



Proposed Meeting Summary Board of Directors

Thursday, April 17, 2025

1:00 PM

1. Call to Order at 1:07 PM.

2. Roll Call:

Board of Directors members	Government Entity	Attendance Status
Jeannette Bradshaw	Oakland County	P
Freman Hendrix (Secretary)	City of Detroit	V
June Lee	Wayne County	A
Dave Massaron (Chair)	State of Michigan	A
Jon Moore	Macomb County	A
Don Morandini (Vice Chair)	Macomb County	P
Dr. Erica Robertson	Wayne County	A
Alma Wheeler Smith (Treasurer)	Washtenaw County	P
Ned Staebler	Washtenaw County	V
Helaine Zack	Oakland County	A

Absent (A); Present (P); Virtual (V) means participating online, yet unable to vote on official business.

RTA Representatives Present:

Ben Stupka, Melanie Piana, Julia Roberts, Corri Wofford, Kristin Caffray, Travis Grubb, Khalil Davis, Isaac Constans, Kameron Bloye, Rachel Schmuhl, Dasia Mack

Other Meeting Participants:

Matt Carpenter, Jeff Pfeifer - AAATA

Robert Cramer – City of Detroit, Department of Transportation and People Mover

Bernard Parker III, Tiffany Gunter - SMART

Adam Elghoul – SEMCOG

3. Approval of Agenda

Vice Chair Morandini noted that the Board of Directors cannot approve the April agenda because a quorum has not been established for this meeting.

4. Public Comment

Michael “Brother” Cunningham II – Mr. Cunningham promoted the April 17th DDOT public input meeting, offering the phone number - (313) 444-9144 – for additional questions. He called for an increase in ADA parking spots and for later hours at Rosa Parks Transit Center and Jason Hargove Transit Center. He called for SMART to have virtual public comment and for DDOT to have all meetings hybrid.

Robert Pawlowski (virtual) - Mr. Pawlowski thanked the representatives of AAATA, the City of Detroit, and SMART for their provider presentations. He requested that board members that serve as liaisons to the Citizens Advisory Committee share these committee reports publicly.

5. Executive Directors Report

- Executive Director Stupka presented the following topics:
 - Opening Day
 - Administration
 - Communications
 - Core Business
 - QLINE Performance
 - Ridership
 - On Time
 - Delays
 - Member Bradshaw asked the following question: What would be considered a passenger issue?
 - Executive Director Stupka answered: A sleeping passenger, for example. This is something that would require intervention or support from the Detroit Police Department.
 - Safety
 - D2A2 & DAX Ridership
 - Initiatives
 - Strategy
 - Member Bradshaw inquired about RTA’s Mobility Wallet project kick-off.
 - Julia Roberts, Planning and Innovation Director: We kicked off at the end of March with Bhadala, the selected vendor, working with DDOT, SMART, and other providers (a multimodal option with

MoGo, e.g.), on phase two of deployment. That part of the process is expected to be about a three-month wrap up. We'll see something closer to June or July with the Ride United program. We are looking at a side-by-side parallel in partnership with NEORide and Masabi, which work in Ann Arbor and with EZfare.

6. Presentations

a. Provider Presentations

- Ann Arbor Area Transportation Authority (AAATA) - CEO, Matt Carpenter
 - Carpenter presented on the following topics: Agency Overview Ridership Trends, & Progress; Low-No Grant Award; More Service, More Often, Capital Improvements & Bus Rapid Transit
 - Member Bradshaw inquired about the impact that TheRide's investments will have on the workforce, including drivers and mechanics.
 - Carpenter responded: The maintenance staff is impacted the most by far. Mechanics will have to implement very different maintenance procedures with the introduction of new technologies. Mechanics were included in the decision-making process. A significant part of funding includes training. TheRide is not planning on workforce reductions. They will also commission some engineering work on providing cost estimates on the needed upgrades to building infrastructure to support the introduction of new bus technologies, especially hydrogen fuel cell and electric.
 - Vice Chair Morandini inquired about lack of workforce availability at TheRide.
 - Carpenter noted the retirement of baby boomers with the pandemic, especially within the first 18 months, which was less spread out than expected. He mentioned that the job itself (bus operator) is not easy and requires patience and the ability to handle repetition. It also could be

particularly difficult for people just entering the workforce.

- Detroit Department of Transportation (DDOT) & Detroit Transportation Corporation (DTC) - Robert Cramer
 - Robert Cramer presented on the following topics, DDOT Priorities & DPM Year in Review, DPM Fleet Enhancements, Impacts and Accomplishments, Progress Made in 2024, Safety Culture & Ridership, Transit Centers and Enhancements & New Projects, FY 2026 Overview, Improvements, Upgrades & Other Initiatives
 - Jeannette Bradshaw inquired about DDOT fleet numbers. She asked about bus stop upgrades and complaints.
 - Cramer answered with the following:
 - DDOT's fleet is similar in size to AAATA's at 289.
 - Complaints vary and do not just include frequency or safety, although they are common. Riders also leave complaints about overall service, scheduling, routes, lack of infrastructure, transfers, etc.
 - Regarding bus stop upgrades, Mr. Cramer noted that they are high on the priority list of the Mayor and City Council. DDOT was awarded an additional \$2 million on top of the \$20 million for bus stop-related improvements. Furthermore, \$5 million has already been programmed for shelters, and 100 more have already been funded with current amounts. He also noted that DDOT has ~5,000 bus stops but less than ~300 with shelters currently.
- 2:18 – 3:01 PM: Suburban Mobility Authority for Regional Transportation (SMART)
 - Gunter presented on the following topics: About SMART: Core Values, Mission, and Vision; SMART Budget & Capital Program 2025; Performance; Breaking Down Barriers to Success; Initiatives

- Member Bradshaw inquired about what ideas SMART may have about increasing maintenance worker availability during evening hours. She followed on coordination between the community providers and SMART in Oakland County.
 - Gunter answered with the following:
 - For increasing maintenance worker during evening hours, Tiffany noted the need for implementing maintenance assessments and manuals to ensure people are in position to do this work when needed. This also includes SMART's new hires, which will make a huge difference.
 - SMART acts as a sort of parent organization for smaller, community providers, and communication is key for working with them, especially when there are hiccups, as Tiffany noted. She noted also that they are necessary since SMART cannot reach every part of the county at present.
 - Vice Chair Morandini commented on the great customer service from SMART drivers in Oakland County. He then asked if compassion, patience, and understanding are part of the training.
 - Gunter responded affirmatively – that they are prepared for interactions with riders.

7. Consent Agenda - *Vice Chair Morandini stated that a quorum has not been established for this meeting. No action was taken on the Consent Agenda items.*

8. Regular Agenda - *Vice Chair Morandini stated that a quorum has not been established for this meeting. No action was taken on the Regular Agenda items.*

9. New Business

There was no new business.

10. Meeting adjourned at 3:01 PM.