



Connecting People Throughout  
Kalamazoo County

**NOTICE AND AGENDA  
CENTRAL COUNTY TRANSPORTATION AUTHORITY (CCTA)  
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY (KCTA)  
NOVEMBER 11, 2024  
Regular Meeting**

*Note: This meeting is being held at the Portage Zhang Senior Center, 203 E. Centre Street  
Portage, MI at 11:30 a.m.*

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

	<b>Item</b>	<b>KCTA Action</b>	<b>CCTA Action</b>
1.	Roll Call		
2.	Consent Agenda	Voice Vote	Voice Vote
	a. Agenda for November 11, 2024*		
	b. Minutes for October 14, 2024* and Special Meeting of October 28, 2024		
3.	Welcome from Charles Zhang Portage Senior Center Director of Senior Citizen Services Kim Phillips		
4.	Public Comment		
5.	Planning & Development Committee		
	a. Action Items		
	1. Consideration to Approve Employee Handbook Updates*	Roll Call	Roll Call
	b. Informational Items		
	1. Planning and Development Committee Meeting Notes of October 21, 2024*		
	2. Fare Study Overview*		
6.	Performance Monitoring Committee		
	a. Action Items		
	b. Informational Items		
	1. Performance Monitoring Committee Meeting Notes of October 24, 2024*		
7.	External Relations Committee		
	a. Action Items		
	b. Informational Items		
8.	Board Operations Committee		
	a. Action Items		
	1. Executive Director's Performance Evaluation	Roll Call	Roll Call



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	b. Informational Items		
	1. Board Operations Committee Meeting Notes of October 25, 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  
October 14, 2024**

Place: Metro Administration Building, 530 N. Rose Street  
Time: 11:30 A.M.  
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Sarah Joshi, Kathy Schultz, Barbara Blissett  
Others Present: Earl Cox, Sr., Norm Fraiser

**1.) KCTA ROLL CALL**

*KCTA Members Present:* Curtis Aardema, James Ayers, Tafari Brown, Paul Ecklund, Aditya Rama\*, Greg Rosine, Gary Sigman, Tim Sloan  
*KCTA Members Absent:* Dusty Farmer

*A motion was made to excuse Farmer.*

*Motion: Rosine*

*Second: Ayers*

*Motion carried by voice vote.*

*\*Rama arrived at 10:50 am.*

**1). CCTA ROLL CALL**

*CCTA Members Present:* Curtis Aardema, Rob Britigan, Chris Burns, Lisa Mackie, Garrylee McCormick, Jim Pearson, Randy Thompson, Greg Rosine

*CCTA Members Absent:* Farmer

*A motion was made to excuse Farmer.*

*Motion: Rosine*

*Second: Britigan*

*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 October 14, 2024 and for approval of the joint CCTA/KCTA meeting minutes for September 9, 2024.*

*Motion: McCormick*

*Second: Rosine*

*Motion carried by voice vote.*

**3.) PUBLIC COMMENTS** - None

**4.) PLANNING AND DEVELOPMENT COMMITTEE**

Chair Burns reported that the Committee had met and discussed the Employee Handbook Update.

Dep. Dir. Vlietstra commented that with the assistance of Norman Fraiser of Rose Street Advisors, updates were made to include any legislative changes, formatting for easier reading, and eliminating some of the City of Kalamazoo's unrelated sections.

Chair Burns presented the Employee Handbook Updates for a first reading with the final approval to take place at the next Board meeting.

*A motion was made by KCTA and CCTA to offer for first reading, the Updated Employee Handbook.*

*Motion: Rosine/Britigan*

*Second: Sloan/Thompson*

*Motion carried by a voice vote.*

Chair Burns share that the Committee had discussed the CCTA boundaries for the upcoming millage election.

Exec. Dir. McBride explained notices had been sent to six members of the jurisdictions as well as Cooper Township, Comstock Township, Texas Township and Pavilion Township. He said the additional jurisdictions would probably be considering adding a precinct with Pavilion Township considering some sort of service agreement.

### **5.) PERFORMANCE MONITORING COMMITTEE**

Dep. Dir. Woodson-Sow stated the Performance Monitoring Committee considered the purchase of three low-floor clean-diesel buses to be replacements for older vehicles past their useful life. She said the buses would cost a total of \$2,167,866 or \$722,622 each.

*A motion was made by KCTA and CCTA to approve the purchase of three low-floor clean-diesel buses at a total cost of \$2,167,866 and authorize the Executive Director to execute all documents related to this purchase.*

*Motion: Thompson/Rosine*

*Second: Ayers/Rosine*

*Motion carried by a roll call vote.*

*Ayes: Aardema, Ayers, Brown, Ecklund, Rama, Sloan, Sigman, Rosine*

*Nays: None*

*Absent: Farmer*

*Ayes: Aardema, Britigan, Burns, Mackie, McCormick, Pearson, Rosine, Thompson*

*Nays: None*

*Absent: Farmer*

### **6.) EXTERNAL RELATIONS COMMITTEE**

Dep. Dir. Joshi reported the Committee had met and reviewed the latest jurisdictional outreach spreadsheet and discussed how to facilitate a second visit to each jurisdiction. She said the Committee looked at accomplishments and goals for 2025.

### **7.) BOARD OPERATIONS COMMITTEE**

Chair Aardema reported the Committee met and reviewed the current agenda and the possibility of a special Board meeting being held on Monday, October 28, 2024 for the anticipated ratification and approval of the ATU Bargaining Agreement.

### **8.) EXECUTIVE DIRECTORS REPORT**

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

- Planning Update

- CCTA Articles of Incorporation – District Boundaries
- Construction Updates
- Community Outreach and Activities
- Metro Link Update

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

Exec. Dir. McBride responded to a request from Boardmember Sigman for a presentation to be offered at the next Galesburg City Council meeting about transportation possibilities for the area.

Exec. Dir. McBride commented about the parking situation for downtown with the newly constructed courthouse and the proposed event center. He said Kalamazoo County would have to decide whether they would be relocating the County Administration Building and ultimately affecting parking downtown.

## **9.) SUBCOMMITTEE REPORTS**

Pension Board – Did not meet.

KATS Policy Committee – Rama reported KATS discussed the progress being made with the Business Route 131 and continuing into 2025. Aardema said they would be shifting truck routes during the construction.

Aardema shared information regarding the City of Kalamazoo, the public and Metro collaboration on the project design for the Michigan Avenue directional change.

Local Advisory Committee (LAC) – Did not meet.

**10.) CHAIRPERSON REPORT** – No report.

**11.) PUBLIC COMMENT** – None

**12.) MEMBERS TIME** – Boardmembers thanked staff for their extensive work on the updates to the Employee Handbook.

*A motion was made by the KCTA and CCTA to move into closed session to discuss labor negotiations.*

*Motion: McCormick*

*Support: Britigan*

*Motion carried by voice vote.*

At 12:22 p.m. the CCTA and KCTA Boards went into closed session.

*A motion was made by the KCTA and CCTA to return to open session.*

*Motion: Rosine*

*Support: Ayers*

*Motion carried by voice vote.*

At 12:55 p.m. the CCTA and KCTA Boards came out of closed session.

*A motion was made by the KCTA and CCTA to schedule a special KCTA and CCTA Board meeting on Monday, October 28, 2024 at 11:30 am to discuss the ATU Local 1093 and CCTA Collective Bargaining Agreement (CBA).*

*Motion: McCormick/Rosine Support: Rosine/Sigman*

*Motion carried by voice vote.*

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

*Motion: Britigan*

*Support: Rosine*

*Motion carried by voice vote.*

The meeting adjourned at 1:10 PM.

