



Central County Transportation Authority
Purchasing Division
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ADDENDUM #1

November 13, 2023

PROJECT NAME: Microtransit Service Pilot
PROPOSAL REFERENCE: 96217-010.0
PROPOSAL DUE DATE/TIME: **November 28, 2023 at 3:00 p.m. Local Time (ET)**

The purpose of this addendum is to clarify and/or modify the proposal opening date and specifications for this project. All work affected is subject to all applicable terms and conditions of the Bidding and Contract Documents.

1. NOTE: The **PROPOSAL DUE DATE** has been changed to **Tuesday, November 28, 2023 at 3:00 p.m. (ET)**

2. RESPONSE TO QUESTIONS FROM 10/31/2023 PRE-PROPOSAL MEETING

Question 1: Can Metro extend the deadline?

Answer 1: Yes, the new deadline is **Tuesday, November 28, 2023 at 3:00 p.m. (ET)**

Question 2: Is there a minimum number of passengers that the vehicles must be able to transport at any given time? Maybe better if I say this: is there a minimum passenger capacity of the vehicle?

Answer 2: There is no minimum passenger capacity. Metro wants to make sure vehicles are compliant with ADA, etc. as stated in the RFP. If it is efficient for carrying a small load it can be considered. Please refer to page 18, Section 6.16.

Question 3: Is there a firm DBE requirement for this procurement?

Answer 3: No requirement other than filling out the required paperwork in the RFP.

Question 4: What separates Metro Connect (General Demand Response Service) and Paratransit from the proposed on-demand service?

Answer 4: The ability to schedule and the requirement to respond (the vehicle getting there), on average, within twenty minutes and does not exceed thirty minutes. Paratransit and ADA service is scheduled up to seven days in advance. This is meant to be immediate, on-demand service.

Question 5: Can you explain more about the total number of vehicles required; is it 8 or more. And please talk more about vendor supplied vehicles; and what about drivers.

Answer 5: Drivers are part of the turnkey service to be provided by the respondent. The vehicles are to be provided by the respondent, unless an alternative is provided (like leasing the eight available Metro vehicles that may not be in the best condition but provide a short-term, viable option). As far as the vehicles, that vehicle number was based on the Comprehensive Operational Analysis, the time requirements, and the service zone. Based on their estimates they felt that eight was the appropriate number for the service level, service zone, and the response time that we were looking at.

Question 6: Are there any bond requirements for this procurement?

Answer 6: There are no bond requirements.

Question 7: Does Metro provide GTFS feed so that the proposed technology can present multimodal options?

Answer 7: Yes, we have GTFS feed for our fixed-route bus system and it is available. Please contact Sean McBride (mcbrides@kmetro.com) if you have this request.

Question 8: The COA has this rolling out in 3 phases, starting out with 8 hours a day on weekdays using 6 vehicles, but the RFP says 7 days a week mirroring Fixed route service hours. Would that be in phase 3 or right away?

Answer 8: As an addendum, we can put out the proposed service zone so there is no confusion with that map (*Addendum #1, Attachment A*). Within the COA, some of the difference between the early recommendations and the later recommendations is that is one interconnected service area. That is the main thing. Metro will depend on the expertise of the vendor to figure out the fare and pricing mechanisms, and expertise on stationing the vehicles to be able to get the response time within the service zone. The service area to the upper right-hand corner when facing the map will probably be a less dense area of service. Both the other areas will be pretty dense. Just figuring out how to work that and the interconnectivity to the fixed-route bus system. If we break it into zones, or if there is a premium over a certain mile to reach our targets. We are going to use the expertise of the vendor. Please see attached map for further clarification.

Question 9: How many anticipated trips/day are expected?

Answer 9: The proposer is expected to propose the number of trips and days.

Question 10: "I didn't see the following forms in the RFP. Can you provide them?"

6.23. Regulation Compliance

6.23.1. Compliance with Title VI and ADA regulations, as well as EEO.

6.23.2. Compliance with DAMIS reporting requirements.

6.23.3. Any other required items for legally and safely operating a transportation service in Michigan.

6.23.4. Any other required items for legally and safely operating a transportation service in accordance with federal regulations.

6.23.5. Metro may require proof of the above requirements during this contract to ensure all requirements are being met.

Answer 10: The selected proposer will be responsible for compliance with all applicable regulations. Links to the referenced regulations have been provided within the RFP document.

Question 11: Is there an anticipated number of trips expected for this new service?

Answer 11: To be provided by the proposer in their proposal.

Question 12: Would you be open to receiving two different cost proposals - one for Mon-Fri service which was recommended and the other for a 7-day operation that mirrors the fixed route service?

Answer 12: If providing two proposals, make sure that they are separate and marked as such. Provide a proposal that responds to the RFP and then if you want to provide an alternate proposal, mark it as such.

Question 13: Is there a current budget for the project?

Answer 13: Year 1 we considered as a partial-year budget. Our fiscal year begins October 1. So knowing that service wasn't starting October 1, it was about \$1.5 million for contractual services for partial year 1.

Question 14: Can you share your ridership data?

Answer 14: Yes, we can provide the ridership data for both the fixed-route system and the on-demand system. Please see attached spreadsheets (*Addendum #1, Attachment B*).

Question 15: Can a copy of the pre-bid recording be made available to the attendees?

Answer 15: The recording of the pre-proposal meeting is not available, but all questions and answers are being provided in this addendum.

Question 16: The preference is for the service provider to have their own bus facility/storage. Can you please confirm that there is no available parking or office space available to the service provider to utilize?

Answer 16: Metro does not have any facility or parking space for the vendor to utilize.

Question 17: You mention an office facility is required in the RFP. Does the City have somewhere in mind we can use or are vendors expected to source and provide that?

Answer 17: Vendor is expected to source that and provide that.

Question 18: Since year one is a partial year. What is the budget for the first full year (year 2)? Thank you

Answer 18: The year 2 budget is around \$2.3 million for contractual services. Metro's fiscal year is from October 1 through September 30. This budget is for a full-year service (revised).

Question 19: Will fueling be covered by Metro?

Answer 19: No.

Question 20: How would we obtain the pre-bid recording; download from your website???

Answer 20: The recording of the pre-proposal meeting is not available, but all questions and answers are being provided in this addendum.

Question 21: Are you currently charging passengers on your fixed route? Additionally, do you anticipate charging for the on-demand service? If this is the case, have you determined a specific cost per ride?

