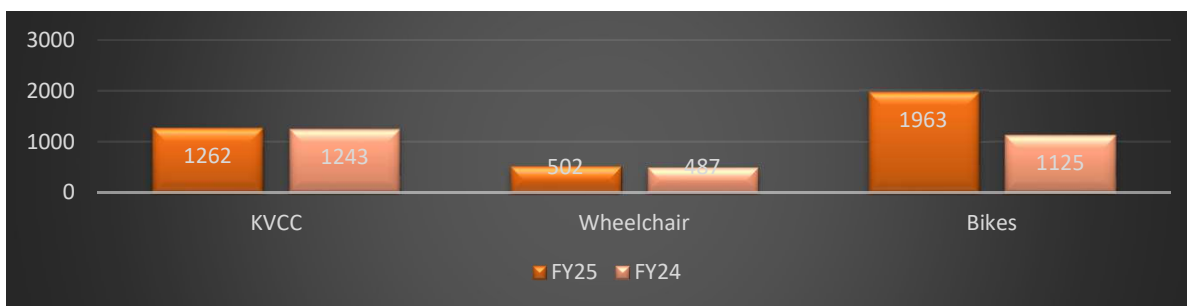
Metro Share shows a decrease in the number of rides a 2.91% decrease in service.

OTHER DATA

The data for Western Michigan University shows a slight decrease of 1.48%. Whereas the number of people transferring from one bus to another bus is up 14.88%



Other data types like KVCC and passengers traveling in a wheelchair continue to show increases in ridership while the number of people taking their bike on the bus shows a large increased from 1,125 to 1,963 when comparing October 2024 to October 2023. The data for Youth Mobility in October 2024 is 4,160 as schools worked to meet goals for the number of passes issued.