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Curtis Aardema  
CCTA Chairperson

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Barbara Blissett  
CCTA Clerk

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Curtis Aardema  
KCTA Chairperson

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Barbara Blissett  
KCTA Clerk

**CENTRAL COUNTY TRANSPORTATION AUTHORITY  
KALAMAZOO COUNTY TRANSPORTATION AUTHORITY  
Special Meeting  
October 28, 2024**

Place: Metro Administration Building, 530 N. Rose Street  
Time: 12:40 P.M.  
Staff Present: Sean McBride, Greg Vlietstra, Keshia Woodson-Sow, Sarah Joshi,  
Barbara Blissett  
Others Present: None

**1.) KCTA ROLL CALL**

*KCTA Members Present:* Curtis Aardema, Tafari Brown, Paul Ecklund, Aditya Rama,  
Gary Sigman, Tim Sloan, Greg Rosine  
*KCTA Members Absent:* James Ayers, Dusty Farmer

*A motion was made to excuse Ayers, Farmer*  
*Motion:* Sigman *Second:* Sloan  
*Motion carried by voice vote.*

**1.) CCTA ROLL CALL**

*CCTA Members Present:* Curtis Aardema, Rob Britigan, Chris Burns, Lisa Mackie,  
Garrylee McCormick, Randy Thompson, Greg Rosine  
*CCTA Members Absent:* Dusty Farmer, Jim Pearson

*A motion was made to excuse Farmer, Pearson*  
*Motion:* Britigan *Second:* Burns  
*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 special meeting agenda for October 28, 2024.*  
*Motion:* Sigman *Second:* Burns  
*Motion carried by voice vote.*

**3.) PUBLIC COMMENT** - None

**4.) CLOSED SESSION**

*A motion was made by the KCTA to move into closed session to discuss labor negotiations.*  
*Motion:* Sloan *Support:* Sigman  
*Motion carried by voice vote.*

*A motion was made by the CCTA to move into closed session to discuss labor negotiations.*  
*Motion:* Burns *Support:* Mackie  
*Motion carried by voice vote.*

At 11:35 am the CCTA and KCTA Boards went into closed session.  
At 11:40 am the CCTA and KCTA Boards came out of closed session.

The Boards returned to the regular meeting and thanked Exec. Dir. and staff for the good work in negotiating the new agreement with the ATU as of October 27, 2024.

*A motion was made by the KCTA to ratify and approve the Collective Bargaining Agreement with ATU Local 1093 for the period through February 13, 2027.*

*Motion: Rosine*

*Support: Sigman*

*Motion carried by roll call vote.*

*Ayes: Aardema, Brown, Ecklund, Rama, Sigman, Sloan, Rosine*

*Nays: None*

*Absent: Ayers, Farmer*

*A motion was made by the CCTA to ratify and approve the Collective Bargaining Agreement with ATU Local 1093 for the period through February 13, 2027.*

*Motion: Rosine*

*Support: Thompson*

*Motion carried by a unanimous voice vote.*

*Ayes: Aardema, Britigan, Burns, Mackie, McCormick, Rosine, Thompson*

*Nays: None*

*Absent: Farmer, Pearson*

## **5.) ADJOURNMENT**

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

*Motion: McCormick/Rosine*

*Support: Sigman/Burns*

*Motion carried by voice vote.*

The meeting adjourned at 1:55 PM.

\_\_\_\_\_  
Curt  
Aardema  
CCTA Chairperson

\_\_\_\_\_  
Barbara Blissett  
CCTA Clerk

\_\_\_\_\_  
Curt Aardema  
KCTA Chairperson

\_\_\_\_\_  
Barbara Blissett  
KCTA Clerk





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**TO:** CCTA & KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared by: Greg Vlietstra, Director of Support Services  
**DATE:** November 4, 2024  
**SUBJECT:** Employee Handbook Update

### **BACKGROUND**

The Metro Employee Handbook was adopted in August of 2016 as Metro transitioned from a City of Kalamazoo department to Central County Transportation Authority (CCTA) effective October 1, 2016. The layout and content of the Metro Employee Handbook was heavily structured off the City of Kalamazoo Employee Handbook.

Metro staff has worked collaboratively with a consultant from Rose Street Advisors to review content and to propose recommendations for items to include in the revised handbook. This section-by-section review took course over several months. The finalized content was then submitted to legal counsel for review. Labor attorney Leigh Schultz of Miller Johnson conducted the review.

The result is a revised employee handbook that includes the following improvements:

- More concise, clear, and appropriate document language for the work environment;
- Easier for employees to use the handbook as a reference;
- Compliant with federal, state, and local regulations;
- More aligned with organizational philosophy and culture.

### **DISCUSSION**

Although there were major formatting changes to make the document more readable for employees, below is a summary of some of the changes that were of more significance.

- The Michigan Crown Act which amended the definition of “race” in the Elliott-Larsen Civil Rights Act to clarify that it includes “traits historically associated with race.” These traits include hair texture and “protective hairstyles” like braids, locks, and twists.
- The Pregnant Workers Fairness Act (PWFA) which requires employers to provide a “reasonable accommodation” to a qualified employee’s or applicant’s known limitations related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions.
- A National Labor Relations Board August 2023 ruling that prohibits employers from adopting overbroad work rules that inhibit employees’ exercise of concerted activities. Concerted activities include talking with one or more co-workers about wages and benefits or other working conditions, circulating a petition asking for better hours, participating in a concerted refusal to work in unsafe conditions, openly talking about pay and benefits, and joining with co-workers to talk directly to the employer.
- The new handbook will be presented and reviewed with all employee groups after Board approval

The CCTA and KCTA Boards had a first reading review at the October 14<sup>th</sup> Board meeting. The Planning & Development Committee had a first reading review at its September 16<sup>th</sup> meeting and recommended approval at its October 21<sup>st</sup> meeting.

Memo re: 2024 Employee Handbook Update

Date: November 4, 2024

Page 2

**RECOMMENDATION**

The recommendation from the Planning and Development Committee and staff is to approve the Employee Handbook Update as presented.

Attachment

1. Metro Employee Handbook (Draft Version September 5, 2024 is a separate link on the website.)



## **AGENDA and MEETING NOTES**

### **Planning & Development Committee October 21, 2024 at 2 PM Microsoft Teams Virtual Meeting**

Members: Chris Burns (Chair), Rob Britigan, Tafari Brown,  
Absent: Lisa Mackie, Jim Pearson  
Staff: Greg Vlietstra, Sarah Joshi, Kathy Schultz, Sean McBride, Barbara Blissett

#### 1. Employee Handbook Update

**Notes:**

- Greg Vlietstra provided a brief overview of the background and process for the handbook update. He said the plan draft was introduced at the October 14th CCTA & KCTA Board Meeting. Final approval of the handbook is planned for the November 11<sup>th</sup> Board meeting

#### 2. Fare Study & Fare Policy Review

**Notes:**

- Dep. Dir. On-Demand Services Sarah Joshi presented plans for conducting a Fare Study and Policy review. She said proposals were being prepared by vendors and should be submitted some time in November.
- The Committee discussed and proposed suggestions regarding the Fare Study:

#### 3. Other Update Items

**Notes:**

- Sean McBride provided an update on the CCTA boundaries. He presented at Pavilion Township, they were interested in a future service agreement
- Sarah Joshi announced Metro had received a \$2.1million dollar grant from the State of Michigan for Metro Link

The meeting adjourned at 2:40 pm.



# Metrics

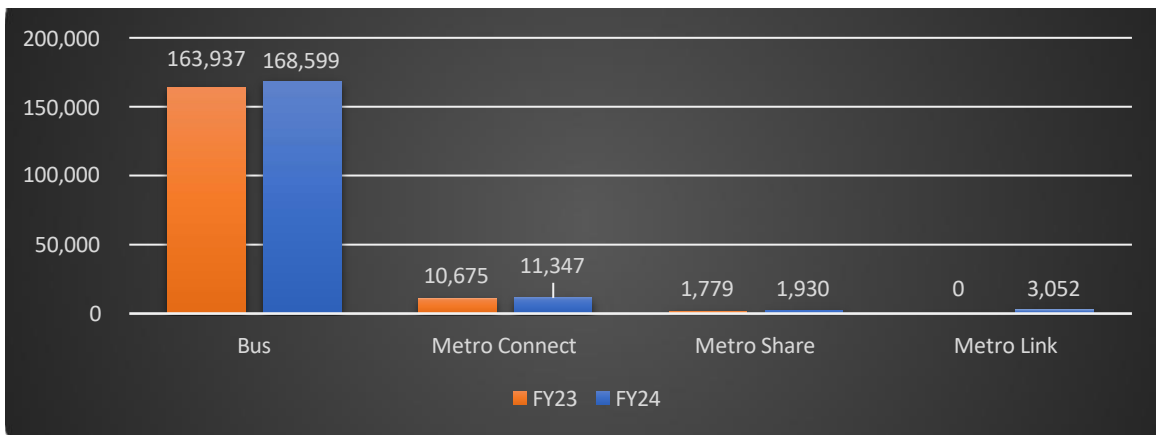
## Monthly Report- September 2024

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 September 2023 and September 2024.