Answer 21: Metro does charge for fixed-route. It is \$1.50 base fare, \$.75 discounted senior and individual with a disability fare. We went probably about a year without collecting fare as a pandemic provision, but we have been collecting fare for the last year or year and a quarter. Our ADA and Paratransit system Metro Connect fare is \$3 for ADA fare and \$4 reduced fare within our service zone. The base fare for

Metro Connect is \$12. We did not provide any provisions for fare in this. We want the expertise of the vendor to help us figure out a good fare structure to make it a sustainable service that will meet our service targets. We think it will be somewhere in the \$3 to \$5 range. Probably closer to \$3 to start off for the fare.

Question 22: Will you share the (Microtransit Pilot Overview) PowerPoint?

Answer 22: Yes, please see attached. (*Addendum #1, Attachment C*)

Question 23: Can you please confirm what time is considered to be "billable?" For example, pre/post trip inspections? Deadhead to and from first and last drop or pickup? Driver breaks?

Answer 23: Billable hours will include Revenue Service Hours. A Revenue Service Hour is from when a vehicle starts in service at the first scheduled pick-up time point on the first trip of a contiguous set of trips, to the time the vehicle is out of service at the last scheduled drop-off time point on the last trip. Revenue Hours do not include pre-trip, fueling time, or travel to and from the garage.

Question 24: Any preference on vehicle type? EV, hybrid, gas for example

Answer 24: There is no vehicle preference type during the pilot program.

3. RESPONSE TO QUESTIONS

Question 1: On page 17 in section 6.14, it is mentioned that ‘Contractor supplies vehicles to meet ridership demand and service parameters, the exact number of vehicles required to be agreed upon between the Contractor and Metro.’ Additionally, during the Pre-bid meeting CCTA officials said CCTA possesses 8 old vehicles that could be available but would much prefer the vendor to supply new vehicles.

a) Could CCTA confirm the total number of vehicles that currently require software licenses and does CCTA anticipate an increase to its fleet in the near future? If yes, by how many?

Answer 1a: The 8 vehicles Metro has available for lease will require software licenses. The CCTA does not anticipate an increase in the fleet we have available for lease.

b) Could CCTA confirm the spare vehicle ratio?

Answer 1b: According to the Federal Transit Administration (FTA): “The basis for determining a reasonable spare bus ratio takes local circumstances into account. The number of spare buses in the active fleet for grantees operating 50 or more revenue vehicles should not exceed 20 percent of the vehicles operated in maximum service.” The FTA gives the maximum more than requiring a minimum. Metro Connect has a spare vehicle ratio of 17% with 7 spares from 41 vehicles operated in maximum service. With a fleet of 8 vehicles for microtransit, one spare vehicle would meet the need and not exceed the 20% requirement.

Question 2: With respect to the information provided during the Pre-bid meeting, the first-year budget was stated to be \$1.5 million. Could CCTA provide the budget for subsequent years of this project as well?

Answer 2: Metro’s Fiscal Year is from October 1 through September 30. The Year One budget, which ends September 30, 2024 is \$1.5 million. The Year Two budget is from October 1, 2024 through September 30, 2025 is \$2.3 million.

Question 3: Who is the incumbent software provider?

Answer 3: None, microtransit will be a new service in our community.

Question 4: On page 28 in section 4.8, Marketing and Promotional Plan, it says to “Describe the approach to marketing and promoting the rideshare service and/or paratransit service in the Kalamazoo area.”

a) Does CCTA require a white-labelled application or is CCTA looking for some other type of promotion/marketing outreach?

Answer 4a: Metro seeks promotion of a Metro-branded microtransit service. Specific name of the service will be determined by Metro with the input and guidance of the selected vendor. Proposals are to include an overview of the comprehensive marketing communication plan that the vendor will use to effectively communicate the availability of the service throughout the pilot period. Metro envisions a combination of electronic, in-person, and other public outreach means, based on the vendor’s successful experience in other markets, recognizing that a strategic and robust marketing effort will be critical to the pilot’s success.

Question 5: Could CCTA clarify if there is any scope to provide the pricing for additional/optional components?

Answer 5: Alternate proposals will be considered.

Question 6: Could CCTA please list all the forms that need to be submitted with the proposal and where they are located in the RFP?

Answer 6: Please review entire document.

Question 7: Is there a page limit for vendor proposals?

Answer 7: No.

Question 8: Given the proximity of the response submission deadline, could CCTA extend the submission deadline to allow offerors to provide more responsive and informed proposals?

Answer 8: The deadline for submission has been extended to **Tuesday, November 28, 2023 at 3:00 pm. (ET)**

Question 9: What is the anticipated launch date for the service?

Answer 9: April 2024

Question 10: What is the target cost-per-completed-ride?

Answer 10: Metro relies on the experience of the respondent to calculate expenses in order to establish an appropriate bid.

Question 11: What is the anticipated ridership?

Answer 11: Metro relies on the experience of the provider to use publicly available demographic information as well as its own experience with microtransit adoption rates in similar markets to project ridership numbers.

Question 12: Please share the total and annual budget or estimated budget for this procurement.

Answer 12: Metro’s Fiscal Year is from October 1 through September 30. The Year One budget, which ends September 30, 2024 is \$1.5 million. The Year Two budget is from October 1, 2024 through September 30, 2025 is \$2.3 million.

Question 13: How many vehicles does the community anticipate will be needed to provide the On-Demand Transportation Services?

Answer 13: Metro relies on the experience of the respondent to determine appropriate equipment and staffing levels such that they meet the 20-minute service target.

Question 14: Is there an incumbent service operator? If yes, please share the ridership information, vehicle count, service schedule, investments paid to the operator per year or payment cycle, and any other relevant data as it relates to this opportunity.

Answer 14: This is a pilot program. No program existed previously for microtransit services.

Question 15: Will the community be open to allowing pre-approved advertising on the vehicles to help lower overall operational costs?

Answer 15: Yes, Metro would consider such request.

Question 16: Are there any specific requirements when sourcing and configuring vehicles?

Answer 16: Vehicles should be able to handle pooled rides of one (1) to (5) passengers and must be at least 75% Wheelchair Accessible Vehicles (WAV). Vehicles to remain in a good state of repair and shall not be more than five (5) years old.

Question 17: Are we able to share more than one price structure relative to changing variables the community may prefer?

Answer 17: Respondent is to propose a fare structure based on variables such as time of day, trip distance, rider type, and demand.

Question 18: Is this service intended to supplement or support specific existing services or fixed routes? If so, please share which ones and any relevant information like existing and target ridership.