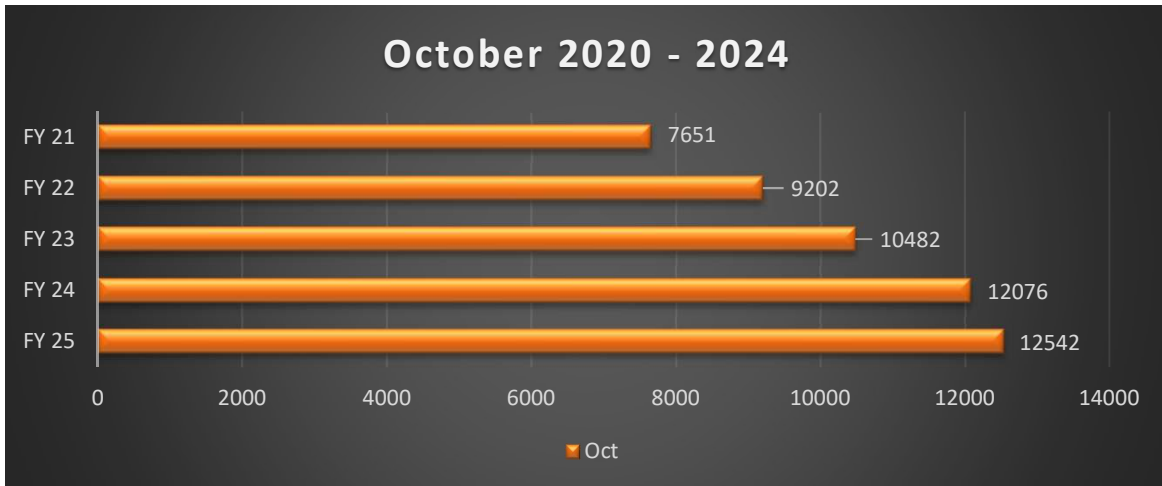


5 YEAR DATA TRENDS

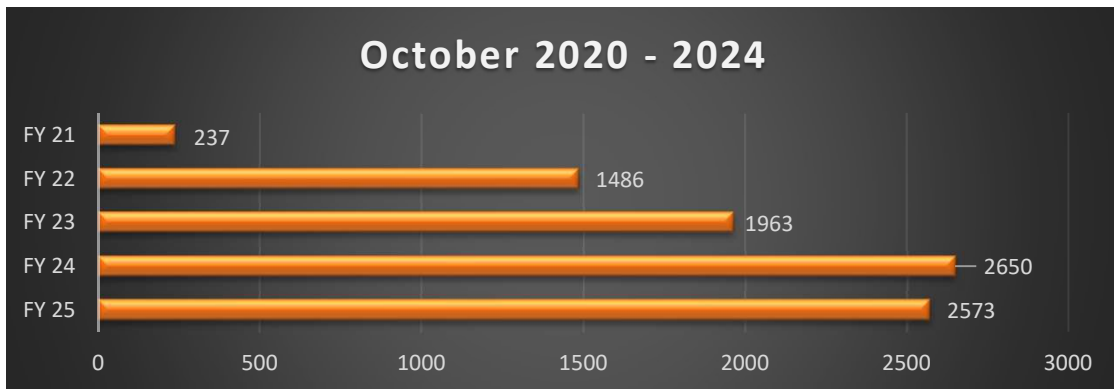
FIXED ROUTE



METRO CONNECT



METRO SHARE





NOTES

Performance Monitoring Committee

Date: Tuesday, November 26, 2024

Attending: Rama, Rosine, Eckland, McBride, Woodson-Sow, Joshi

Absent: McCormick, Arkush

a. December Items for Board Consideration

- Public Transportation Agency Safety Plan (PTASP)

Committee Chair Rama started a review of what is on the agenda. Director Woodson-Sow gave the Committee a presentation on the PTASP to briefly review the history, target goal calculations, changes to the Plan, and the update of definitions. Changes to the Plan discussed include the role of the Safety Committee, the annual targets for 2023 and the new targets for 2024, updates to the definition changes and the conversion of the Covid response plan to an infectious disease plan while removing Covid from the plan.

The Committee agreed to make a recommendation for approval to the full Board on December 9, 2024.

b. Notes

- Metrics Report- Director Woodson-Sow presented the October Metrics Report highlighting areas like the decreased ridership along route 12 Duke and the ongoing detour on the Westnedge route. Director Woodson-Sow discussed the Youth Mobility Program and the changes allowing continued success of the program and increased ridership. Questions came up about the report showing fiscal year 25 and brief discussion was had on Metro starting fiscal year 25 on October 1, 2024.
- Fare Study RFP and On Demand Services RFP- Dep. Dir. Joshi presented an update on the Fare Study RFP and the proposals coming in under \$100,000. The committee discussed what the Fare Study will cover and potential outcomes that may be seen as a part of the final report. Dep. Dir. Joshi presented an update to the On-Demand Services RFP and a timeline for proposals to be received. That update included a tighter timeline for the study to be completed and the committee discussed what the focus of this RFP is.



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- Metro Link Zone Discussion- Dep. Dir. Joshi presented information about the zone boundaries discussion that was presented to the Board at the November 11 Board meeting. Exe. Dir. McBride discussed a change order that may be coming to the Board in December for the 2-million-dollar grant that was awarded and what that grant is expected to cover.
- Committee discussed the days and times of the committee meetings to better fit everyone's schedules. The committee agreed to move the committee meetings to the 3rd Tuesday of the month at 3pm.