Monthly Ridership September 2024					
	Bus	Metro Connect	Metro Share	Metro Link	System Total
FY24	168,599	11,347	1,930	3,052	184,928
FY23	163,937	10,675	1,779	0	176,391
Difference	4,662	672	151	3,052	8,537
%Change	2.84%	6.30%	8.49%	100%	4.84%



**FIXED ROUTE BUS SERVICE**

Metro fixed route bus service shows an increase in ridership of 2.84% or approximately 4,662 more rides in September 2024 than September 2023.

- Route 10- Comstock ridership increased from 3,465 to 4,065.
- Route 14- West Main ridership decreased from 14,791 to 12,078 rides.
- Route 13- South Burdick ridership increased from 6,961 to 8,538 rides.

In September 2024 ridership compared to September 2023, ridership varied, 14 routes had an increase in ridership while 8 routes decreased when compared year to year. Ridership in September 2023 was down due to reduced service hours after a driver shortage. Ridership in 2024 varies due to construction throughout the city and fluctuations in riders choice of route. Construction continues to impact on-time performance and ridership on Westnedge, Duke, and South Burdick.

**METRO CONNECT**

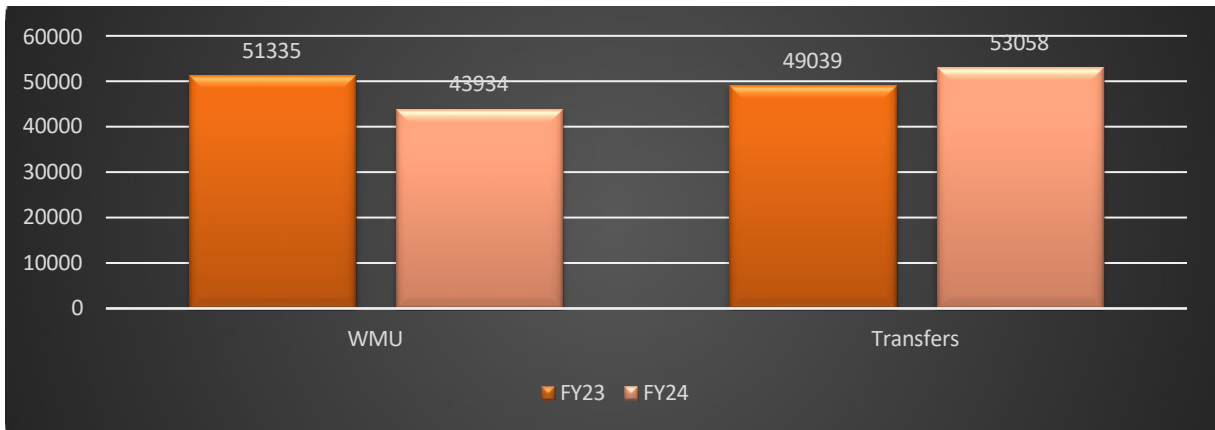
Metro Connect shows an increase in ridership of 6.30% or approximately 672 more rides in September 2024 than September 2023. This trend is normal to see in both September and October as historically are higher ridership months.

**METRO SHARE**

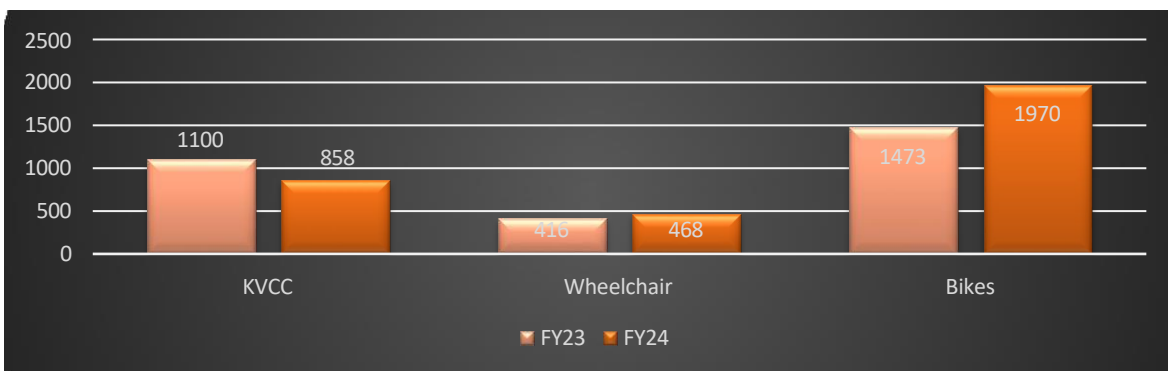
Metro Share shows an increase in ridership of 8.49% or approximately 151 more rides in September 2024 than September 2023. The ride increases are due to more agencies utilizing this service.

**OTHER DATA**

The data for Western Michigan University shows a decrease of 14.42%. Whereas the number of people transferring from one bus to another bus is up 8.20%.



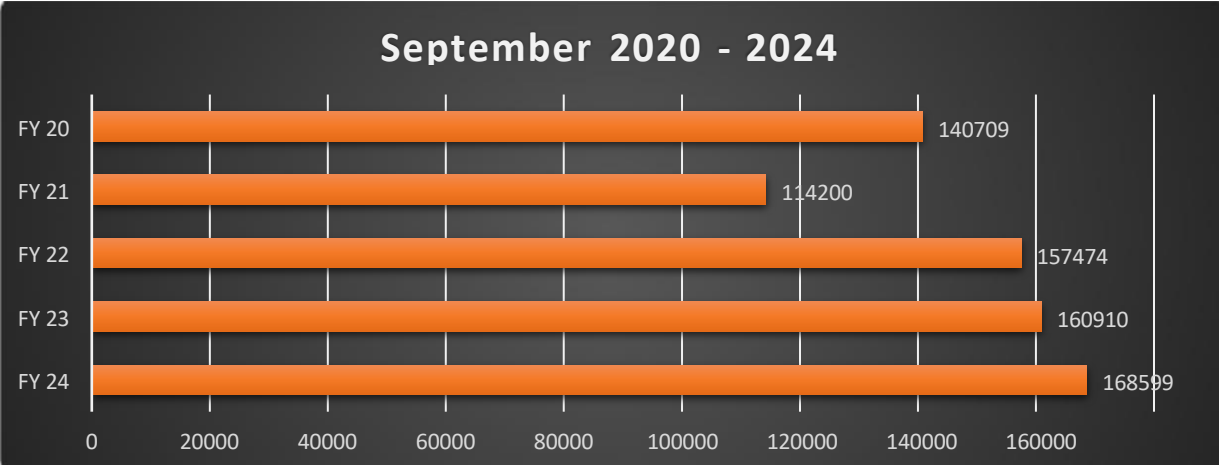
Other data types like Bike and wheelchair passengers show an increase in ridership while KVCC passengers show a 22% decrease when comparing September 2024 to September 2023. The data for Youth Mobility in September 2024 is 1,996 the program structure has changed to get passes into the hands of youth earlier into the school year causing the higher ridership number when compared to last year.



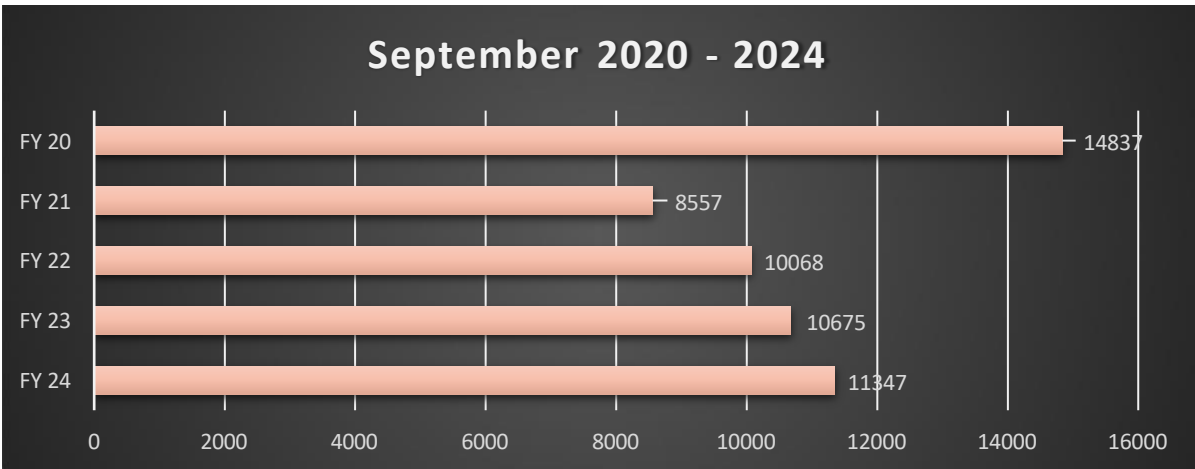
**5 YEAR DATA TRENDS**

Data trends for September 2020 to September 2024 show the effects of when Metro service was suspended on April 2, 2020. Fixed Route service returned on May 18, 2020, reporting only 114,359 fixed route rides in July 2020. Metro Share suspended service on April 2, 2020 and returning on May 18, 2020 reporting 260 rides for July 2020. While Metro Connect did not suspend service in 2020, rides were reduced due to social distancing and modified services.