Answer 18: Microtransit is intended to support and supplement the current fixed route system while allowing updates to the current service levels allowing for implementation of COA recommendations in other areas of Kalamazoo. Recommendations from the COA include making changes and possible elimination of low performing routes. Without a successful Microtransit program, these changes will not be as effective in the future. Please see attached Map for the Microtransit Zone being proposed (*Addendum #1, Attachment A*). This zone will have potential connections with a variety of fixed route bus services throughout Kalamazoo.

Question 19: Will the community be open to maintaining a fully free service to the passengers if we can provide examples of how the service will achieve all the goals listed in section 6.19?

Answer 19: No.

Question 20: Could Metro please clarify the “three (3) scenarios for the Transportation Service” referenced in Section V.2, Evaluation Criteria?

Answer 20: Section V.2, Evaluation Criteria is restated to say the following:

Project Approach/Work Plan/Schedule – Proposal addresses full scope of services necessary to deploy all three (3) scenarios for the Transportation Service the Microtransit Service Pilot as described in the Request For Proposal document, including technology, vehicles, drivers, and customer service as needed. Proposed Service aligns with stated goals of Metro. To include approach, understanding, and organization of tasks, understanding of interrelationship of critical tasks, deliverables, clearly identifies who is proposed to complete each task (proposing Contractor, subcontractor). Adequacy and reasonableness of schedule and deadlines.

Question 21: We respectfully request that Metro allow for proposals to be submitted digitally (e.g. by email, portal upload, or similar).

Answer 21: Electronic submittals will not be accepted.

Question 22: Can Metro please share an inventory of the available 8-vehicle fleet, including make, model, ambulatory vs wheelchair capacity, and mileage?

Answer 22: The seating capacity of the vans is 8 to 10 people. All vans can seat two forward-facing wheelchairs. Listed below is year, make, model, and mileage.

| |
|---------------------------|
| 2009 Ford E-250 – 72,682 |
| 2014 Ford E-350 – 130,141 |
| 2012 Ford E-350 – 77,532 |
| 2012 Ford E-350 – 77,483 |
| 2009 Ford E-250 – 97,782 |
| 2014 Ford E-350 – 88,408 |
| 2008 Ford E-250 – 59,561 |
| 2008 Ford E-250 – 60,031 |

Question 23: Is DBE subcontractor participation required for this procurement, and if so, has Metro established a DBE participation goal for this specific procurement?

Answer 23: No, DBE subcontractor is not required for this procurement. Although Metro has organizational DBE participations goals, there is not a specific DBE goal for this project specifically.

Question 24: Can Metro confirm that proposals may be signed electronically?

Answer 24: Yes, the proposals may be signed electronically.

Question 25: Has Metro done any analysis on potential ridership in each of the four microtransit zones identified in the COA? If so, can those results please be shared?

Answer 25: To clarify, the Microtransit Service Pilot has one service zone. The one service zone can be seen on the attached map (*Addendum #1, Attachment A*), which is also located on page 156 of the Comprehensive Operational Analysis. Future service zone adjustments will be based on the success of the Pilot Program, available funding and other considerations deemed important.

Question 26: Is Metro or the service operator currently utilizing any software for scheduling and dispatch of the “Metro Connect” and “Metro Connect Access” services? If so, what software?

Answer 26: Yes, the software utilized for the Metro Connect program is TripMaster by CTS Software.

Question 27: Would CCTA consider accepting electronic versions of proposals via email?

Answer 27: Electronic proposals will not be accepted.

Question 28: Is there a DBE goal or requirement for this project?

Answer 28: No.

Question 29: What is the anticipated ridership for this service?

Answer 29: See answer to question 11.

Question 30: Would CCTA be interested in responses from software providers who are not yet partnered with an operator?

Answer 30: No.

Question 31: Will CCTA be providing tablets for each vehicle, or should proposers include the cost of new tablets in our pricing?

Answer 31: No.

Question 32: How many vehicles are intended for this service?

Answer 32: Metro relies on the experience of the respondent to determine appropriate equipment and staffing levels such that they meet the 20-minute service target. The number of vehicles will be determined once a recommendation is provided by the contractor and agreed upon as stated in section 6.14.

Question 33: Will CCTA allow for electronic submissions in lieu of hard copies? If no, we request that you please consider a 1-week extension to allow enough time to thoroughly review our proposals prior to submission. If hard copies are required, that only allows for roughly 2 weeks to produce an entire proposal with the information we have, and just 2-3 days to make edits once the Q&A has been posted to make any revisions prior to printing and shipping out by 11/16. Thanks for considering.

Answer 33: Metro will not accept electronic submissions; however, the new deadline is Tuesday, November 28 at 3:00 p.m.

Question 34: Page 1 Section 1 of the RFP states that proposals shall be legally signed. Can CCTA please define what is meant by “legally signed”?

Answer 34: The proposal must be signed by an individual with the legal authority to enter into agreements on behalf of your company.

Question 35: Regarding vehicles, does CCTA have a preference for passenger vans vs cutaways? The fleet you offered to make available consists of older cutaways, though rider data does not exist to support the assumption, it is believed that this service can be operated with a fleet of ADA Ford Transit vans. Please advise if there is a strong preference either way.

Answer 35: To clarify, the existing fleet are vans and not cutaways. Please see question and answer #22. Metro wants to make sure vehicles are compliant with ADA, etc. as stated in the RFP. If it is efficient for carrying a small load it can be considered. Please refer to page 18 section 6.16 for more information regarding passenger capacity or section 6.14 for more information regarding vehicle requirements.

Question 36: Is there a minimum number of service hours that CCTA is targeting based off the research that has been conducted of the service area and scheduling?

Answer 36: Respondents are to use information contained in the RFP as well as their experience in providing microtransit services and the available budget to propose a plan for a sustainable microtransit service in the local market.

Question 37: Can you please advise which time is considered to be “billable?” For example, may the service provider bill out the time that a driver conducts pre/post trip inspections and/or travel time to and from the first or last pickup/drop off?

Answer 37: Billable hours will include Revenue Service Hours. A Revenue Service Hour is from when a vehicle starts in service at the first scheduled pick-up time point on the first trip of a contiguous set of trips, to the time the vehicle is out of service at the last scheduled drop-off time point on the last trip. Revenue Hours do not include pre-trip, fueling time, or travel to and from the garage.

PLEASE NOTE: No further questions will be accepted before the proposal opening.

The Addendum can be viewed and downloaded from the City of Kalamazoo website at:
<https://www.kalamazoo.org/bidopportunities>.

