



OAKLAND COUNTY

# Homeless Healthcare Collaboration

Bringing Community Resources Together

## Transportation Task force

Bringing Community Resources Together

### Meeting Minutes

Monday, April 24, 2017 9:00 – 11:00 AM

### SMART Bus, Troy MI

---

**Attendees:** Shane Bies, Mike Daly, Carol Welsh, Sandy Elanges, Mary Strobe, Jen Kirby, Madonna Van Fossen, Kris McGovern, Beth Wackerly, Kristina Ottenwess, Genessa Doolittle, Deborah Nelson, Mary Khalil, Danielle Redilla, Deborah Price-Ryan, Ernestine McRae, Jarrett Sanders, Kate Rettler

---

#### Pontiac CPP, Madonna Van Fossen

- The **SMART** acronym stands for **Suburban Mobility Authority for Regional Transportation**. SMART operates in “opt-in communities” located in Macomb, Oakland and Wayne counties. Opt-in communities support the SMART millage while opt-out communities do not.
- Each community in Michigan receives a designated amount of funding annually from the State called Municipal Credits. The amount they receive is determined by the population of that community and this money must be spent on transportation. Currently SMART serves as the “pass through” organization for these funds.
- When a community chooses to opt-in to SMART, and support the SMART millage, a determination is made about the levels of service that SMART will provide and operate within that community. The levels of service that SMART could operate include a Fixed Route, the Connector, a shuttle service and a dial a ride service. The community pays SMART a portion of the property taxes collected for these services (the current millage is 1 mil). With the millage money collected, SMART covers the cost for operating their agreed upon services within that community. SMART also reimburses the community a percentage of the millage money collected in the form of “Community Credits”. This reimbursement, determined by several factors, also needs to be spent on transportation – just like the Municipal Credits. Many communities will establish their own “local transportation service” known as a **Community Partner Program** or **CPP** and will use their municipal and community credits to cover the expenses of running a CPP.
- A Fixed Route service uses the large buses, follows a fixed route and operates on a fixed schedule. Riders using this service go to pre-determined bus stops to ride the bus.
- The Connector service uses the small buses and is a reservation based service. There are several variables that determine whether a rider can call 2 weeks, 6 days or 2 days in advance to make their reservation and there are several variables that determine the cost which could range from \$1 to \$4 each way. The Connector service is a “curb to curb” service and is limited in that it will provide a ride within a 10 mile radius of the pick-up location.
- There are a limited number of shuttle services that SMART operates in SE Michigan and in Oakland County there are two: the Oakland Mall shuttle and Somerset Mall shuttle. Each of these services travels within a designated area around each of these malls. Riders call for a ride when they want to be picked up and call again for a ride when they are finished. The bus will arrive to pick them up within 5 minutes to an hour after they place the call. There are very few buses used in this service so depending on its location when a call is received will determine when it will arrive at the requested pick up location
- There are only two communities in Oakland County with a Dial-A-Ride service and they are Farmington and Farmington Hills. This is similar to the Shuttle service and operates within the boundaries of these two communities.
- As mentioned earlier some opt-in communities have chosen to use their municipal and community credit money to fund their own transportation program and this partnership with SMART called the Community Partner Program or CPP. Because of this partnership, the community is now able to leverage federal funds that will pay for the buses they need to operate their CPP. They can also apply for grants available for other capital and

operational expenses. There is an annual application that communities can complete and submit for various types of expenses. A select board reviews all applications submitted and determines the award amounts given.

- While this CPP is a partnership with SMART, the only authority SMART has is the requirement of weekly and quarterly reporting for each SMART vehicle the community uses. SMART needs to submit this information to the Federal Transportation Agency (FTA) and therefore mandates this reporting is completed or funding could be withheld. Other than that, SMART has no jurisdiction over how a community operates their CPP.
- 