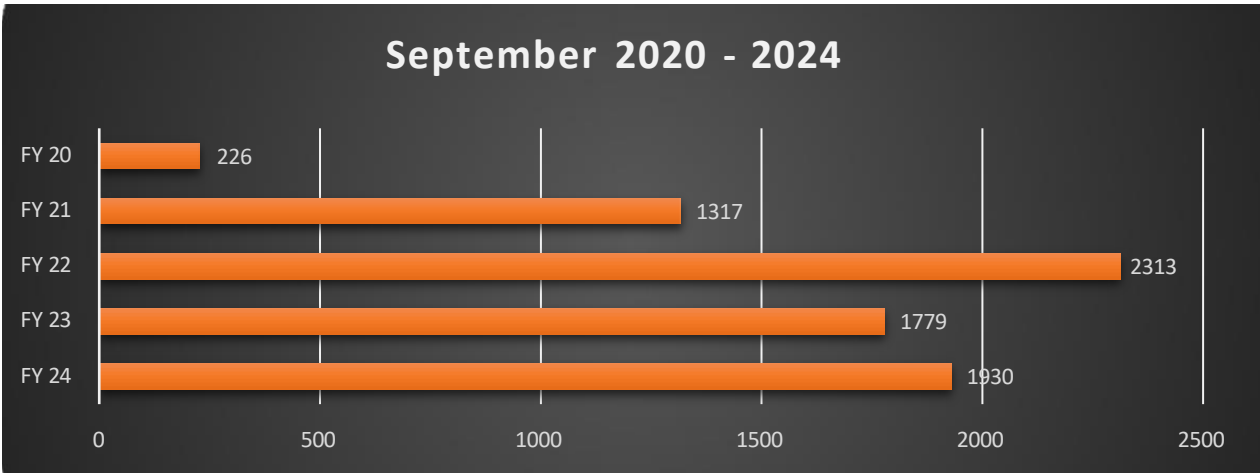
**FIXED ROUTE**



**METRO CONNECT**

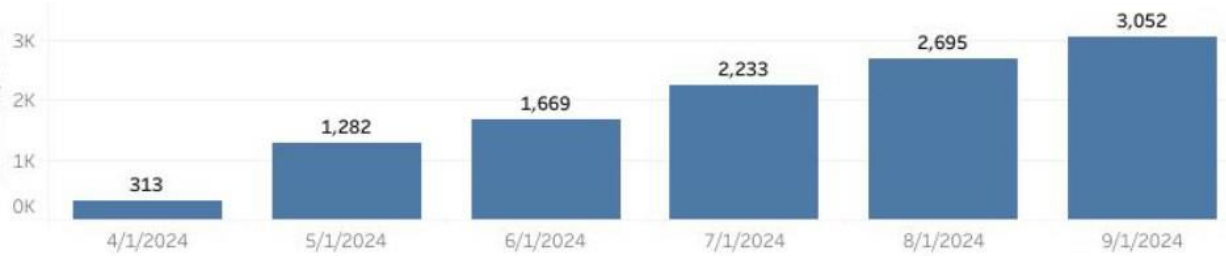


**METRO SHARE**



## Metro Link

Metro Link is a pilot program launched April 15, 2024, Link is an alternative on-demand mobility solution to assist passengers with transportation needs including first mile last mile connections to the fixed route system and point to point services within each of the three zones. Since launch the Link program has shown growth in multiple areas month to month including the number of completed rides, rides per hour, proposals and ridership growth.

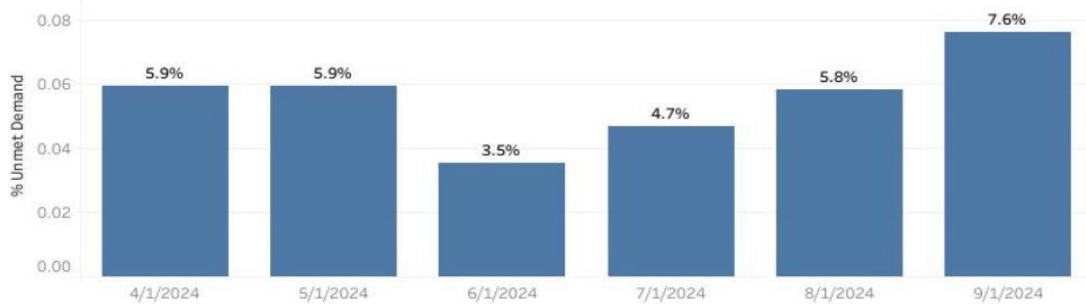


## Completed Rides per Zone



## Unmet Demand

Unmet demand is when a passenger is requesting a ride and unable to receive a proposal. This could be due to the number of proposals at one time or the number of vehicles available in the area at that time. When this happens the passenger receives a notice in the app asking them to try again in 30 minutes.



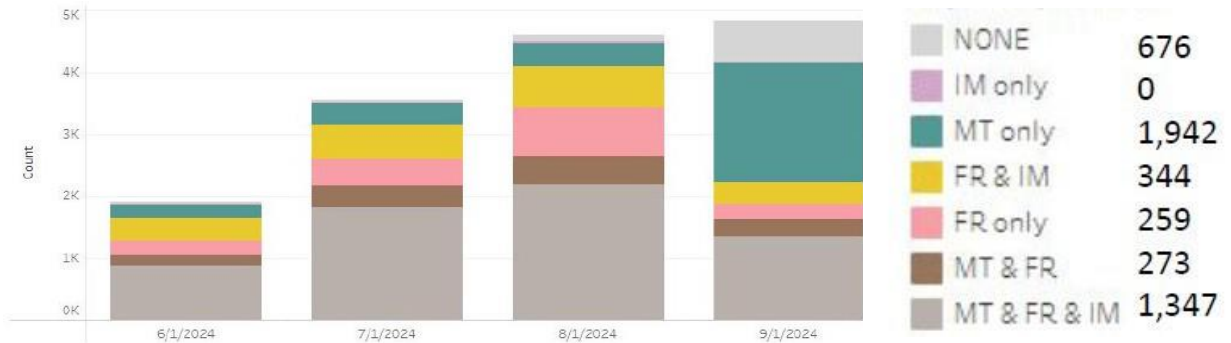
## Wait times

The average wait time continues to be around 10 minutes. The South zone being the largest of the three zones had an increase in the average wait time for the month of September and is now at 13 minutes. The goal is to reach each rider in 20 minutes although a wait time of 30 minutes is acceptable.



## Proposals Offered Over Time

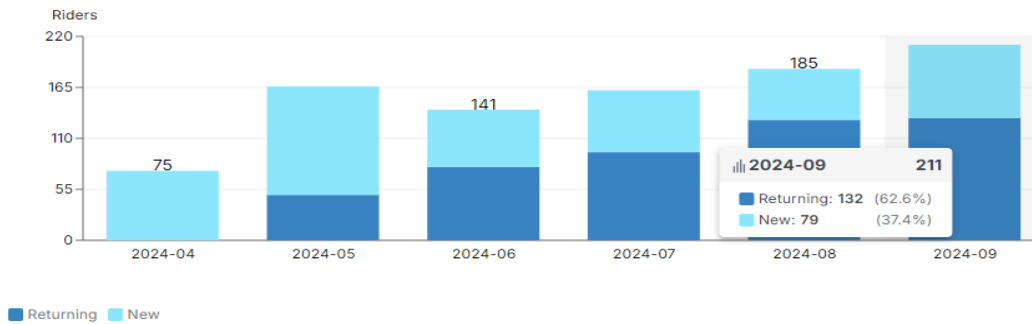
In September 2024, Metro Link riders received a total of 4,165 proposals. Of those proposals 2,223 proposals contained a fixed route option. 1,942 proposals were Metro Link only and some proposals informed passengers that they could use fixed route, link, and walk to get to their destination. In addition to the proposals listed, 676 riders did not receive a proposal, due to a glitch with the GTFS feed.