Next Meeting: January 21, 2025 @ 3:00pm

JURISDICTION OUTREACH TRACKING



Jurisdiction	Assigned Members	Scheduled Events	Event Date	Completed	Notes
Kalamazoo County	Rosine/McBride	Board of Commissioners	5/20/24	<input checked="" type="checkbox"/> Completed	
City of Galesburg	Sigman	City Council	10/7/24	<input checked="" type="checkbox"/> Completed	Approx 12 attended, good interest from board
City of Kalamazoo	Ardema/McCormick/Rosine/McBride	City Commission	9/3/24	<input checked="" type="checkbox"/> Completed	
City of Parchment	Britigan/McBride	Board meeting	5/6/24	<input checked="" type="checkbox"/> Completed	
City of Portage	Pearson/Burns/McBride	City Council		<input type="checkbox"/> Completed	
Alamo Township	Farmer	Meeting	6/10/24	<input checked="" type="checkbox"/> Completed	Attended by Farmer (per McBride email 6/18/24)
Brady Township	Aardema			<input checked="" type="checkbox"/> Completed	
Charleston Township	Aardema	Board Meeting	8/27/24	<input checked="" type="checkbox"/> Completed	Requested area ridership #'s
Climax Township	Halcomb	Township Board meeting	4/1/24	<input checked="" type="checkbox"/> Completed	Attended by Halcomb
Comstock Township	Thompson/McBride	Township Board meeting	5/20/24	<input checked="" type="checkbox"/> Completed	2nd 10/7 McBride
Cooper Township	Brown/Britigan	Township Board meeting	6/10/24	<input checked="" type="checkbox"/> Completed	Attended by Brown/Britigan. Some interest in further Link info.
Kalamazoo Township	Mackie/McBride	Work session meeting	5/13/24	<input checked="" type="checkbox"/> Completed	Metro presentation on agenda
Oshtemo Township	Farmer/Sloan/McBride	Township Board meeting	4/9/24	<input checked="" type="checkbox"/> Completed	Attended by Farmer & McBride
Pavilion Township	Halcomb /McBride	Township Board meeting	4/1/24	<input checked="" type="checkbox"/> Completed	Attend by Halcomb, 2nd McBride 10/14
Prairie Ronde Township	Rama	Township board meeting	7/9/24	<input checked="" type="checkbox"/> Completed	Surprised that so many use Connect!
Richland Township	Brown/Joshi	Township board meeting	9/17/24	<input checked="" type="checkbox"/> Completed	
Ross Township	Rama/Ayers	Township board meeting	7/16/24	<input checked="" type="checkbox"/> Completed	Per Rama email, 25-30 ppl attended. Trustee suggested Connect email blast. Happy to hear Connect is used so much in Ross.
Schoolcraft Township	/Joshi	Township Board meeting	5/14/24	<input checked="" type="checkbox"/> Completed	Approx. 30 attended. Good questions.
Texas Township	McBride	Township Board meeting	9/9/24	<input checked="" type="checkbox"/> Completed	
Wakeshma Township	Mackie	Township Board Meeting	5/6/24	<input checked="" type="checkbox"/> Completed	
Village of Augusta	McCormick/Vlietstra	Village Meeting	6/3/24	<input checked="" type="checkbox"/> Completed	Attended by McCormick/Vlietstra
Village of Climax	Halcomb	Village Council meeting	4/1/24	<input checked="" type="checkbox"/> Completed	
Village of Richland	McCormick/Joshi	Village Council meeting	6/10/24	<input checked="" type="checkbox"/> Completed	Vlietstra filled in. Five residents attended.
Village of Schoolcraft	Mackie/Joshi	Village Council meeting	6/3/24	<input checked="" type="checkbox"/> Completed	7 residents attended. Well received.
Village of Vicksburg	Rama			<input type="checkbox"/> Completed	
KATS	Aardema/Rama			<input checked="" type="checkbox"/> Completed	Monthly update
Portage Rotary	McBride	Speaking engagement	8/18/24	<input checked="" type="checkbox"/> Completed	per email 8/1/24
Portage Senior Center		Speaking engagement	9/27/24	<input checked="" type="checkbox"/> Completed	per email 8/1/24
Kal Co Veterans Aff Cmtee		Speaking engagement		<input type="checkbox"/> Completed	
Kal Veterans Coalition	Lower	Speaking engagement	12//241	<input type="checkbox"/> Completed	



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Agenda Item: # 8a1 Meeting Date: 12/09/24
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TO: CCTA & KCTA Board
FROM: Sean McBride, Executive Director
Prepared by: Sarah Joshi, Deputy Director of On-Demand Services & Planning
DATE: November 27, 2024
SUBJECT: Microtransit Services – Contract Change Order

BACKGROUND

At its January 3, 2024 meeting, the Boards approved a contract with River North, LLC, a subsidiary of Via Transportation, Inc. for a microtransit pilot project to run through 2025. The Board authorized the contract in an amount not to exceed \$3,340,000.

Over the course of its first seven months, staff has worked with the contractor to test zone boundaries, vehicles, service levels, and promotions. Testing and data collection are ongoing.

DISCUSSION

Metro has secured a three-year Michigan Department of Transportation Equitable Mobility Challenge grant in the amount of \$2,091,105 for the purpose of further testing various aspects of the microtransit pilot project. Boundaries, hours, and service levels are expected to be considered for testing. A portion of these funds were allotted through the American Rescue Plan Act (ARPA).

Additionally, there is the likelihood that Pavilion Township will contract with Metro for microtransit services to a portion of that jurisdiction. Such service would be funded by the \$125,000 of ARPA funds allotted to it by Kalamazoo County. Should this contract come to fruition, it will come before the Boards for consideration as an inter-governmental agreement.

All ARPA funds are required to be expended by the end of 2026. The remainder of the Equitable Mobility Challenge grant funds must be expended by the end of 2027.