In order for a proposal to be responsive, this addendum must be returned with your proposal. If you have already submitted your proposal, acknowledge receipt and acceptance of this addendum by signing in the place provided and returning it to the undersigned and it shall be incorporated in your proposal. Please identify your return envelope with the proposal reference number and project description.



Greg Vlietstra
Director of Support Services

FIRM: _____ SIGNED: _____

NAME: _____ DATE: _____

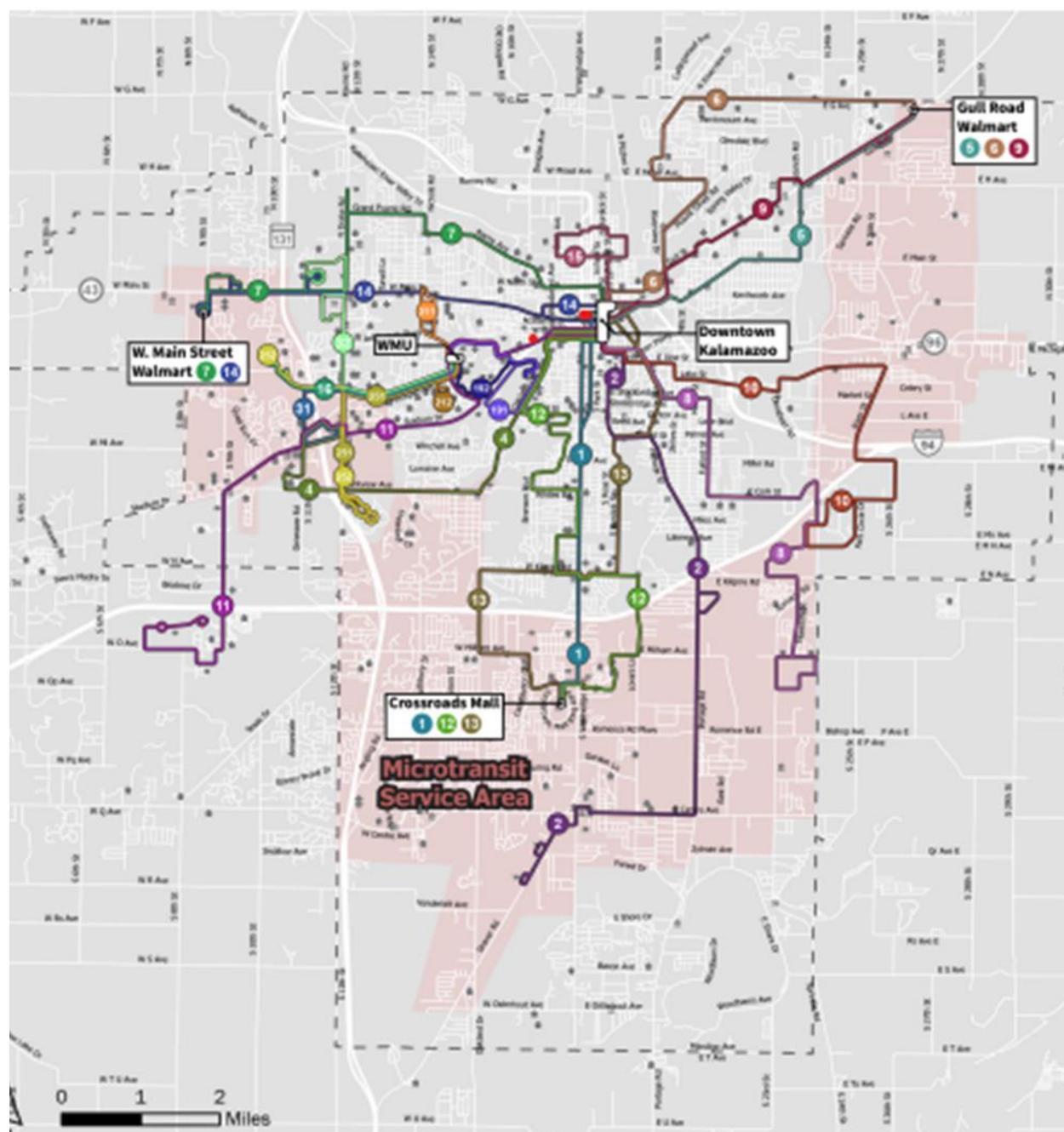
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ADDENDUM #1
ATTACHMENT A



Proposed Service Zone

**Microtransit Service Pilot
Proposal Reference #: 96217-010.0**



ADDENDUM #1
ATTACHMENT B



Ridership Data

**Microtransit Service Pilot
Proposal Reference #: 96217-010.0**

Metro Connect Monthly Trips 2010 - 2023

| | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | TOTAL |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|------------------|
| January | 10,170 | 10,197 | 10,472 | 10,560 | 9,775 | 11,838 | 12,795 | 13,538 | 13,916 | 11,705 | 15,235 | 130,201 |
| February | 9,880 | 8,825 | 10,983 | 10,622 | 11,089 | 11,951 | 13,719 | 13,373 | 13,140 | 12,848 | 14,536 | 130,966 |
| March | 11,716 | 11,622 | 11,737 | 11,644 | 11,566 | 13,865 | 14,868 | 15,153 | 14,969 | 14,735 | 9,168 | 141,043 |
| April | 11,073 | 10,622 | 11,140 | 11,828 | 12,244 | 13,608 | 14,335 | 13,373 | 13,990 | 14,935 | 5,388 | 132,536 |
| May | 9,913 | 10,624 | 11,595 | 11,317 | 12,008 | 12,509 | 13,757 | 14,317 | 14,492 | 14,679 | 4,420 | 129,631 |
| June | 9,900 | 10,701 | 10,925 | 10,088 | 11,605 | 13,196 | 13,585 | 13,558 | 13,389 | 12,962 | 4,648 | 124,557 |
| July | 9,224 | 9,799 | 10,532 | 10,705 | 12,252 | 13,030 | 12,570 | 12,473 | 13,383 | 13,927 | 6,192 | 124,087 |
| August | 9,822 | 11,387 | 11,786 | 11,322 | 12,143 | 12,447 | 14,403 | 14,500 | 14,099 | 13,950 | 6,719 | 132,578 |
| September | 9,916 | 10,768 | 10,343 | 10,716 | 12,524 | 13,213 | 13,622 | 13,351 | 13,304 | 14,540 | 7,204 | 129,501 |
| October | 10,203 | 10,970 | 12,524 | 12,828 | 13,954 | 14,340 | 13,929 | 14,743 | 16,020 | 17,187 | 7,506 | 144,204 |
| November | 10,076 | 10,442 | 10,906 | 10,872 | 10,895 | 12,629 | 13,083 | 13,494 | 13,826 | 14,263 | 6,096 | 126,582 |
| December | 9,153 | 9,651 | 8,945 | 9,429 | 11,733 | 11,711 | 11,172 | 11,537 | 12,061 | 12,706 | 5,806 | 113,904 |
| Total | 121,046 | 125,608 | 131,888 | 131,931 | 141,788 | 154,337 | 161,838 | 163,410 | 166,589 | 168,437 | 92,918 | 1,559,790 |