## Rider Growth

### Active Riders

Riders who took a ride in the period selected (broken down by those who took their first ride ever and returning riders).



# Metro Connect Jurisdictional Report

2024

Township	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Annual Total
Alamo	25	20	27	46	34	39	56	55	54				356
Augusta	81	51	32	41	40	45	63	56	52				461
Brady	23	16	19	14	22	52	67	72	66				351
Charleston	38	36	32	54	48	43	52	48	32				383
Climax	141	126	158	158	140	145	136	130	93				1,227
Climax -Village	3	8	12	19	13	9	13	12	6				95
Comstock	351	363	456	426	478	452	547	502	470				4,045
Cooper	604	627	684	614	619	604	657	643	603				5,655
Galesburg	259	238	218	230	227	190	198	214	172				1,946
Kalamazoo Township	628	776	740	792	739	703	703	680	662				6,423
Kalamazoo City	3,699	3,882	3,889	4,279	3,855	3,577	3,816	3,838	3,691				34,526
Out Of County	23	48	50	26	52	62	114	47	61				483
Oshtemo	1,014	1,038	1,192	1,225	1,210	1,128	1,214	1,222	1,178				10,421
Parchment	354	381	383	407	446	410	412	362	406				3,561
Pavillion Township	93	103	99	101	108	127	89	69	67				856
Portage	2,014	2,175	2,211	2,413	2,230	2,046	2,183	2,113	2,179				19,564
Prairie Ronde	45	67	59	63	68	41	51	43	48				485
Richland	146	168	140	208	191	157	158	150	178				1,496
Richland- Village	0	0	0	0	4	0	2	0	0				6
Ross	68	71	65	63	29	23	28	40	45				432
Schoolcraft	221	237	262	326	325	240	267	301	309				2,488
School- Village	0	0	0	0	47	50	66	59	45				267
Texas	400	415	383	377	383	312	368	387	353				3,378
Vicksburg	269	304	301	325	295	244	271	257	272				2,538
Wakeshma	0	4	2	4	5	4	0	6	7				32
Monthly Totals	10,499	11,154	11,414	12,211	11,608	10,703	11,531	11,306	11,049	0	0	0	101,475

1st Quarter

2nd Quarter

3rd Quarter

4th Quarter

Annual



## NOTES

### **Performance Monitoring Committee**

Date: Thursday, October 24, 2024

Attending: Rama, Rosine, Woodson-Sow, Arkush

Absent: Eckland, McCormick, McBride,

a. September Items for Board Consideration- None

b. Notes

- Metrics Report- Director Woodson-Sow presented the September Metrics report and discussed the ending of detours, new trends on routes with school returning, and the first glance at the information that will go to the board for Metro Link. Committee discussed the information presented and made some changes with the thought process of this being a pilot program and how the metrics shown will change the further into the pilot we go.
- Metro Connect Report- Director Woodson-Sow presented information from a previous Metro connect report, the committee discussed the report and information that they would like to see moving forward. Discussion will continue at the next meeting.

**Next Meeting: November 26, 2024 @ 8:15AM**





Connecting People Throughout  
Kalamazoo County

## AGENDA and MEETING NOTES

Board Operations Committee  
October 25, 2024  
1 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 October 28<sup>th</sup> and November 11<sup>th</sup> Meeting Agendas

**Notes:**

- The Committee reviewed the October 28<sup>th</sup> and November 11<sup>th</sup> meeting agendas

2. Review Committee Activities

**Notes:**

- Chair Burns stated the Planning and Development Committee would be offering the updated Employee Handbook for its approval at the November Board meeting
- Chair Rama reported that the Performance Monitoring Committee met and discussed reformatting of metrics reports and including Metro Link information in the report
- Exec. Dir. McBride stated the External Relations Committee reviewed the current outreach listings and discussed next year's outreach needs with the millage election taking place
- Exec. Dir. McBride shared the Committee was looking at the use of Hub Spot software to grow Metro's media presence
- Chair Aardema stated the Board Operations Committee discussed the Michigan Avenue redesign and asked that someone from the City of Kalamazoo come to a future Board meeting to bring everyone up to speed on its progress

3. Discussion Regarding Executive Director's Evaluation Process

**Notes:**

- Chair Aardema shared he had received all positive evaluation comments for the E from the other committee and would be presenting a recommendation for a 4% increase in Sean's salary at the November 11<sup>th</sup> meeting
- Chair Aardema commented that it might be helpful to look into ridership and see how Metro is fairing after the pandemic compared to the peer market and provide some statistics to the Boards



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Kalamazoo County

4. Future Meeting Dates

**Notes:**

- The Committee agreed to future meeting dates of Thursday, November 21<sup>st</sup> and Thursday, December 19<sup>th</sup> at 2 pm

5. Other Items

**Notes:**

- Exec. Dir. McBride updated the Committee on the status of current labor negotiations and the need for a Closed Session at the next Board meeting to discuss ATU negotiations
- Exec. Dir. McBride stated that with the upcoming millage election next year
- The Committee discussed jurisdictions outside of the CCTA boundaries for Metro services
- Joshi announced that Metro had received one of six grants in the amount of \$2.1 million for the microtransit service pilot program
- The Committee discussed the construction of the downtown arena and how it would affect Metro and transportation

The meeting adjourned at 1:55 pm



Agenda Item: # 9  
Meeting Date: 11/11/24

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
**DATE:** November 6, 2024  
**SUBJECT:** Executive Director Update

### **CCTA Articles of Incorporation – District Boundaries**

In preparation for the 2025 CCTA millage election, district boundaries can be adjusted. The Executive Director is meeting with representatives from areas outside the boundaries to see if there is interest in being included prior to the next millage election. Meetings have occurred with Pavilion Township, Cooper Township and Texas Township.

Letters have been sent to current CCTA members to see if they desire any adjustments (Cities of Kalamazoo, Parchment and Portage and Townships of Comstock, Kalamazoo and Oshtemo). Notice of possible adjustments were requested by November 1<sup>st</sup>. The City of Parchment and Portage have responded that they desire to remain within the boundaries. No other changes have been identified as requested by the November 1<sup>st</sup> date.

### **Holiday Parade**

The Maple Hill Holiday Parade is Saturday, November 23 from 10:30am to 12:30 pm. Anyone who wishes to join the parade to either walk with the bus or ride it is welcome. The staging area is available at 9 am. Parking will be difficult, Boardmembers can meet us at the Metro Administration Building (530 N. Rose St.) and ride the bus down to the staging area. Or Boardmembers may join the parade from the staging area 10:15 am. Please let us know if you and your family members would like to participate. Specific details will be provided closer to the event.

### **Collective Bargaining Agreement**

ATU and CCTA negotiating teams signed the CBA on November 1<sup>st</sup>.



Memo: Executive Director Update

November 4, 2024

Page 2

**Route Updates**

Please see attached regarding the Route #12 – Duke.

Route #1 – Westnedge is back to regular routing on inbound service (to the KTC), however the route remains significantly detoured outbound from the Vine Neighborhood to Whites Road. Hopefully the route will be back to regular operation in the next few weeks.

**Metro Link Update**

Attached.

**Triennial Review Final Report**

Attached.

**Attachments**

1. Route Update.
2. Metro Link Update
3. Triennial Review Final Report



Connecting People Throughout  
Kalamazoo County

Agenda Item: 9  
Meeting Date 11/11/24

**TO:** Sean McBride, Executive Director  
**FROM:** Keshia Woodson-Sow, Director of Operations  
**DATE:** November 1, 2024  
**SUBJECT:** Route 12- Duke Route change

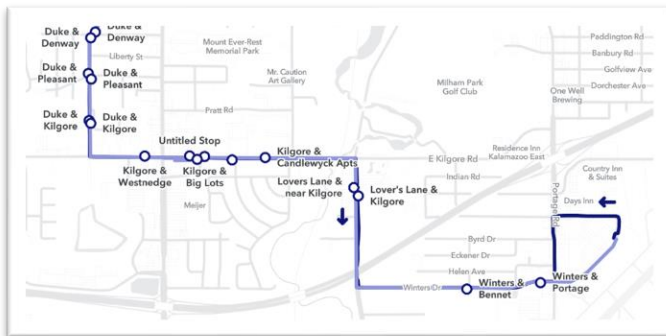
**BACKGROUND**

In August 2021, the route committee recommended a major change to the Duke route due to construction at I-94 and Portage Road. This change caused the bus to utilize Lover’s Lane to Winter’s Drive. In September 2024, the route committee began discussing the route change to put the Duke back to its previous routing. The conversation on this route change was postponed due to ongoing construction throughout the Duke route. On October 28, 2024, Director Woodson-Sow, Transit Planner Schultz, and Exe. Dir. McBride discussed the change moving forward in January 2025 due to the end of construction on the route and plans for the new housing units on Kilgore.

