



TIFFANY J. GUNTER
GENERAL MANAGER & CEO



SMART FOUNDATION

SMART VISION STATEMENT

SMART Moves Us

SMART FOUNDATION

SMART MISSION STATEMENT

SMART connects people, strengthens community and drives economic growth by delivering safe and reliable mobility services.





CORE VALUES

SAFETY

We strive to create a safe operating environment for our employees and passengers.

MULTIPLIER EFFECT

We are catalyst for economic growth. Everything we do we make better!

ADAPTABILITY

We embrace change with an open mind, empathy, and enthusiasm to innovate.

RESPECT

We treat everyone with dignity, kindness, and consideration.

TRANSPARENCY

We anchor our communications in honesty, integrity and accountability.

COMMEMORATIVE BUS UNVEILING

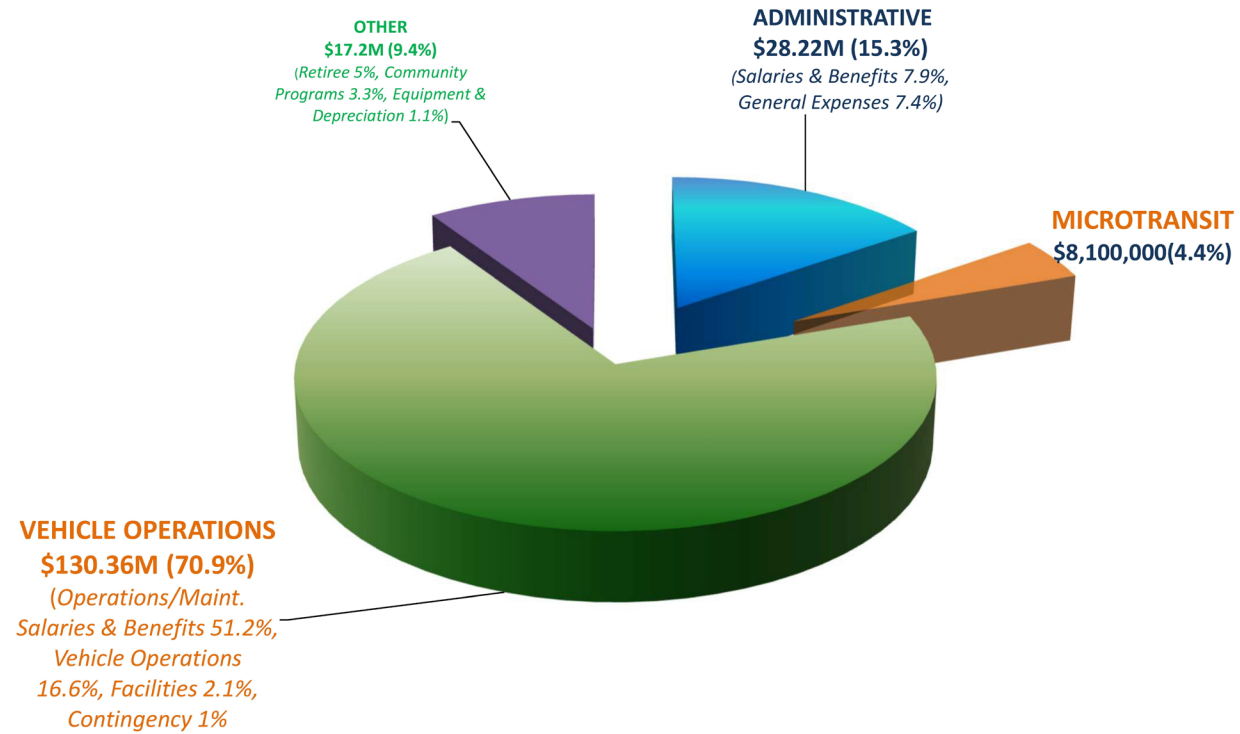
To honor the frontline individuals who keep the region moving and commemorate the ones who have over 25 years of service, select buses in each county have been wrapped.