Extending the River North contract will fulfill the obligation to use the ARPA funds in support of the microtransit pilot.

RECOMMENDATION

It is recommended that the CCTA and KCTC Boards approve a contract change order with River North, LLC to extend service through September 30, 2027 in an amount not to exceed \$2,216,105 and authorize the Executive Director to execute all documents related to the action on behalf of CCTA.



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Agenda Item # 8a2
Meeting Date: 12/09/24

TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: December 3, 2024
SUBJECT: **2025 CCTA Millage Election – Date of Election**

BACKGROUND

Approximately 33% of Metro funding is generated through voter-approved millages. Per Public Act 196, it is required that these millages cannot extend beyond 5 years without going back to the voters for approval. There are two separate millages that fund public transit in Kalamazoo County, which include:

CCTA

The CCTA millage of 0.90 mils was approved on March 10, 2020 for the period of 2021 through 2025. Conducting a CCTA millage election during 2025 will be necessary.

Public Act 196 allows for only one millage vote per year, thus if the first millage vote were to fail would require conducting a second millage election the next year. The CCTA will need voter-approval by no later than May 2026 to continue revenue generation without interruption.

The previous CCTA millage of 0.75 mils was approved on August 4, 2015 for the period 2016 through 2020.

KCTA

The current KCTA millage of 0.3124 mils was approved on November 2, 2021, for the period 2022 through 2026. Conducting a KCTA millage election during 2026 will be necessary. The previous KCTA millage of 0.315 mils was approved on May 3, 2016 for the period 2017 through 2021.

DISCUSSION

The Boards must determine three items related to each millage election:

- 1. When to conduct the election.***
- 2. Amount of millage levy to request.***
- 3. Duration of the millage levy.***

At the most recent Board Operations Committee meeting, the group discussed the timing of the millage election and would recommend proceeding with conducting the election on **Tuesday, November 4th, 2025**.

In 2025, probable election dates for 2025 include May 6th, August 5th and November 4th.

The November 4th election will include city elections in Kalamazoo, Parchment and Portage. Based on past election history, this will drive positive voter turnout. In addition, to conduct a millage election the unit requesting the election is responsible for the cost of the election in each jurisdiction. Since other units of government will have elections the CCTA election cost will be shared and defrayed by the other units (for sure Kalamazoo, Parchment and Portage).

By identifying the November millage election date, staff can develop a specific and detailed timeline for what needs to be done for the election.

Memo re: **2025 CCTA Millage Election – Date of Election**

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RECOMMENDATION

The Board Operations Committee recommends that CCTA millage question be put before the voters on Tuesday, November 4th.



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Agenda Item: # 8a3 Meeting Date: 12/09/24
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TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
DATE: December 3, 2024
SUBJECT: 2025 CCTA/KCTA Meeting Calendar

BACKGROUND

The CCTA and KCTA have been meeting on the second Monday of each month. The Boards continue to express the benefits of holding joint meetings on a regular basis to openly discuss and conduct business matters.

RECOMMENDATION

It is recommended the CCTA and KCTA approve the 2025 CCTA and KCTA Joint Meeting Schedule.

Attachment:
2025 Meeting Calendar



2025
JOINT MEETING SCHEDULE
CENTRAL COUNTY TRANSPORTATION AUTHORITY
AND
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
Metro Administration Building
All meetings to take place at 11:30 a.m.

<u>January</u> 13 th Regular Meeting	<u>February</u> 10 th Regular Meeting	<u>March</u> 10 th Annual Meeting
<u>April</u> 14 th Regular Meeting	<u>May</u> 12 th Regular Meeting	<u>June</u> 9 th Regular Meeting
<u>July</u> 14 th Regular Meeting	<u>August</u> 11 th Regular Meeting	<u>September</u> 8 th Regular Meeting 22 nd Regular Meeting
<u>October</u> 13 th Regular Meeting	<u>November</u> 10 th Regular Meeting	<u>December</u> 8 th Regular Meeting

Meetings will be publicly noticed in accordance with the Michigan Open Meetings Act, unless otherwise noticed. Meetings will take place at 11:30 a.m. in the Metro Administration Building, 530 N. Rose St., Kalamazoo, MI 49007.