**DISCUSSION**

This route change includes a re-distribution of service down Kilgore Road between Lover’s Lane and Portage Road. This change will remove stops from Lover’s Lane and Winter’s Drive, while relocating the Loy Norrix High School stop to Kilgore Road just past the school’s driveway. The new route will allow future service to the new low-income housing unit on Kilgore, the hotels on Portage Road near I-94, and the MDOT carpool location. While stops are being removed from the fixed route service, the location on Winter’s drive is incorporated in the south Metro Link zone and will allow passengers to utilize Link to connect to the rest of the transit system.

**Old Routing**



**New Routing**







Agenda Item: 9a  
Meeting Date 11/11/24

Connecting People Throughout  
Kalamazoo County

**TO:** CCTA and KCTA Boards  
**FROM:** Sean McBride, Executive Director  
Prepared by Sarah Joshi, Deputy Director of On-Demand Services & Planning  
**DATE:** November 4, 2024  
**SUBJECT:** Metro Link Update

### **BACKGROUND**

The Metro Link microtransit pilot service launched in three zones on April 15, 2024. The pilot project will continue through December 2025. This memo will provide an overview of activities and statistics through August, as discussed at last month's Performance Monitoring Committee meeting.

### **CURRENT SERVICE DISCUSSION**

Proposals in September were up 6% and ridership up 13% over August. September's meet demand rate was at 92.2, up slightly from August, boosted by the replacement of six borrowed vehicles with our own fleet of ten. Productivity rate (rides per driver hour minus fueling and breaks) was up to 2.0, with the highest productivity rate of 2.8 on September 15 and 28. Aspiration is 3.0.

YTD completed rides through September 30 were 11,244.

As always, staff monitors the extent to which the app is prioritizing the efficiency of the entire transit network by recommending fixed-route options when they are a suitable choice for a given trip. Of the 4,931 ride proposals given in September, 2,223 (45%) included a fixed-route option. This number is lower than usual due to a 16-day technical error in the real-time, fixed-route bus system interface.

Drivers report seeing an increase in the number of WMU students choosing to use Metro Link over free shuttle services provided by their apartment complexes. Third-shift workers are also using the service to easily commute to work in the late-night and early-morning hours.

A promotion is in effect offering 10 free rides for new users through November 21. Metro communicated the promotion through sponsored social posts in English and Spanish as well as a news release that was reprinted by MLive and used as the basis for a feature story on WOOD-TV news. In the first two weeks of the promotion, 212 new accounts have been created.

September growth was strongest in the east zone, which saw a 24% increase in the number of completed rides. The south and west zone ridership each rose by 11%.

For additional performance metrics, see the Performance Monitoring Committee's October meeting notes.

Metro Link Update

November 4, 2024

Page 2

**FUTURE SERVICE DISCUSSION**

With the award of \$2,091,105 in Michigan Department of Transportation's Equitable Mobility Challenge grant funds, staff is working with Via on changes to the service design.

Boundary adjustment review is underway, with consideration being given to increased access to those within CCTA boundaries, access in areas where service contracts have been or may be negotiated, and Via recommendations. The goal of any change is to optimize for serving current riders, taking advantage of new funding opportunities, growing the ridership, and enhancing service utilization.

**RECOMMENDATION**

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



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION V  
Illinois, Indiana,  
Michigan, Minnesota,  
Ohio, Wisconsin

200 West Adams Street  
Suite 320  
Chicago, IL 60606-5253  
312-353-2789  
312-886-0351 (fax)

October 18, 2024

Greg Rosine  
Board Chair  
Central County Transportation Authority (CCTA)  
530 North Rose Street  
Kalamazoo, MI 49007

**Re: Fiscal Year FY2024 Triennial Review – Final Report and Closeout Letter**

Dear Mr. Rosine:

I am pleased to provide you with a copy of this Federal Transit Administration (FTA) report as required by 49 U.S.C. Chapter 53. The enclosed final report documents the results of the FTA's FY2024 Triennial Review of CCTA in Kalamazoo, Michigan. Although not an audit, the Triennial Review is the FTA's assessment of CCTA's compliance with Federal requirements, determined by examining a sample of award management and program implementation practices. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with program funding requirements.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, the review was expanded to address CCTA's compliance with the administrative relief and flexibilities FTA granted and the requirements of the COVID-19 relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021.

The Triennial Review focused on CCTA's compliance in 23 areas. No deficiencies were found with the FTA requirements in any of these areas.

Thank you for your cooperation and assistance during this Triennial Review. Please consider your review to be closed.

If you need any technical assistance or have any questions, please do not hesitate to contact Ms. Deidre Wesley, Lead Transportation Program Specialist, at 312-353-3879 or by email at [deidre.wesley@dot.gov](mailto:deidre.wesley@dot.gov).

Sincerely,

Handwritten signature of Kelley Brookins in black ink.

Kelley Brookins,  
Regional Administrator

Enclosure

cc: Lisa Joiner, FTA  
Sean McBride, CCTA  
Jim Buckley, Milligan Consulting, LLC

# Achievement of Excellence

*presented to*

Central County Transportation Authority

Kalamazoo, MI



Federal Transit Administration  
Region V

**Certificate for exemplary completion of a U.S. DOT FTA  
Triennial Review during Fiscal Year 2024 presented to  
federal-funded public transportation providers and agencies who had  
no open final report findings in the areas examined.**

A handwritten signature in blue ink that reads "Kelley Brookins". The signature is written in a cursive style.

---

**Kelley Brookins Regional Administrator**



**FINAL REPORT**

**FISCAL YEAR 2024  
TRIENNIAL REVIEW**

**of**

**Central County Transportation Authority  
CCTA  
Kalamazoo, Michigan  
ID: 7334**

Performed for:

**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL TRANSIT ADMINISTRATION  
REGION 5**

Prepared By:

**Milligan Consulting, LLC**

**Desk Review Date: February 6, 2024  
Scoping Meeting Date: March 18, 2024  
Site Visit Entrance Conference Date: August 13, 2024  
Site Visit Exit Conference Date: August 14, 2024  
Final Report Date: October 18, 2024**

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## **I. Executive Summary**

This report documents the Federal Transit Administration's (FTA) Triennial Review of the Central County Transportation Authority (CCTA) in Kalamazoo, Michigan. The FTA wants to ensure that awards are administered in accordance with the requirements of Federal public transportation law 49 U.S.C. Chapter 53. The review was performed by Milligan Consulting, LLC. During the site visit, the reviewers discussed the administrative and statutory requirements and reviewed recipient documents.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, the FTA expanded the review to address CCTA's compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021. The FTA also requested the CCTA share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The Fiscal Year (FY) 2024 Triennial Review focused on CCTA's compliance in 23 areas.

No deficiencies were found with the FTA requirement in any of these areas.



## II. Review Background and Process

### 1. Background

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f)(2)) requires that “At least once every 3 years, the Secretary shall review and evaluate completely the performance of a recipient in carrying out the recipient’s program, specifically referring to compliance with statutory and administrative requirements...” The FTA performs this Triennial Review in accordance with its procedures (published in FTA Order 9010.1B, April 5, 1993).

The Triennial Review includes a review of the recipient’s compliance in 23 areas. The basic requirements for each of these areas are summarized in Section IV. The FTA contracts with experienced reviewers to lead and conduct the Triennial reviews, in partnership with the staff of the regional office.

This report presents the findings from the Triennial Review of the recipient. The review concentrated on procedures and practices employed since the recipient’s previous Triennial Review in 2021; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of award funds. The specific documents reviewed and referenced in this report are available at the FTA’s Region V office or the recipient’s location.