- 25+
- Maintenance Appreciation
- Principal Trainer Appreciation



BUDGET

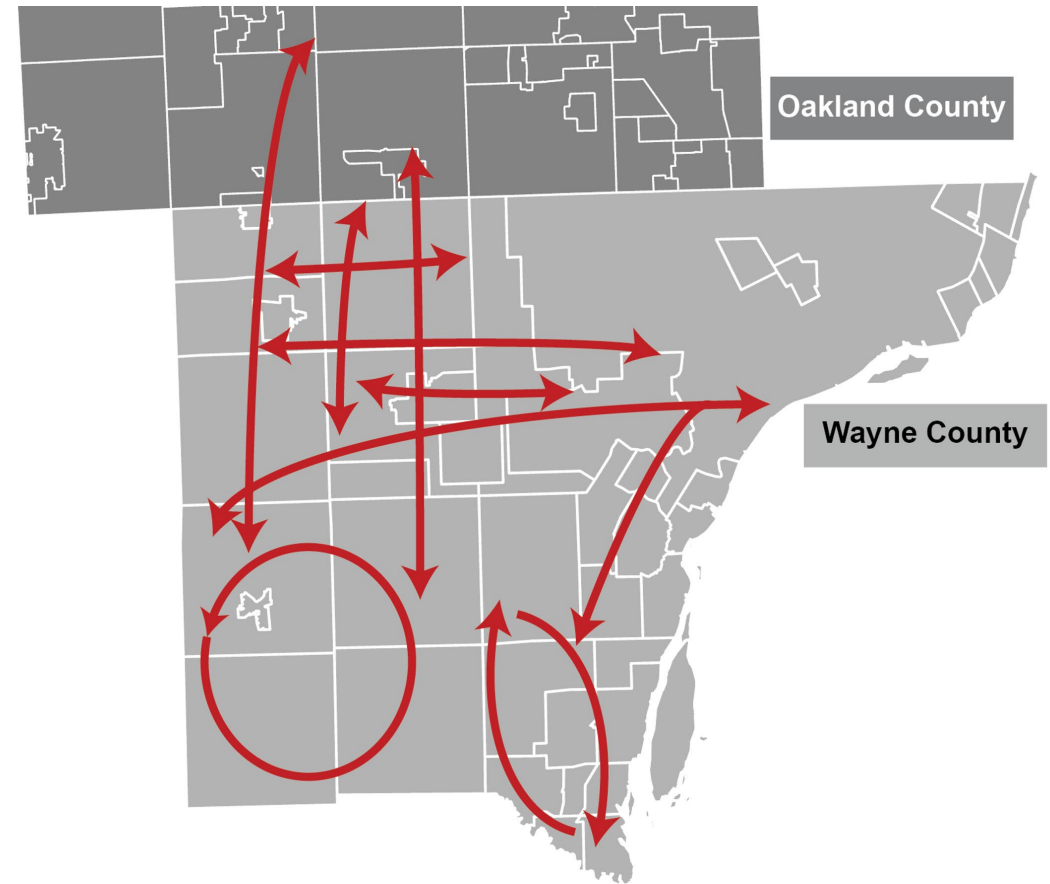
FY 2026 BUDGET EXPENSE ALLOCATION



SERVICE OPPORTUNITIES

Service and Geographic Gaps

Large Wayne County opt-out communities (Canton, Plymouth Twp., Livonia) lack SMART fixed-route service despite strong population and employment density. Employment and population clusters remain underserved by fixed-route transit.