| | 2021 | 2022 | 2023 | TOTAL |
|--------------|---------------|----------------|----------------|------------------|
| January | 6,068 | 8,500 | 10,271 | 155,040 |
| February | 6,284 | 8,278 | 9,759 | 155,287 |
| March | 7,783 | 10,296 | 11,341 | 170,463 |
| April | 6,977 | 9,669 | 10,593 | 159,775 |
| May | 6,543 | 9,823 | 10,999 | 156,996 |
| June | 6,852 | 9,845 | 10,302 | 151,556 |
| July | 8,489 | 8,887 | 10,029 | 151,492 |
| August | 8,252 | 10,060 | 11,337 | 162,227 |
| September | 8,357 | 9,861 | 10,498 | 158,217 |
| October | 9,000 | 10,305 | 11,853 | 175,362 |
| November | 8,727 | 9,630 | 0 | 144,939 |
| December | 8,285 | 9,169 | 0 | 131,358 |
| Total | 91,617 | 114,323 | 106,982 | 1,872,712 |



KALAMAZOO METRO TRANSIT SYSTEM
RIDERSHIP ANALYSIS
September 2019

| Route # | Route | Month to Date | | | | | | Year to Date | | | | | |
|---------|--------------------------|----------------|----------------|---------------------|----------------|--------------|---------------------|------------------|------------------|---------------------|----------------|--------------|---------------------|
| | | # of Rides | | Increase / decrease | Rides per hour | | Increase / decrease | # of Rides | | Increase / decrease | Rides per hour | | Increase / decrease |
| | | FY19 | FY18 | | FY19 | FY18 | | FY19 | FY18 | | FY19 | FY18 | |
| 01 | Westnedge | 32,250 | 29,828 | 8.12% | 41.39 | 38.39 | 7.81% | 364,250 | 362,737 | 0.42% | 36.97 | 36.95 | 0.07% |
| 02 | Portage | 15,791 | 14,914 | 5.88% | 26.89 | 25.70 | 4.66% | 172,309 | 175,532 | -1.84% | 23.31 | 23.83 | -2.19% |
| 03 | West Michigan | 7,970 | 9,474 | -15.88% | 17.08 | 20.39 | -16.24% | 82,853 | 90,056 | -8.00% | 14.14 | 15.40 | -8.15% |
| 04 | Oakland | 7,263 | 7,463 | -2.68% | 16.12 | 16.56 | -2.67% | 82,346 | 88,296 | -6.74% | 14.57 | 15.68 | -7.08% |
| 05 | East Main | 9,219 | 8,687 | 6.12% | 21.56 | 20.32 | 6.10% | 111,664 | 103,872 | 7.50% | 20.61 | 19.24 | 7.09% |
| 06 | Parchment | 8,648 | 7,501 | 15.29% | 19.67 | 17.22 | 14.24% | 91,714 | 91,899 | -0.20% | 16.68 | 16.97 | -1.72% |
| 07 | Alamo | 18,650 | 15,277 | 22.08% | 26.27 | 21.95 | 19.69% | 181,303 | 176,509 | 2.72% | 20.26 | 19.80 | 2.34% |
| 08 | Egleston | 8,523 | 8,049 | 5.89% | 16.24 | 15.49 | 4.89% | 99,413 | 100,259 | -0.84% | 15.07 | 15.22 | -1.02% |
| 09 | Gull Road | 19,018 | 18,852 | 0.88% | 24.49 | 24.34 | 0.62% | 220,451 | 224,724 | -1.90% | 22.45 | 22.96 | -2.22% |
| 10 | Comstock | 7,088 | 6,702 | 5.76% | 15.87 | 15.04 | 5.52% | 85,695 | 81,283 | 5.43% | 15.30 | 14.54 | 5.22% |
| 11 | Stadium Drive | 16,579 | 16,622 | -0.26% | 24.03 | 24.57 | -2.20% | 169,063 | 180,172 | -6.17% | 20.15 | 21.71 | -7.21% |
| 12 | Duke | 2,961 | 1,673 | 76.99% | 19.14 | 11.32 | 69.17% | 22,706 | 18,633 | 21.86% | 11.39 | 9.38 | 21.43% |
| 13 | South Burdick | 15,048 | 13,974 | 7.69% | 20.54 | 19.10 | 7.54% | 169,015 | 170,505 | -0.87% | 18.25 | 18.45 | -1.07% |
| 14 | West Main | 17,122 | 17,117 | 0.03% | 22.60 | 22.65 | -0.23% | 193,853 | 194,774 | -0.47% | 20.26 | 20.43 | -0.82% |
| 15 | Paterson | 10,166 | 9,072 | 12.06% | 23.83 | 21.32 | 11.80% | 108,289 | 117,181 | -7.59% | 20.07 | 21.79 | -7.89% |
| 16 | Lovell | 31,181 | 30,708 | 1.54% | 36.02 | 35.56 | 1.31% | 282,355 | 313,451 | -9.92% | 25.80 | 28.72 | -10.18% |
| 20 | East Comstock | 163 | 0 | 0.00% | 1.03 | 0.00 | 0.00% | 1,904 | - | 0.00% | 1.26 | 0.00 | 0.00% |
| 26 | West Centre | 3,308 | 3,347 | -1.17% | 7.76 | 7.89 | -1.68% | 41,102 | 40,254 | 2.11% | 7.69 | 7.54 | 1.98% |
| 27 | East Romence | 2,839 | 2,337 | 21.48% | 6.73 | 5.54 | 21.48% | 30,792 | 27,318 | 12.72% | 5.81 | 5.16 | 12.56% |
| 21 | Solon/Kendall/Lafayette | 5,873 | 12,328 | -52.36% | 16.50 | 35.94 | -54.10% | 88,389 | 112,408 | -21.37% | 35.11 | 42.23 | -16.86% |
| | Total Fixed Route | 239,660 | 233,925 | 2.45% | 22.61 | 22.58 | 0.16% | 2,599,466 | 2,669,863 | -2.64% | 19.86 | 20.70 | -4.02% |