### 2. Process

The Triennial Review includes a pre-review assessment, a desk review and scoping meeting with the FTA regional office, and a site visit to the recipient’s location. The FTA expanded this review to address the recipient’s compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 relief funds received through the CARES, CRRSAA, and ARP. The FTA also requested that the recipient share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The fiscal year (FY) 2024 process began with the regional office transmitting a notification of the review and a Recipient Information Request (RIR) to the recipient on January 2, 2024, indicating a review would be conducted. While the recipient prepared its response to the RIR, the regional office and review team conducted a desk review and scoping meeting on February 6, 2024, and March 18, 2024, respectively. Regional office staff provided electronic files as necessary to the reviewers who also accessed recipient information in the FTA electronic award management systems: Transit Award Management System (TrAMS) and Oversight Tracking System (OTrak). Following the desk review and scoping meeting, the reviewers and the recipient corresponded and exchanged information and documentation in preparation for the site visit. Prior to the site visit, the reviewer sent to the recipient on July 30, 2024, an agenda package indicating the issues that would be discussed, records to be reviewed, and interviews to be conducted. The site visit to CCTA occurred from August 13, 2024 (entrance conference) to August 14, 2024 (exit conference).

The site visit began with an entrance conference, at which the reviewers and regional staff discussed the purpose of the Triennial Review and the review process. The reviewers conducted additional interviews and reviewed documentation to evidence the recipient's compliance with FTA requirements.

Upon completion of the site visit, the reviewers and the FTA regional office staff provided a summary of preliminary findings to the recipient at the exit conference on August 14, 2024. Section VI of this report lists the individuals participating in the site visit.

### 3. Metrics

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are:

- Not Deficient (ND): An area is considered not deficient if, during the review, nothing came to light that would indicate the requirements within the area reviewed were not met.
- Deficient (D): An area is considered deficient if any of the requirements within the area reviewed were not met.
- Not Applicable (NA): An area can be deemed not applicable if, after an initial assessment, the recipient does not conduct activities for which the requirements of the respective area would be applicable.



### III. Recipient Description

#### 1. Organization

The Central County Transportation Authority (CCTA) was created pursuant to the terms of a Comprehensive Transition Agreement between the City of Kalamazoo, Kalamazoo County, the Kalamazoo Transportation Authority Board, and the Kalamazoo County Transportation Authority. The parties worked collaboratively for nearly 10 years to achieve an integrated, countywide transit system. The transition was effective on October 1, 2016. This review is the second FTA Triennial Review of CCTA. The population of Kalamazoo County is 261,670 with an urbanized area population of 204,562.

CCTA is a recipient of FTA operating assistance under the provisions allowed to operators of 100 or fewer buses and is the designated recipient of federal funds for transit capital and operating programs. Additional funding for transit is provided by two voter-approved property tax millages. One millage is issued by CCTA and funds the fixed-route bus service. The millage boundary for CCTA includes the urbanized areas of Kalamazoo County that receive fixed-route bus services (City of Kalamazoo, City of Portage, City of Parchment, Comstock Township, Kalamazoo Township, and a portion of Oshtemo Township). The Kalamazoo County Transportation Authority issues a separate countywide millage that funds Metro County Connect services.

CCTA has a Section 5307 subrecipient, Van Buren Public Transit (VBPT), which is located at 610 David Walton Drive in Bangor, Michigan. CCTA passes through Section 5307 funds to VBPT for the purchase of buses. CCTA procures the buses and transfers the asset to VBPT through a subrecipient agreement. For the past four years, CCTA has purchased one bus per year for VBPT. CCTA monitors the use of the vehicles and the upkeep of the equipment regularly. VBPT is also a Section 5311 subrecipient of Michigan DOT. VBPT operates a general public demand-response service and several flex routes for residents of Van Buren County.

CCTA operates from a single maintenance and administration facility at 530 N. Rose Street in Kalamazoo. CCTA also manages the Kalamazoo Transportation Center, which is an intermodal facility with fixed-route bus service, Amtrak passenger rail service, and the intercity bus service operated by Greyhound Bus and Indian Trails. This facility is located at 459 N. Burdick Street in Kalamazoo and was opened in 2006 after a \$13.5 million remodel of the historic train station and surrounding parcels. CCTA offers short-term parking at Boiler House, located at 459 N. Rose Street in Kalamazoo. All of these properties have FTA interest.

Fixed-route bus service and complementary paratransit are provided in the cities of Kalamazoo, Parchment, and Portage and the townships of Kalamazoo, Oshtemo, Texas, and Comstock. CCTA operates a network of 25 fixed routes with 46 accessible buses. Fourteen of the buses are hybrid battery, and the remaining 22 are high efficiency diesel. Peak hour service requires 25 buses.

The countywide demand-response service, together with Metro Transit's paratransit service, is operated under a unified service known as Metro County Connect. Demand-response service is provided during the following hours:

- Monday through Friday 6:00 a.m. to 12:00 a.m.
- Saturday 6:00 a.m. to 10:00 p.m.
- Sunday 8:00 a.m. to 6:00 p.m.

Metro County Connect, which operates with a fleet of 46 vans and small buses, is contracted to Apple Bus Company. CCTA monitors this service on a regular basis.

The basic adult fare for CCTA's fixed-route bus service is \$1.50. A reduced fare of \$0.75 is offered to seniors, persons with disabilities, and Medicare cardholders for all hours of operation. Americans with Disabilities (ADA) paratransit service is offered at \$3.00 for eligible riders, and the countywide demand-response service is offered at \$4.00 per ride.

## 2. Award and Project Activity

Below is a list of CCTA's open awards at the time of the review.

Award Number	Award Amount	Year Executed	Description
MI-2019-012-00	\$6,887,822	2019	FY 2018 Section 5307, Section 5339, Surface Transportation Program, Congestion Mitigation and Air Quality Improvement Funds: Operating Assistance, Maintenance, Equipment, Bus Replacement and Community Service Van
MI-2020-062-00	\$4,382,599	2020	FY 2019 Section 5307, Section 5339, Surface Transportation Program, Congestion Mitigation and Air Quality Improvement Funds: Operating Assistance, Maintenance, Equipment, Bus Replacement and Community Service Van
MI-2020-063-00	\$3,544,408	2020	FY 2020 Section 5307, Section 5339, Surface Transportation Program, Congestion Mitigation and Air Quality Improvement Funds: Operating Assistance, Maintenance, Equipment, Bus Replacement and Community Service Van
MI-2021-005-00	\$196,000	2021	FY 2020 Section 5310 Grant - Demand Response Vans and Mobility Management

<b>Award Number</b>	<b>Award Amount</b>	<b>Year Executed</b>	<b>Description</b>
MI-2021-027-00	\$3,428,542	2021	Section 5307, Section 5339, Surface Transportation Program, Congestion Mitigation and Air Quality Improvement Funds: Operating Assistance, Maintenance, Equipment, Bus Replacement and Community Service Van
MI-2021-050-00	\$200,000	2021	FY 2021 Section 5310 Grant - Demand Response Vans and Mobility Management
MI-2022-017-00	\$2,736,529	2022	CCTA Coronavirus Response and Relief Supplemental Appropriations Act Section 5307 Urbanized Area Operating Assistance
MI-2022-018-00	\$8,976,378	2022	CCTA American Rescue Plan Act Section 5307 Operating Assistance
MI-2022-020-00	\$34,528	2022	CCTA American Rescue Plan Act Section 5310 Operating Assistance
MI-2022-049-00	\$4,375,769	2022	CCTA Section 5307, Section 5339, Surface Transportation Program, Congestion Mitigation and Air Quality Improvement Funds: Operating Assistance, Maintenance, Equipment, Bus Replacement and Community Service Vans
MI-2023-003-00	\$288,525	2024	CCTA Section 5310 Grant - Demand Response Vans and Mobility Management
MI-2023-035-00	\$4,045,606	2023	Central County Transportation Authority Section 5307, Section 5339, Surface Transportation Program Funds (5307/5311): Operating Assistance, Facilities Maintenance, Equipment and Bus Replacement

CCTA received Supplemental Funds for operating assistance in award numbers MI-2022-017-00 and MI-2022-018-00. This is not the first Triennial Review during which CCTA has received operating assistance from the FTA.

### **Projects Completed**

In the past few years, CCTA completed the following noteworthy projects:

- Vehicle purchases
- Software Upgrades
- Attic Insulation

### **Ongoing Projects**

CCTA is currently implementing the following noteworthy projects:

- Vehicle purchases
- Roof renovations

### **Future Projects**

CCTA plans to pursue the following noteworthy projects in the next three to five years:

- Vehicle purchases



## IV. Results of the Review

### 1. Legal

Basic Requirement: The recipient must promptly notify the FTA of legal matters and additionally notify the USDOT Office of Inspector General (OIG) of any instances relating to false claims under the False Claims Act or fraud. Recipients must comply with restrictions on lobbying requirements.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Legal.