RECOMMENDED SERVICE

Fixed Routes

5 route extensions of existing service or
SMARTer Mobility proposed service

8 new proposed routes

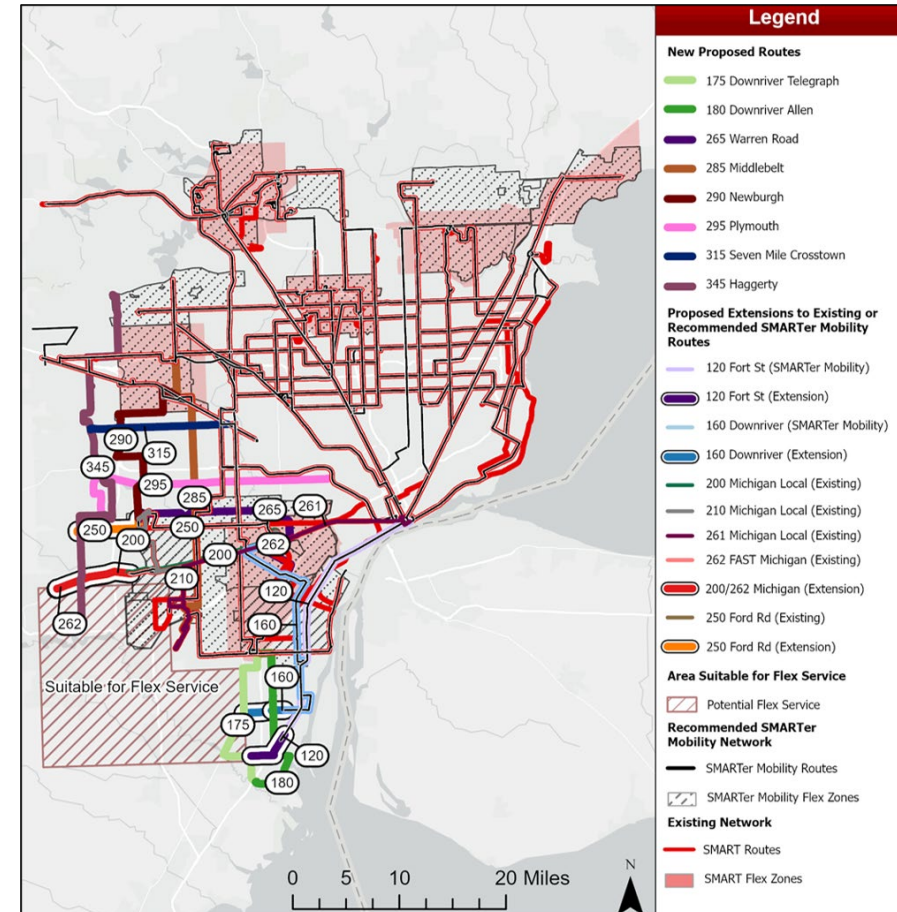
Demand Response Zones

Proposed flex zones

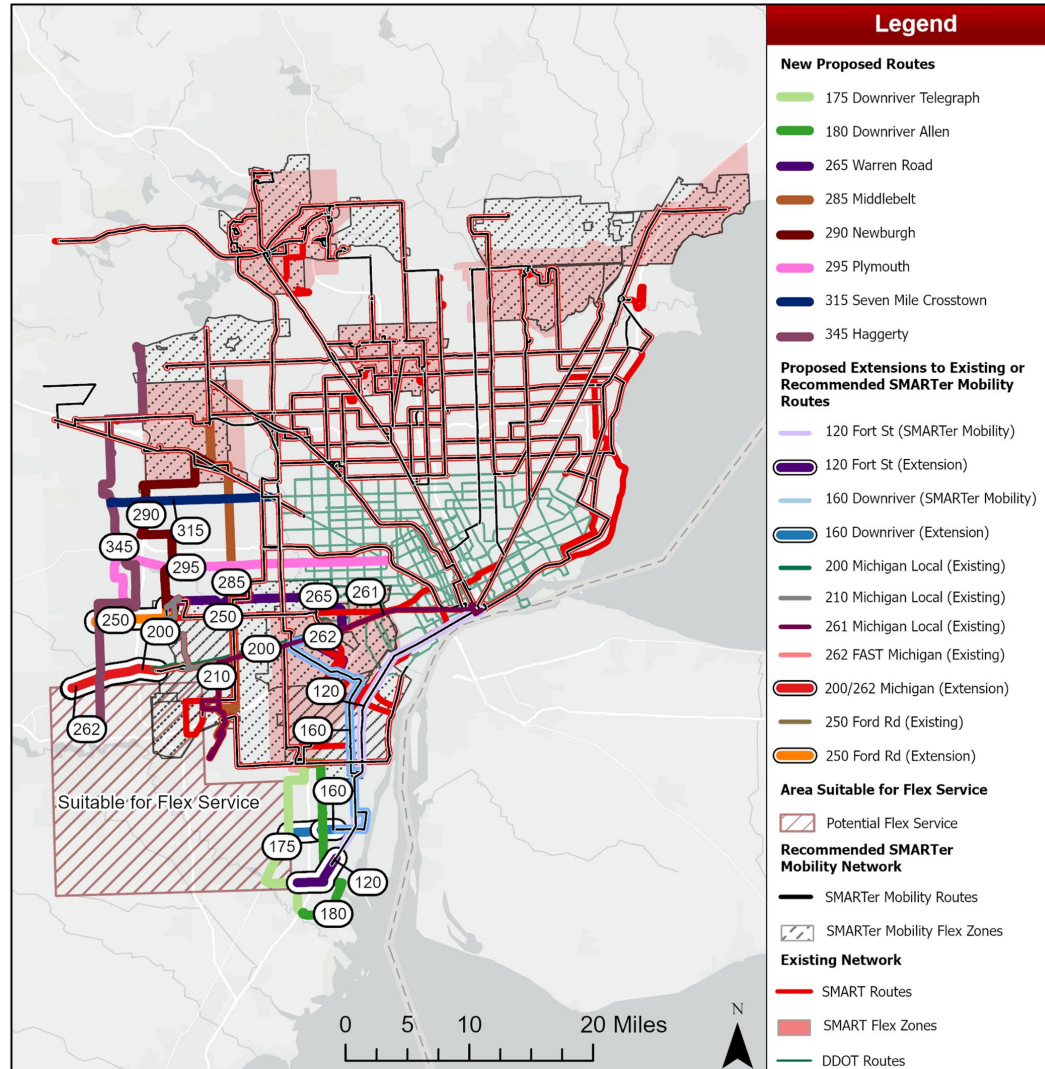
Van Buren/Belleville

Sumpter Township

Huron Township



REGIONAL CONNECTIVITY



DID SOMEONE SAY ROADEO?

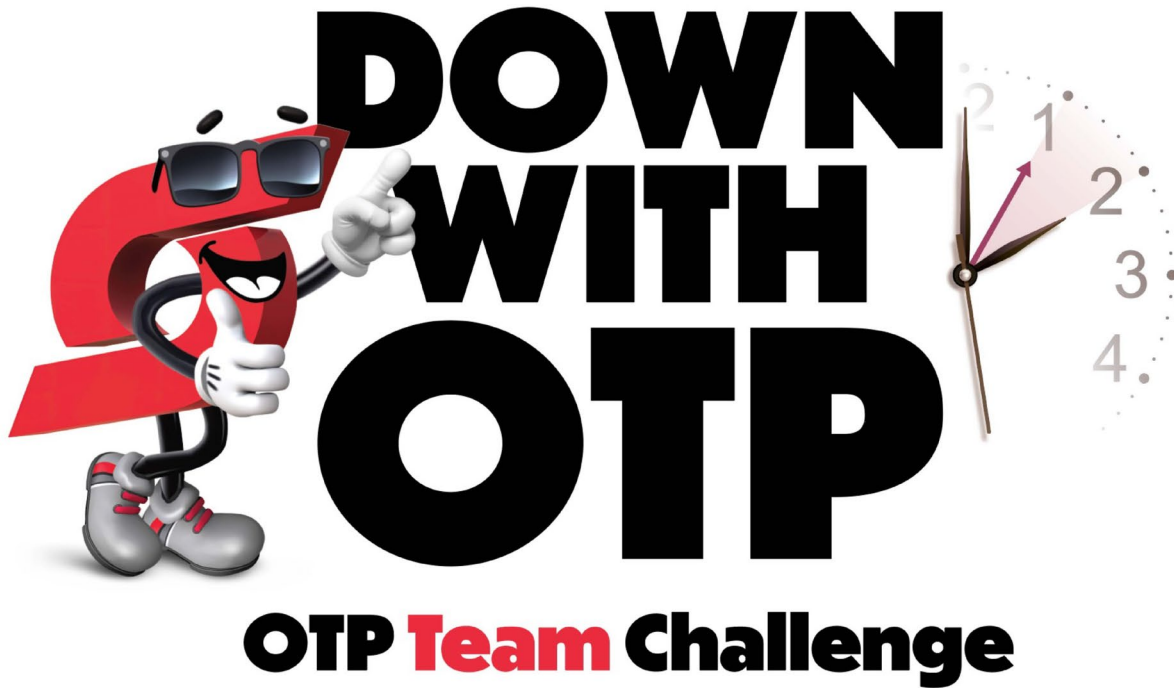


SMART IN THE COMMUNITY

Our Transit in Pink fundraiser was a huge success, uniting SMART employees across the tri-county area for four days of support and solidarity. Together, we've raised over \$11,000 for the Shades of Pink Foundation, helping ease the burden for those undergoing breast cancer treatment.



ON-TIME PERFORMANCE



Monthly On-Time Performance (as of December 2025):

72.50% AM (3:00am-11:59am)

64.10% PM (12:00pm-2:59am next day)

Increasing our OTP is the main objective in 2026. It is a complete team effort, and the focus is bringing our OTP Percentage to the 85% National Standard.