| Metro County Connect | | | | | | | | | | | | |
|-----------------------|----------------|----------------|--------------|--------------|--------------|---------------|------------------|------------------|---------------|--------------|--------------|---------------|
| Demand-Response | 14,837 | 13,359 | 11.06% | 1.91 | 1.84 | 4.17% | 168,097 | 165,848 | 1.36% | 1.83 | 1.83 | -0.39% |
| ADA Trips | 6,298 | 5,737 | 9.78% | 2.00 | 1.96 | 2.27% | 73,113 | 75,448 | -3.09% | 1.90 | 1.91 | -0.30% |
| Specialized Service | 3,476 | 4,117 | -15.57% | 13.57 | 10.83 | 25.29% | 44,039 | 50,285 | -12.42% | 11.63 | 10.28 | 13.14% |
| Charters | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A |
| Total Services | 257,973 | 251,401 | 2.61% | 13.86 | 13.95 | -0.66% | 2,811,602 | 2,885,996 | -2.58% | 12.41 | 12.87 | -3.59% |

| Other Data | Month to Date | | | Year to Date | | |
|------------|---------------|--------|---------------------|--------------|---------|---------------------|
| | # of Rides | | Increase / decrease | # of Rides | | Increase / decrease |
| | FY19 | FY18 | | FY19 | FY18 | |
| WMU | 48,558 | 54,584 | -11.04% | 461,359 | 522,252 | -11.66% |
| KVCC | 2,722 | 3,185 | -14.54% | 21,663 | 29,041 | -25.41% |
| Transfers | 53,125 | 58,554 | -9.27% | 696,570 | 710,850 | -2.01% |
| Wheelchair | 659 | 548 | 20.26% | 7,997 | 6,322 | 26.49% |
| Bikes | 3,429 | 3,074 | 11.55% | 27,000 | 26,718 | 1.06% |



KALAMAZOO METRO TRANSIT SYSTEM
RIDERSHIP ANALYSIS
September 2023

| Route # | Route | Month to Date | | | | | | Year to Date | | | | | |
|---------|--------------------------|----------------|----------------|---------------------|----------------|--------------|---------------------|------------------|------------------|---------------------|----------------|--------------|---------------------|
| | | # of Rides | | Increase / decrease | Rides per hour | | Increase / decrease | # of Rides | | Increase / decrease | Rides per hour | | Increase / decrease |
| | | FY23 | FY22 | | FY23 | FY22 | | FY23 | FY22 | | FY23 | FY22 | |
| 01 | Westnedge | 18,371 | 16,688 | 10.09% | 34.64 | 24.43 | 41.80% | 219,518 | 172,654 | 27.14% | 28.26 | 23.94 | 18.05% |
| 02 | Portage | 8,483 | 7,577 | 11.96% | 19.74 | 17.64 | 11.93% | 96,250 | 75,113 | 28.14% | 17.84 | 16.33 | 9.30% |
| 03 | West Michigan | 5,936 | 4,202 | 41.27% | 13.83 | 9.77 | 41.57% | 52,132 | 51,939 | 0.37% | 10.36 | 11.31 | -8.39% |
| 04 | Oakland | 5,194 | 5,311 | -2.20% | 12.07 | 12.34 | -2.22% | 62,179 | 47,180 | 31.79% | 12.44 | 10.19 | 22.13% |
| 05 | East Main | 4,867 | 3,829 | 27.11% | 22.52 | 17.67 | 27.45% | 52,163 | 40,687 | 28.21% | 20.87 | 17.59 | 18.63% |
| 06 | Parchment | 5,047 | 6,598 | -23.51% | 12.18 | 15.78 | -22.77% | 66,673 | 64,027 | 4.13% | 13.68 | 14.10 | -2.95% |
| 07 | Alamo | 7,867 | 8,318 | -5.42% | 19.03 | 20.13 | -5.44% | 101,143 | 81,419 | 24.23% | 18.00 | 18.02 | -0.13% |
| 08 | Egleston | 5,248 | 5,514 | -4.82% | 12.21 | 12.82 | -4.73% | 64,202 | 56,948 | 12.74% | 12.78 | 12.35 | 3.51% |
| 09 | Gull Road | 11,948 | 12,058 | -0.91% | 22.61 | 17.67 | 27.91% | 141,399 | 113,603 | 24.47% | 18.22 | 16.21 | 12.40% |
| 10 | Comstock | 3,465 | 3,686 | -6.00% | 8.07 | 8.57 | -5.78% | 41,017 | 42,334 | -3.11% | 8.19 | 9.15 | -10.50% |
| 11 | Stadium Drive | 9,231 | 7,359 | 25.44% | 21.45 | 17.10 | 25.41% | 91,250 | 74,912 | 21.81% | 18.15 | 16.19 | 12.12% |
| 12 | Duke | 1,154 | 1,383 | -16.56% | 9.62 | 10.98 | -12.39% | 13,336 | 11,036 | 20.84% | 9.22 | 7.52 | 22.56% |
| 13 | South Burdick | 6,961 | 6,475 | 7.51% | 16.21 | 15.05 | 7.74% | 81,203 | 74,095 | 9.59% | 16.19 | 16.10 | 0.53% |
| 14 | West Main | 14,791 | 12,288 | 20.37% | 34.37 | 18.01 | 90.83% | 150,785 | 116,954 | 28.93% | 20.07 | 17.06 | 17.64% |
| 15 | Paterson | 3,033 | 2,551 | 18.89% | 14.06 | 11.83 | 18.85% | 37,865 | 27,565 | 37.37% | 14.86 | 12.10 | 22.78% |
| 16 | Lovell | 14,425 | 17,144 | -15.86% | 26.95 | 24.93 | 8.10% | 159,223 | 131,714 | 20.89% | 20.58 | 19.16 | 7.41% |
| 19 | Ring | 7,036 | 7,021 | 0.21% | 25.59 | 25.16 | 1.67% | 52,847 | 36,737 | 43.85% | 18.98 | 12.67 | 49.83% |
| 21 | Solon/Kendall/Lafayette | 7,591 | 6,282 | 20.84% | 27.11 | 17.60 | 54.07% | 43,357 | 35,427 | 22.38% | 19.01 | 14.16 | 34.23% |
| 25 | Parkview | 15,680 | 16,652 | -5.84% | 33.13 | 33.44 | -0.95% | 91,241 | 76,377 | 19.46% | 21.70 | 14.76 | 46.99% |
| 26 | West Centre | 2,378 | 2,467 | -3.61% | 5.77 | 6.13 | -5.82% | 29,134 | 27,279 | 6.80% | 6.15 | 6.19 | -0.73% |
| 27 | East Romence | 2,204 | 2,041 | 7.99% | 5.30 | 4.91 | 7.81% | 27,646 | 20,645 | 33.91% | 5.71 | 4.62 | 23.55% |
| 30/31 | WMU Shuttle | | 2,030 | | | 26.89 | | 429 | 2,457 | -82.54% | 1.95 | 20.34 | -90.42% |
| | Total Fixed Route | 160,910 | 157,474 | 2.18% | 19.46 | 21.76 | -10.56% | 1,674,992 | 1,381,102 | 21.28% | 16.37 | 14.55 | 12.50% |