### 2. Financial Management and Capacity

Basic Requirement: The recipient must have financial policies and procedures; an organizational structure that defines, assigns, and delegates fiduciary authority; and financial management systems in place to manage, match, and charge only allowable costs to the award. The recipient must conduct required Single Audits, as required by 2 CFR part 200, and provide financial oversight of subrecipients.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Financial Management and Capacity.

### 3. Technical Capacity – Award Management

Basic Requirement: The recipient must report progress of projects in awards to the FTA and close awards timely.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Technical Capacity – Award Management.

### 4. Technical Capacity – Program Management & Subrecipient Oversight

Basic Requirement: States must document and follow a public involvement process for the development of the long-range statewide transportation plan and State Transportation Improvement Program (STIP). Designated recipients of Sections 5310, 5311, and 5339 funds must develop and submit a State Management/Program Management Plan to the FTA for approval. Recipients must enter into an agreement with each subrecipient, obtain required certifications from subrecipients, report in the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) on subawards, and ensure subrecipients comply with the terms of the award.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Technical Capacity – Program Management & Subrecipient Oversight.

## 5. Technical Capacity – Project Management

Basic Requirement: The recipient must implement the FTA-funded projects in accordance with the award application, the FTA Master Agreement, and applicable laws and regulations using sound management practices.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Technical Capacity – Project Management.

## 6. Transit Asset Management

Basic Requirement: Recipients must comply with 49 CFR part 625 to ensure public transportation providers develop and implement transit asset management (TAM) plans.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for TAM.

## 7. Satisfactory Continuing Control

Basic Requirement: The recipient must ensure that FTA-funded property will remain available and used for its originally authorized purpose throughout its useful life until disposition.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Satisfactory and Continuing Control.

## 8. Maintenance

Basic Requirement: Recipients must keep federally-funded vehicles, equipment, and facilities in good operating condition. Recipients must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment, and facilities in good operating order.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Maintenance.

## 9. Procurement

Basic Requirement: The non-Federal entity must use its own documented procurement procedures which reflect applicable State, local, and tribal laws and regulations, and conform to applicable Federal law and the standards identified in 2 CFR Part 200. With regard to the procurement standards in 2 CFR Part 200, state recipients can use the state's overall policies and procedures, except that the state must comply with 2 CFR 200.321 (contracting with small and minority businesses (superseded by DOT's DBE regulation)), 200.322 (domestic preferences), 200.323 (procurement of recovered materials), and 200.327 (contract provisions). States also must comply with any requirement applicable to FTA recipients by reason other than a 2 CFR



Part 200 procurement standard; for example, 49 U.S.C. 5325(a) requires recipients to conduct all procurement transactions in a manner that provides full and open competition, regardless of Part 200's allowance for states to use state procedures.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Procurement.

## 10. Disadvantaged Business Enterprise (DBE)

Basic Requirement: Recipients must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of USDOT-assisted contracts. Recipients also must create a level playing field on which DBEs can compete fairly for USDOT-assisted contracts.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the USDOT requirements for DBE.

## 11. Title VI

Basic Requirement: The recipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The recipient must ensure that all transit services and related benefits are distributed in an equitable manner.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Title VI.

## 12. Americans with Disabilities Act (ADA) – General

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the USDOT requirements for ADA – General.

## 13. ADA – Complementary Paratransit

Basic Requirement: Under 49 CFR 37.121(a), each public entity operating a fixed-route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed-route system. “Comparability” is determined by 49 CFR 37.123-37.133. Requirements for

complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

Finding: During this Triennial Review of CCTA, no deficiencies were found with USDOT requirements for ADA – Complementary Paratransit.

#### 14. Equal Employment Opportunity (EEO)

Basic Requirement: The recipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program or activity receiving Federal financial assistance under the Federal transit laws.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for EEO.

#### 15. School Bus

Basic Requirement: Recipients are prohibited from providing school bus service in competition with private school bus operators unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally-funded equipment or facilities cannot be used to provide exclusive school bus service.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for School Bus.

#### 16. Charter Bus

Basic Requirement: Recipients are prohibited from using the FTA-funded equipment and facilities to provide charter service that unfairly competes with private charter operators. Recipients may operate charter only when the service meets a specified exception defined in rule.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Charter Bus.

#### 17. Drug Free Workplace Act

Basic Requirement: Recipients are required to maintain a drug free workplace for all award-related employees; report any convictions occurring in the workplace timely; and have an ongoing drug free awareness program.



Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Drug-Free Workplace Act.

## 18. Drug and Alcohol Program

Basic Requirement: Recipients receiving Section 5307, 5309, 5311, or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Drug and Alcohol Program.

## 19. Section 5307 Program Requirements

Basic Requirement: The recipient must participate in the transportation planning process in accordance with Federal Transit Administration (FTA) requirements and the metropolitan and statewide planning regulations.

Recipients shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a program of projects (POP).

Recipients are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

For fixed-route service supported with Section 5307 assistance, fares charged seniors, persons with disabilities or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Section 5307 Program Requirements.

## 20. Section 5310 Program Requirements

Basic Requirement: Recipients must expend Section 5310 funds on eligible projects that meet the specific needs of seniors and individuals with disabilities. Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. Recipients must approve all subrecipient leases of Section 5310-funded vehicles. Leases of Section 5310-funded vehicles must include required terms and conditions. Either the recipient or subrecipient must hold the title to the leased vehicles.

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for Section 5310 Program Requirements.

## 21. Section 5311 Program Requirements

Basic Requirement: States must expend Section 5311 funds on eligible projects to support rural public transportation services and intercity bus transportation.

Finding: This section only applies to recipients that receive Section 5311 funds directly from FTA; therefore, the related requirements are not applicable to the Triennial Review of CCTA.

## 22. Public Transportation Agency Safety Plan (PTASP)

Basic Requirement: Recipients must comply with the Public Transportation Agency Safety Plan (PTASP) regulation (49 CFR Part 673) to ensure public transportation providers develop and implement an Agency Safety Plan (ASP).

Finding: During this Triennial Review of CCTA, no deficiencies were found with the FTA requirements for PTASP Requirements.

## 23. Cybersecurity

Basic Requirement: Recipients that operate rail fixed guideway public transportation systems must certify compliance with the requirements for establishing a cybersecurity process under 49 U.S.C. § 5323(v), a new subsection added by the National Defense Authorization Act for Fiscal Year 2020, Pub. L. 116-92, § 7613 (Dec. 20, 2019).

Finding: This section only applies to recipients that operate rail fixed guideway public transportation systems; therefore, the related requirements are not applicable to the Triennial Review of CCTA.

## V. Summary of Findings

Review Area	Finding	Deficiency Code		Corrective Action	Response Due Date	Date Closed
		Code	Description			
1. Legal	ND					
2. Financial Management and Capacity	ND					
3. Technical Capacity – Award Management	ND					
4. Technical Capacity – Program Management and Subrecipient Oversight	ND					
5. Technical Capacity – Project Management	ND					
6. Transit Asset Management	ND					
7. Satisfactory Continuing Control	ND					
8. Maintenance	ND					
9. Procurement	ND					
10. Disadvantaged Business Enterprise	ND					
11. Title VI	ND					
12. Americans with Disabilities Act (ADA) – General	ND					
13. ADA – Complementary Paratransit	ND					
14. Equal Employment Opportunity	ND					
15. School Bus	ND					
16. Charter Bus	ND					

Review Area	Finding	Deficiency Code		Corrective Action	Response Due Date	Date Closed
		Code	Description			
17. Drug-Free Workplace	ND					
18. Drug and Alcohol Program	ND					
19. Section 5307 Program Requirements	ND					
20. Section 5310 Program Requirements	ND					
21. Section 5311 Program Requirements	This section only applies to recipients that receive Section 5310 funds directly from FTA; therefore, the related requirements are not applicable to the review of CCTA.					
22. Public Transportation Agency Safety Plan	ND					
23. Cybersecurity	This section only applies to recipients that operate rail service; therefore, the related requirements are not applicable to the review of CCTA.					

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)



## VI. Attendees

Name	Title	Phone Number	E-mail Address
<b>Central County Transportation Authority</b>			
Greg Vlietstra	Director of Support Services	269.337.8407	Vlietstrag@kmetro.com
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<b>FTA</b>			
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<b>Milligan Consulting, LLC</b>			
Jim Buckley	Reviewer	410.404.7443	Jbuckley@milligancpa.com
Matthew Smith	Reviewer	267.857.4607	Msmith@miconsult.net