ON-TIME PERFORMANCE LEADER BOARD

DAILY LEADER BOARD

FEB. 12TH

MACOMB **74.6%**

OAKLAND **73.3%**

WAYNE **76.3%**



CONGRATULATIONS WAYNE!!

RECOGNITION

General Manager Awards



In recognition of your commitment to excellence, kindness, and impact across SMART and the community.

ROLL INTO WELLNESS PROGRAM



SERVICES OFFERED:

- Blood Pressure Screening
- Rapid HIV Screening
- Rapid Hepatitis C Screening
- Medication Review
- General health screening: diabetes, cholesterol, and kidney function screening
- Community Resources for Social Needs

Please bring your photo ID.

If you have insurance, please bring your insurance card(s) with you. The screening services we provide at our mobile events are FREE to you, however, we do collect your insurance information to assist with linking you to future medical care.

(313) 448-9850 | MobileHealthUnit@med.wayne.edu

FREE HEALTH RISK ASSESSMENT:

Scan the QR code to the right to take this quick assessment to determine your health risk!



WAYNE TERMINAL

- Wednesday, February 4th
- Thursday, February 5th

MACOMB TERMINAL

- Wednesday, February 11th
- Thursday, February 12th

OAKLAND TERMINAL

- Wednesday, February 18th
- Thursday, February 19th

APPOINTMENTS FROM 10AM-6PM



**Please be sure to register for the correct location & date. Registration closes the Monday before each event at 5pm.*

Launching in February 2026, coinciding with Heart Health Month. This initiative includes a mobile health unit visiting each terminal to provide on-site services for employees.

EVERY WEDNESDAY AND THURSDAY DURING FEBRUARY



What Preventive Maintenance Is & Key Goals

- Preventive maintenance (PM) involves performing **regular, scheduled inspections and tasks**—such as lubrication, calibration, cleaning, adjustments, and parts replacement—based on **time intervals** or **usage metrics** (e.g., hours run, miles driven, cycles completed).
- Think of it like changing the oil in your vehicle every 5,000 miles. Nothing may be wrong at the moment, but the routine service prevents breakdowns later.
- **Reduce unplanned downtime**
- **Catch issues early** before they become major failures
- **Improve reliability and performance** of assets
- **Extend equipment lifespan**
- **Improve safety** by preventing hazardous failures
- **Manage maintenance costs more predictably**



Examples of Preventive Maintenance & Common Types of Preventive Maintenance

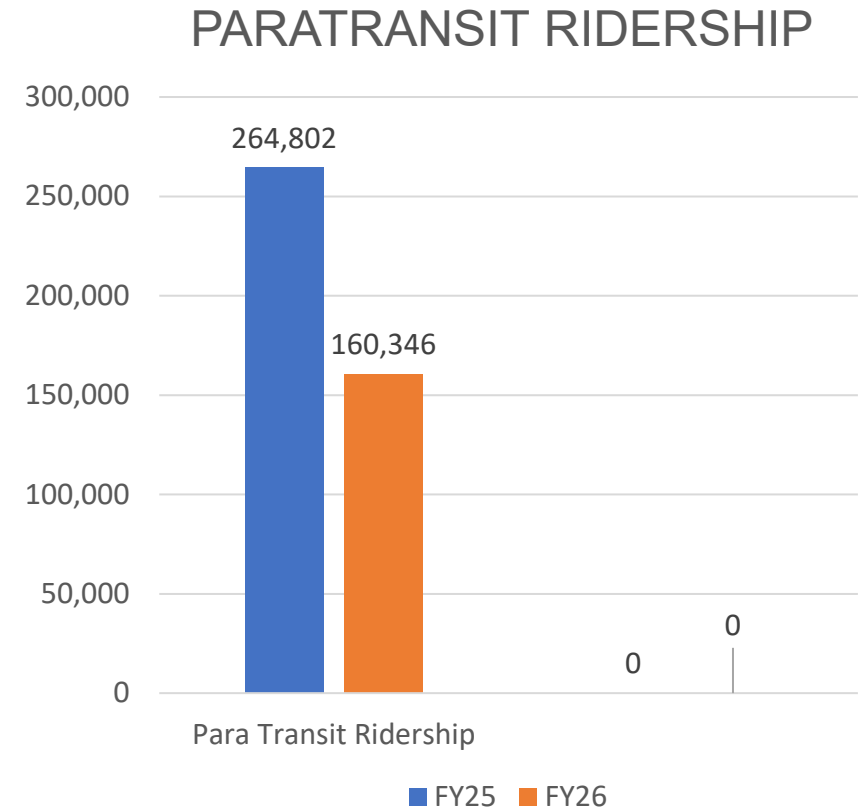
- Inspecting and replacing filters on HVAC systems monthly
- Lubricating bearings every 500 operating hours
- Replacing belts, pumps, or wear parts on a schedule
- Conducting seasonal maintenance.
- Performing vehicle fleet inspections based on mileage
- **Time-based maintenance (TBM)**
Tasks performed at regular intervals (daily, weekly, monthly, etc.).
- **Usage-based maintenance (UBM)**
Triggered by metrics like hours of operation or number of cycles.
- **Predictive-type scheduled tasks**
Sometimes predictive insights are folded into a PM schedule (e.g., vibration readings taken weekly).