| Metro County Connect | | | | | | | | | | | | |
|-----------------------|----------------|----------------|--------------|--------------|-------------|---------------|------------------|------------------|---------------|--------------|-------------|---------------|
| Demand-Response | 10,675 | 10,068 | 6.03% | 2.01 | 1.00 | 100.58% | 125,929 | 110,410 | 14.06% | 1.96 | 1.73 | 13.13% |
| ADA Trips | 4,177 | 3,520 | 18.66% | 2.08 | 0.84 | 147.76% | 51,397 | 43,749 | 17.48% | 2.00 | 1.67 | 20.06% |
| Specialized Service | 1,779 | 2,313 | -23.09% | 10.41 | 8.43 | 23.40% | 23,083 | 17,134 | 34.72% | 11.18 | 8.47 | 32.03% |
| Charters | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 | N/A |
| Total Services | 173,364 | 169,855 | 2.07% | 12.60 | 8.71 | 44.67% | 1,824,004 | 1,508,646 | 20.90% | 10.82 | 9.39 | 15.19% |

| Other Data | Month to Date | | | Year to Date | | |
|----------------|---------------|--------|---------------------|--------------|---------|---------------------|
| | FY23 | FY22 | Increase / decrease | FY23 | FY22 | Increase / decrease |
| WMU | 51,335 | 49,978 | 2.72% | 391,448 | 301,622 | 29.78% |
| KVCC | 1,100 | 556 | 97.84% | 6,326 | 4,509 | 40.30% |
| Transfers | 49,039 | 46,576 | 5.29% | 449,806 | 497,311 | -9.55% |
| Wheelchair | 416 | 932 | -55.36% | 4,586 | 5,792 | -20.82% |
| Bikes | 1,473 | 1,292 | 14.01% | 14,465 | 13,004 | 11.24% |
| Youth Mobility | - | 1,401 | -100.00% | 39,394 | 20,359 | 93.50% |

ADDENDUM #1
ATTACHMENT C



Microtransit Pilot Overview

**Microtransit Service Pilot
Proposal Reference #: 96217-010.0**



METRO

Microtransit Pilot Overview

October 2023

www.kmetro.com

Microtransit - Overview

- Is an app-based on-demand service that operates like Uber and Lyft but utilizes transit-specific vehicles and offers affordable and predictable fares.
- Is an effective tool for serving lower-density and/or auto-oriented environments.
- Provides local circulation within a designated zone and first/last mile connections to the fixed-route network.
- Adds to the service mix provided by Metro to best meet community needs, serve senior citizens, individuals with disabilities and get people to jobs, school, shopping, medical services and other essential community services.

