



Central County Transportation Authority  
Purchasing Division  
241 W. South Street  
Kalamazoo, MI 49007  
Phone: 269.337.8020  
www.kmetro.com

## 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: \_\_\_\_\_

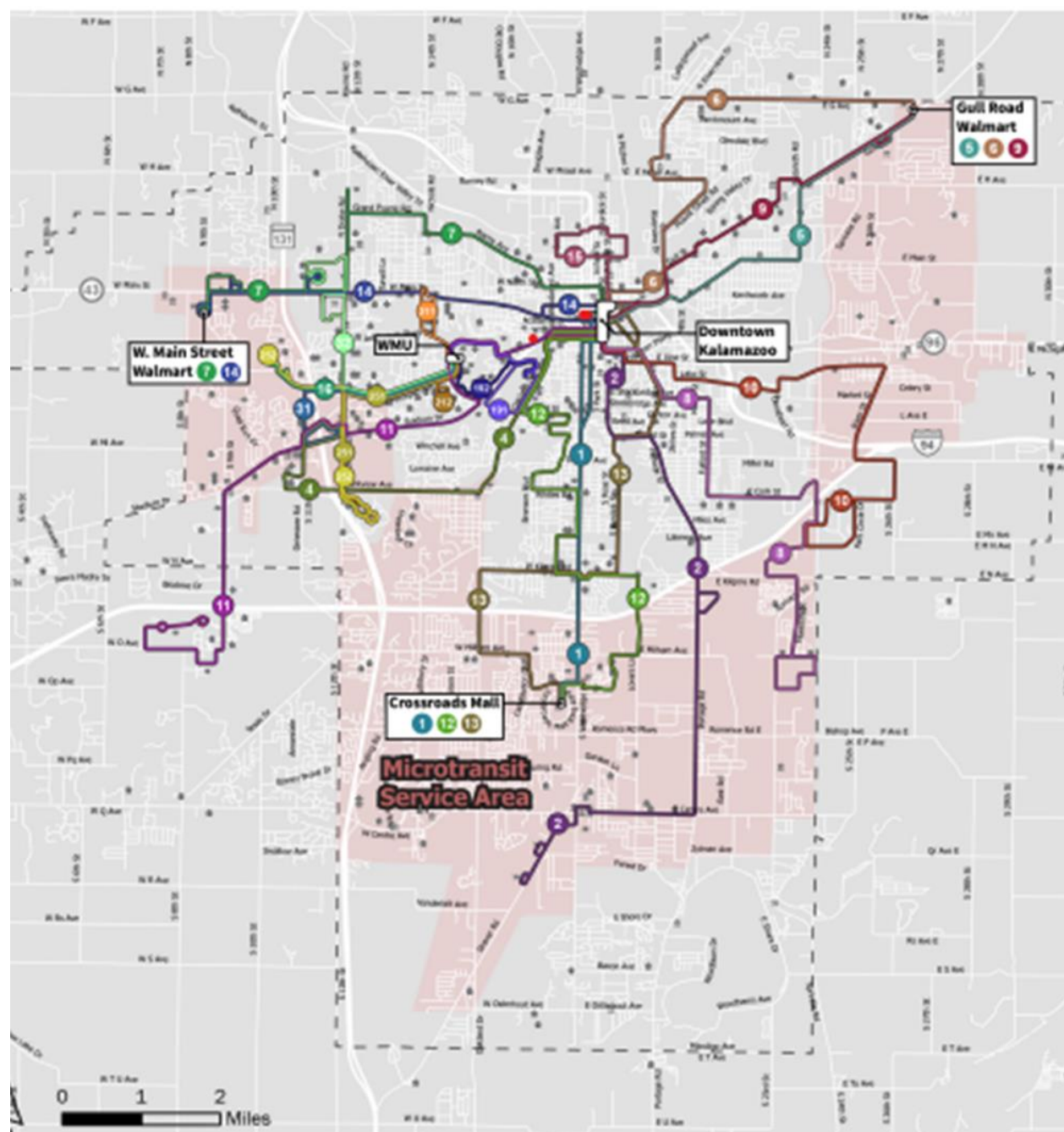
(Type or Print)

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
<b>Total</b>	<b>121,046</b>	<b>125,608</b>	<b>131,888</b>	<b>131,931</b>	<b>141,788</b>	<b>154,337</b>	<b>161,838</b>	<b>163,410</b>	<b>166,589</b>	<b>168,437</b>	<b>92,918</b>	<b>1,559,790</b>

	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
<b>Total</b>	<b>91,617</b>	<b>114,323</b>	<b>106,982</b>	<b>1,872,712</b>



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%
	<b>Total Fixed Route</b>	<b>239,660</b>	<b>233,925</b>	<b>2.45%</b>	<b>22.61</b>	<b>22.58</b>	<b>0.16%</b>	<b>2,599,466</b>	<b>2,669,863</b>	<b>-2.64%</b>	<b>19.86</b>	<b>20.70</b>	<b>-4.02%</b>