### What is going on in Pontiac? , Madonna Van Fossen

- The City of Pontiac is an opt-in community and prior to 2012 did have a CPP with SMART – Televan. This CPP was eliminated in 2012 by the Emergency Manager. Currently there are two levels of service available to residents in Pontiac that SMART operates – the Fixed Route and the Connector Service. There are seven (7) dedicated Connector buses that service Pontiac, West Bloomfield and Auburn Hills. The total number of hours assigned to these 7 Connector buses allowing them to operate within these three (3) communities is 66 hours per day, that’s just under 10 hours per vehicle servicing these communities.
  - When the Televan CPP was eliminated SMART increased service to Pontiac residents similar to what the Televan service offered. There is an average of 1000 rides given to Pontiac residents each year.
  - In the early spring of 2016 I began receiving phone calls from various individuals, organizations, groups, etc. within Pontiac asking “what can we do about the transportation in Pontiac?” I realized there were a significant number of people concerned about the transportation challenges yet it did not appear that anyone was talking to anyone else about it. Therefore the first SMART Transportation Summit for the City of Pontiac was held.
  - Those who attended this first Summit included people I had conversations with and individuals with a strong interest in addressing these issues. After this Summit, a second Summit was held in the fall, 2016 and discussions led to a potential solution. Those who attended the second Summit unanimously agreed to have a letter sent to Mayor Waterman strongly encouraging the City of Pontiac to re-establish a CPP with SMART.
  - In order to re-establish this CPP the City of Pontiac needs to let SMART know their intentions. Pontiac could choose to operate the program themselves - hire the necessary employees (staff and drivers), purchase the appropriate software program used in scheduling rides, cover the maintenance costs for the vehicles, etc. Another option is that the City could designate a non-profit organization or agency to oversee the operations of the CPP. The municipal and community credits would be transferred over to whoever this was and if the City decided to they could include specific budget line items as additional funding for the operation of the CPP.
  - A third SMART Transportation Summit for the City of Pontiac was held on January 24th and during this meeting, discussions continued about the potential Pontiac CPP – what would it look like; where would it travel; hours of operation; how much would it cost; etc. At the end of the Summit the decision was made to have a “committee” look into these and other questions and at some point get back via email to all who’ve been participating.
  - This committee, the **SMART Transportation Organizing Committee (STOC)**, met and broke into 4 sub-committees: Logistics, Design Charrette Development, Marketing and Steering. (Listing of people on these sub-committees and the tasks of each sub-committee are attached). To date, each sub-committee is diligently working on their assigned tasks and progress continues.
- 

### Dial-a-Ride Service for Agencies, Madonna Van Fossen & Ernestine McRae

- SMART put together a plan with Haven on paper, but in reality it did not work out.
  - This Haven project included 5 locations that clients would regularly go to.
  - This occurred 2 times per week and you had to call in advance to schedule a ride.
  - Timing was an issue, and the transition of residents was a problem.

- There was talk of getting a buy-in from other agencies, but there was no interest at the time.
  - SMART will sit down and ask what the community wants for their residents.
  - Farmington Hills did want a dial-a-ride service.
- 

### Agency Updates

- CMH: Purchased a building in Troy on Long Lake & Crooks- expects to move in September to new facility. This will be a hub of services for people with disabilities & micro enterprises for people with disabilities.
    - Oakland Family Services & Freedom Road might move into building, fingers crossed.
  - CMH: 298-State Level-Public mental health dollars go to the Health Plans instead of CMH. Now 234-some of that money may be moved.
    - Refer to Crane's business for resources.
  - Community Housing Network: 12 new homes are being built in Unity Park, 4 of which are for people with disabilities.
- 

### Upcoming Projects for Task Force

- Invest Health Projects-Adopt a Stop
    - Agency partners could adopt a stop and volunteer to maintain.
    - Working to beautify the bus shelter-OCHD graphic artist can design marketing materials, communications project/organizational project
  - SMART CPP in Pontiac-Madonna will let us know when meetings are going to be if members or organizations want to attend.
    - Once a final plan is created, members or organizations can show up at meetings to voice concern and show support.
    - SMART millage is coming up for renewal in 2018 for current communities.
      - Madonna is working in communities to advocate putting this issue on the ballot so residents can vote on it. This would be happening in November 2018.
- 

**Next Meeting: June 26, 2017 9:00 – 11:00 a.m.**

Area Agency on Aging 1-B  
29100 Northwestern Hwy., Suite 400 Southfield, MI 48034  
Conference Call: 248-454-0579