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Agenda Item #8b1 Meeting Date 12/09/24

TO: CCTA and KCTA Boards
FROM: Board Operations Committee
SUBJECT: CCTA and KCTA Nominating Committee
DATE: December 3, 2024

DISCUSSION

The Board Operations Committee according to Policy No.1.16 Board Officer Appointment Process adopted on March 11, 2024 discussed the selection of Boardmembers from both Authorities.

Current CCTA and KCTA Officers are:

CCTA: Chair – Curt Aardema and Vice-Chair – Garrylee McCormick
KCTA: Chair –Curt Aardema and Vice-Chair – Dusty Farmer

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

The Board Operations Committee has appointed the following Boardmembers to the CCTA/KCTA Nominating Committee: Chris Burns (Chair), Greg Rosine, Gary Sigman, Lisa Mackie and Tafari Brown.

New Officers will be appointed at the March 10, 2025 Board meeting.

ATTACHMENT

1. Board Officer Appointment Process No. 1.16



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AGENDA and MEETING NOTES

Board Operations Committee
November 21, 2024
2 pm
Via Teams Meeting

Members: Curtis Aardema, Chris Burns, Garrylee McCormick, Aditya Rama
Absent: Dusty Farmer
Staff: Sean McBride, Barbara Blissett

Items for Discussion:

1. Review CCTA/KCTA December 9th Meeting Agendas

Notes:

- The Committee reviewed the December 9th meeting agenda

2. Review Committee Activities

Notes:

- Burns indicated the Planning and Development determined the Fare Study would be discussed at the December meeting after the RFP has been issued and responses received
- Chair Rama reported that the Performance Monitoring Committee would be meeting November 26th and be offering the updated Public Transit Agency Safety Plan Updates for its approval at the December Board meeting
- Chair Farmer stated the External Relations Committee meeting for November had been canceled
- The Committee briefly discussed the 2025 CCTA millage election. The Committee will recommend that the millage election be conducted on November 5, 2025

3. CCTA/KCTA Board Officer Appointments

Notes:

- Chair Aardema stated the Board Operations Committee was deemed to appoint a Nominating Committee for Board Committee Appointments.
- The Committee discussed and selected the following Boardmembers to serve: Burns (Chair), Rosine, Sigman, Mackie and Brown

4. Other Items

Notes:

- The Committee reviewed the 2025 CCTA/KCTA Board Meeting Calendar
- Exec. Dir. McBride shared that Kalamazoo County had recently appointed Christyn Johnson to the CCTA and would be replacing Britigan's position
- The Committee conducting a Board Retreat in April

The meeting adjourned at 2:45 pm



Agenda Item: 9a
Meeting Date 12/09/24

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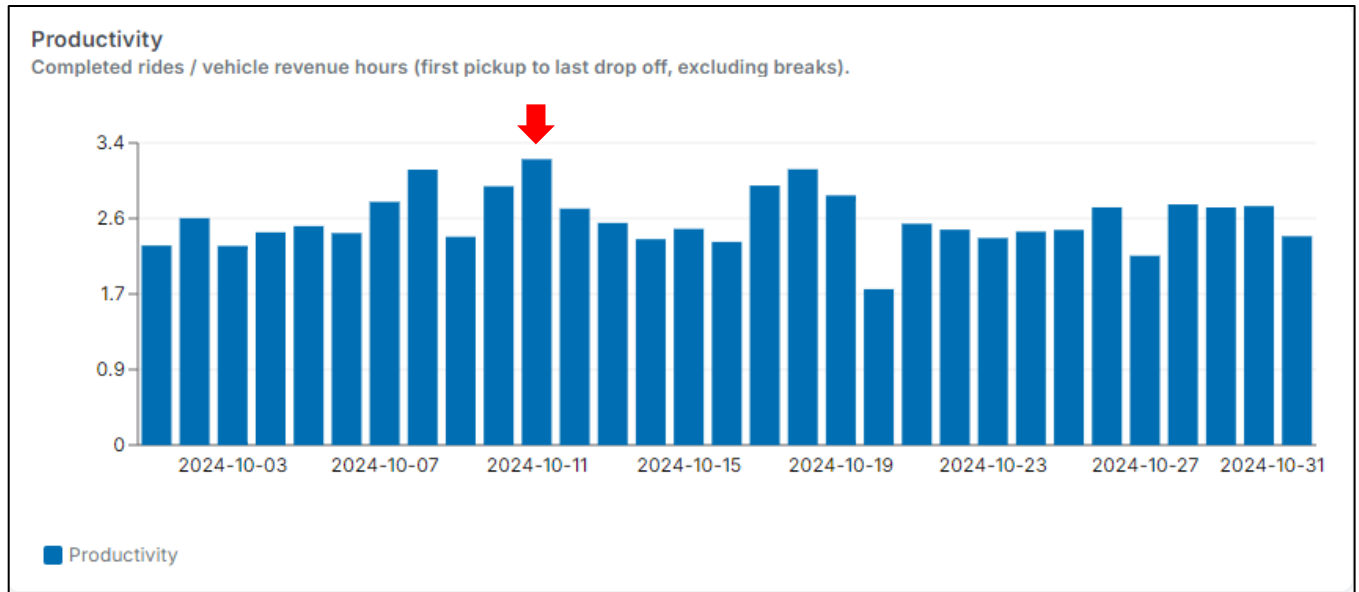
TO: CCTA and KCTA Boards
FROM: Sean McBride, Executive Director
Prepared by Sarah Joshi, Deputy Director of On-Demand Services & Planning
DATE: December 2, 2024
SUBJECT: Metro Link Update