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
<b>Total Services</b>	<b>257,973</b>	<b>251,401</b>	<b>2.61%</b>	<b>13.86</b>	<b>13.95</b>	<b>-0.66%</b>	<b>2,811,602</b>	<b>2,885,996</b>	<b>-2.58%</b>	<b>12.41</b>	<b>12.87</b>	<b>-3.59%</b>

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%	
	<b>Total Fixed Route</b>	<b>160,910</b>	<b>157,474</b>	<b>2.18%</b>	<b>19.46</b>	<b>21.76</b>	<b>-10.56%</b>	<b>1,674,992</b>	<b>1,381,102</b>	<b>21.28%</b>	<b>16.37</b>	<b>14.55</b>	<b>12.50%</b>	

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	
<b>Total Services</b>	<b>173,364</b>	<b>169,855</b>	<b>2.07%</b>	<b>12.60</b>	<b>8.71</b>	<b>44.67%</b>	<b>1,824,004</b>	<b>1,508,646</b>	<b>20.90%</b>	<b>10.82</b>	<b>9.39</b>	<b>15.19%</b>	

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](http://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.

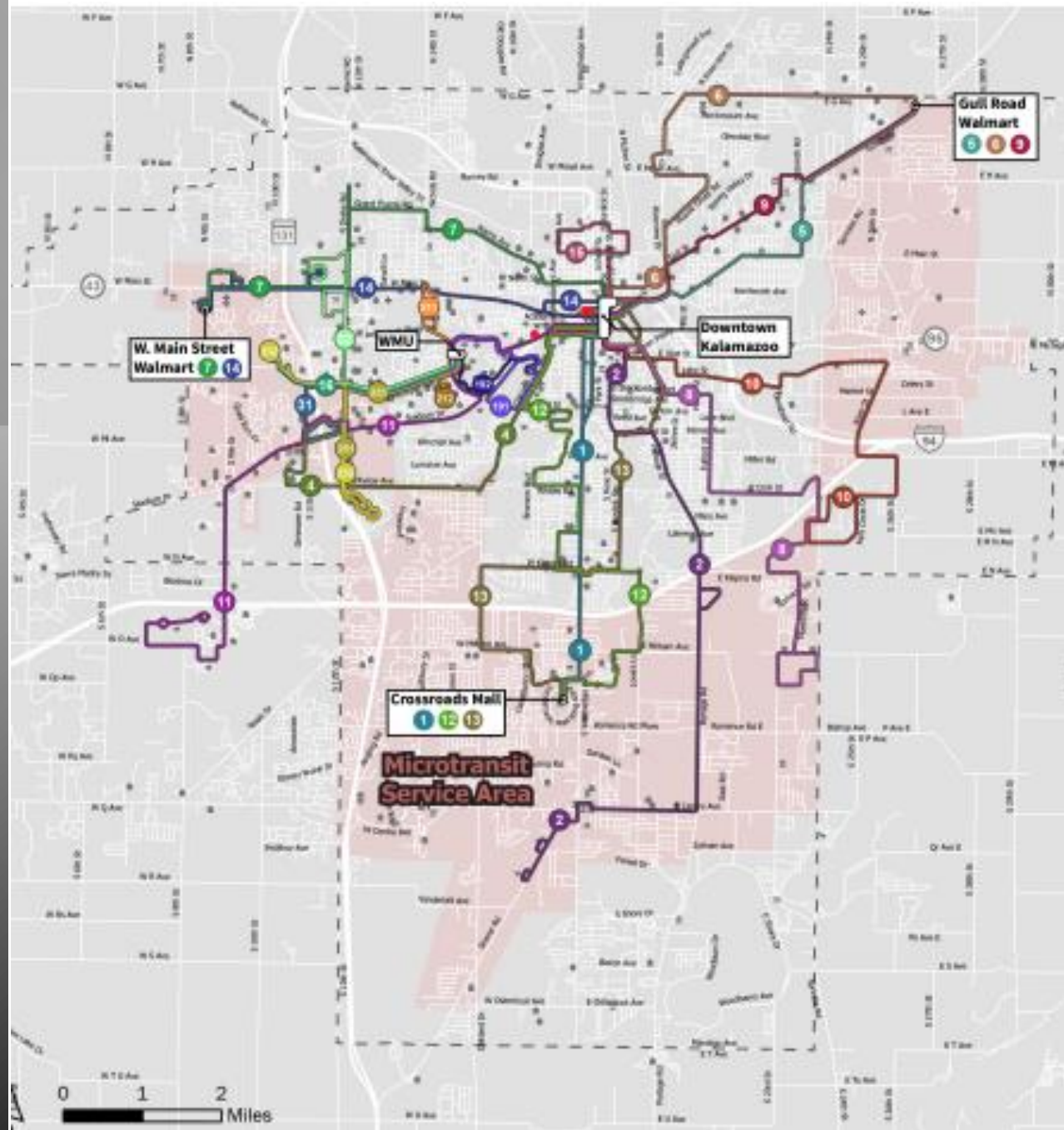
# Projected Timeline

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

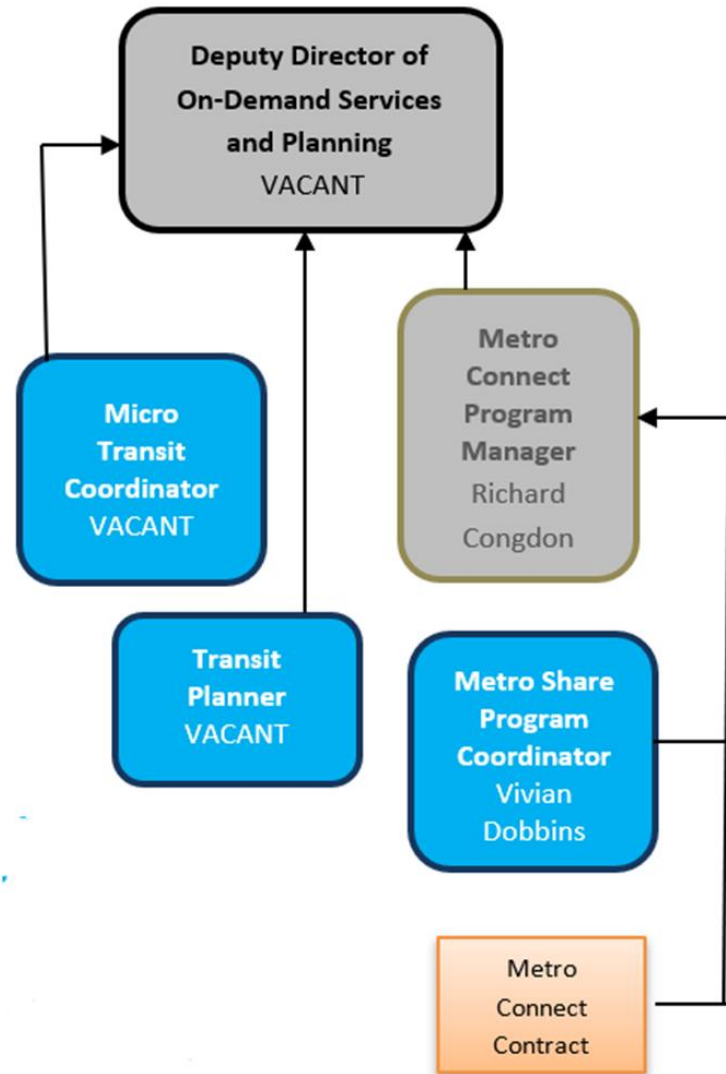
# Service Zone



# 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)	\$200,0000
	\$1,767,000

# Staffing

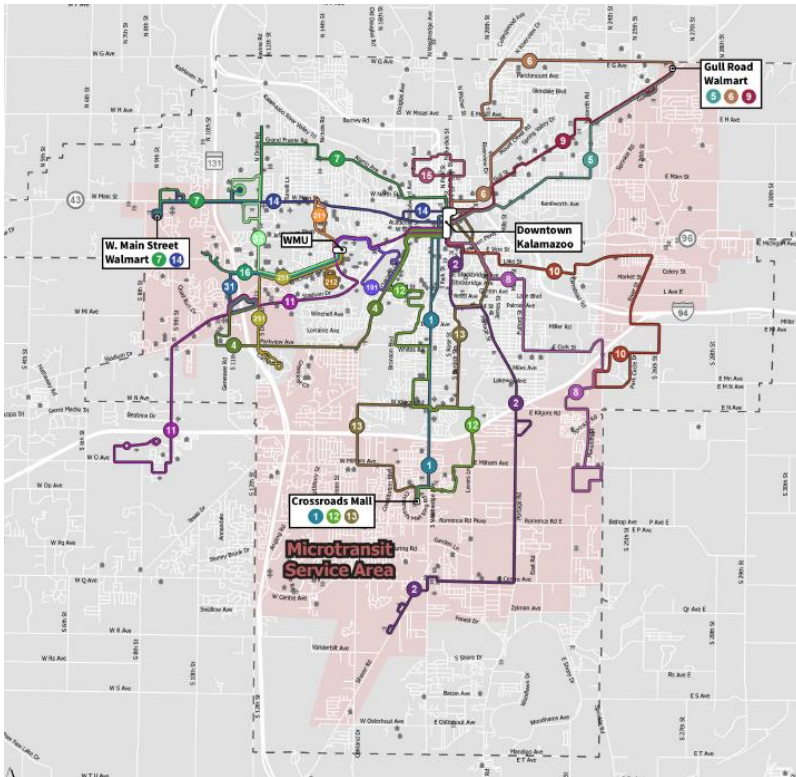


# Contract

- 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>