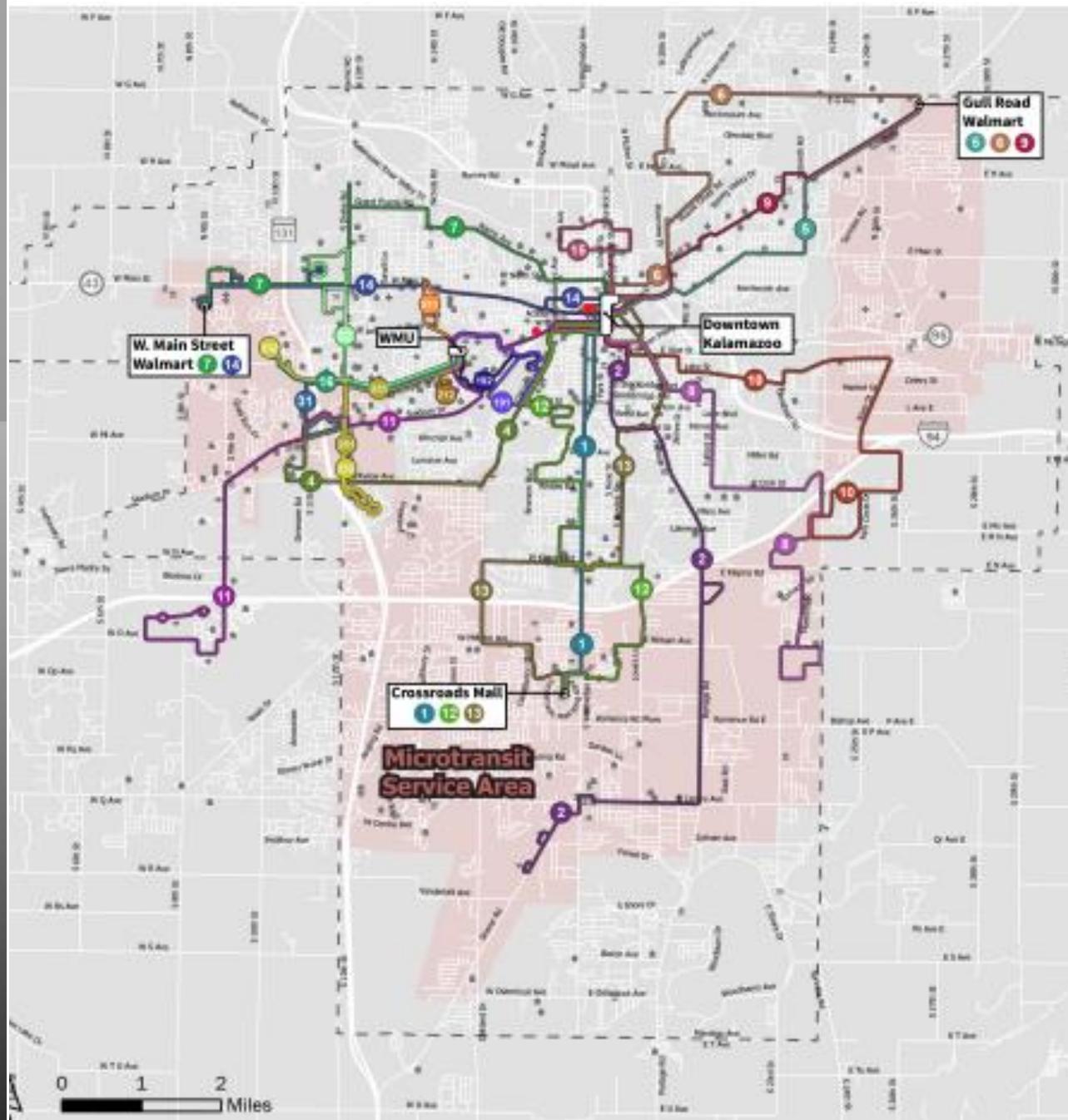
Projected Timeline

| | |
|-------------------------------|-------------------|
| RFP Release Date | October 23, 2023 |
| Proposals Due | November 21, 2023 |
| Short List Determined | December 8, 2023 |
| Interviews | December 18, 2023 |
| CCTA/KCTA Board Consideration | January 8, 2024 |
| Desired Service Start Date | April 15, 2024 |

Structure

- Turn-Key Service
 - Staffing (Drivers, Maintenance, Customer Service, Oversight)
 - Vehicles (estimated accessible 8 vans)
 - Facility
 - Software
- Option not selected – SaaS
 - Software as a Service

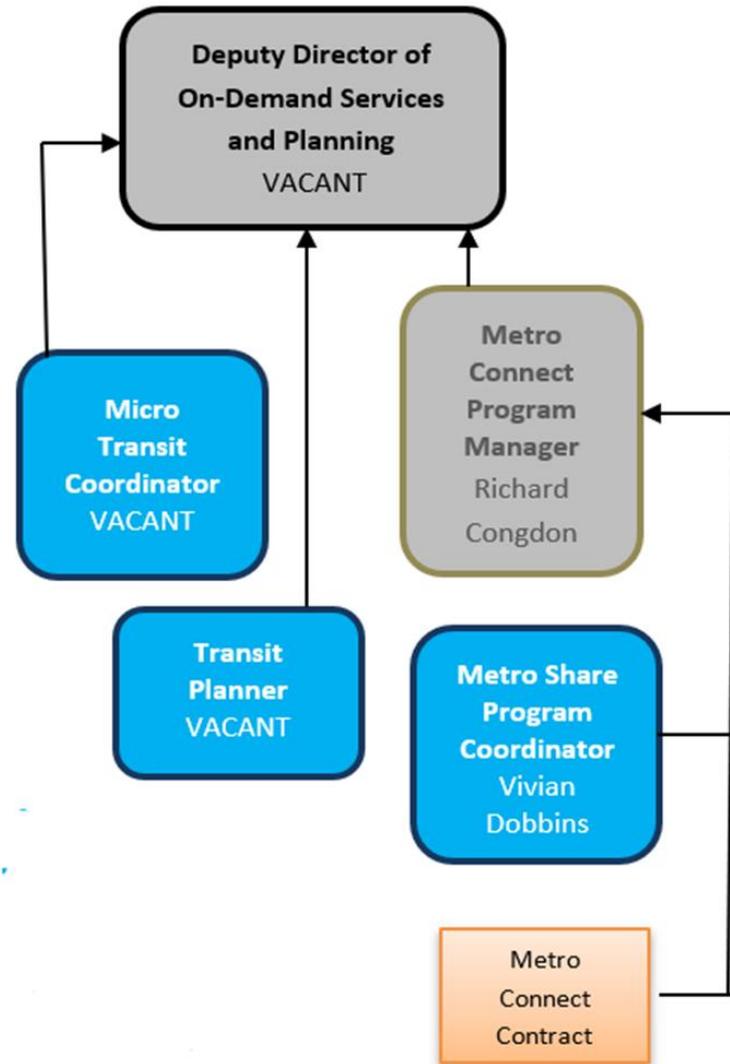
Service Zone



Estimated Cost

| Item | Year One Budget Cost |
|---|----------------------|
| Service Contract | \$1,500,000 |
| Metro Staffing Cost (Program Coordinator) | \$67,000 |
| Start-Up Costs (Marketing, Education, Outreach) | \$200,000 |
| | \$1,767,000 |

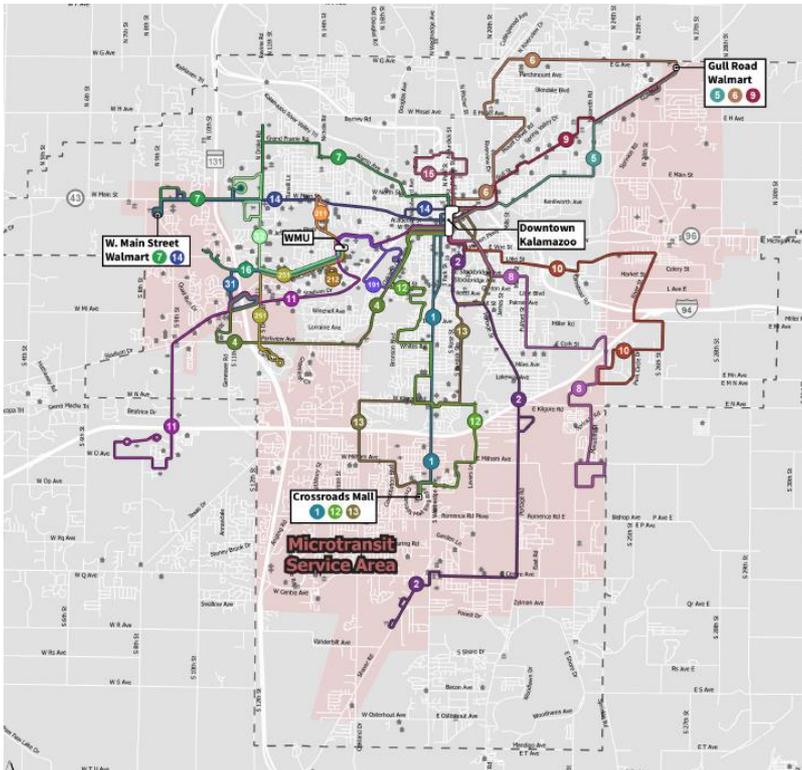
Staffing



Contract

- 2-Year Pilot with negotiated renewals for up to 3 additional years
- Fee Structure
 - Per hour fee for Service

Microtransit



- Requested same day service within zones
- Vans and/or Smaller vehicles
- App-based

[Video link -](https://www.youtube.com/watch?v=chelKQQ5hAk)
<https://www.youtube.com/watch?v=chelKQQ5hAk>