BACKGROUND

The Metro Link microtransit pilot service launched in three zones on April 15, 2024. This memo will provide an overview of performance through October, as presented at last month’s Performance Monitoring Committee meeting.

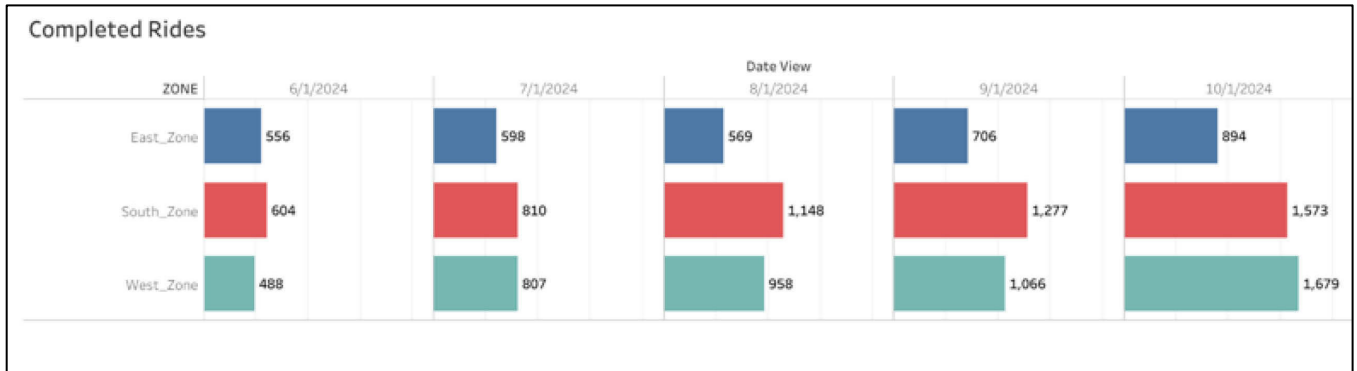
CURRENT SERVICE DISCUSSION

Met demand in October increased 37% over the previous month. The average productivity rate (rides per driver hour from first pickup to last drop-off minus fueling and breaks) was up from 2.0 last month to 2.5, with the highest productivity rate of 3.2 on Friday, October 11.



October saw new daily, weekly, and monthly ride records. A daily ride record of 184 was set on Monday, October 28; during the final week of October, 960 rides were completed, a 6% increase from the previous weekly record; and the monthly ride total was up 36% over the previous month. Demand in each zone grew, with growth strongest in the west zone.

YTD completed rides at the end of October was 15,401.



Google engineers have rectified the technical error which caused a data anomaly in September. (The error caused the Metro Link app to not communicate with the real-time fixed-route bus system interface for 16 days.) As a result, October’s number of proposals that included a fixed-route option rose to 74%.

Drivers engage with their riders and get excited about the impact the service has on riders’ lives. In October, they celebrated the loss of one Metro Link rider, a woman whose switch from private rideshare services for her daily commute allowed her to save enough money to purchase her own vehicle.

For additional performance metrics, see the Performance Monitoring Committee’s November meeting notes.

FUTURE SERVICE DISCUSSION

Staff continues to refine boundaries and cost estimates related to testing the Metro Link pilot in new neighborhoods.

RECOMMENDATION

This update is provided for informational purposes. No action is requested.