Why Companies Use Preventive Maintenance

- Because reactive (“run-to-failure”) maintenance is often expensive.
PM reduces:
- Emergency repair costs
- Production interruptions
- Safety risks
- Stress on maintenance teams

PARATRANSIT RIDERSHIP 25-26



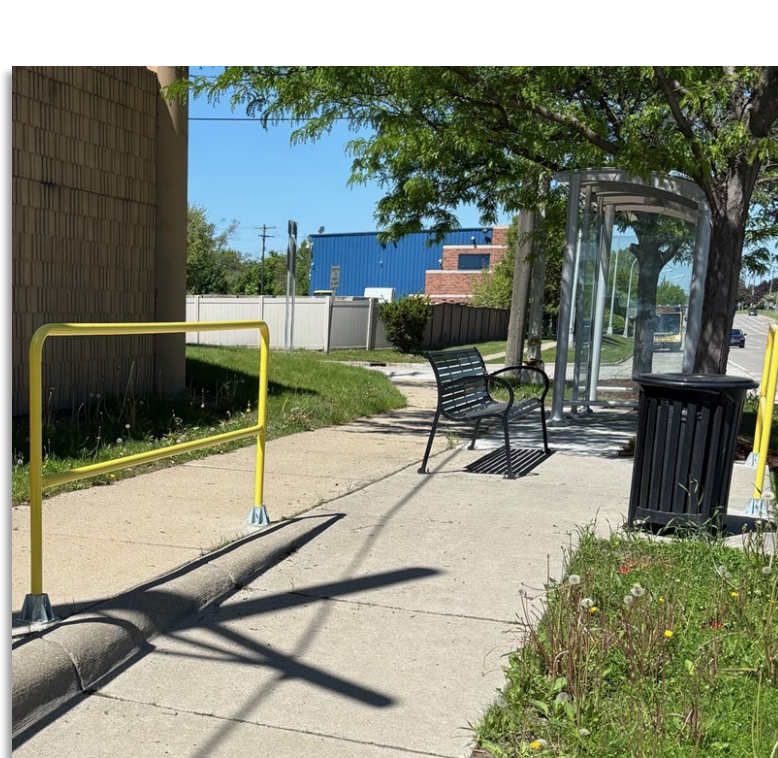
SMART SPACES FOR 2026

Safer Places, Accessible Communities, & Effective Stops

Comprehensive improvement plan for SMART's 5,000+ bus stops

Inventory and assessment of bus stops throughout Wayne, Oakland, Macomb Counties

170 bus stops improved in 2025!



ADOPT-A-STOP PROGRAM

Community upkeep of SMART bus stops and shelters

Free and open to individuals, community organizations, and business owners across our fixed-route service area

Each participant is recognized with a custom sign at their stop

Opportunity to show local pride

31 bus stops currently adopted by 14 unique participants



Refer to the Adopt-A-Stop Participant Agreement for full program guidelines.





NEW SERVICES

461/462: *FAST* Woodward

Weekday frequency will improve to **every 20 minutes combined between Birmingham and Detroit**

North of Birmingham, each branch will arrive every 40 minutes

Route 563 will become **Route 561** for consistent corridor numbering

Weekday frequency will improve to **every 20 minutes**
Route 562 will be eliminated

710 Nine Mile Crosstown

Weekday frequency will improve to **every 30 minutes**

305 Grand River

New 11:00pm departures in each direction

PUBLIC EDUCATION CAMPAIGN



- **Macomb County**
Continue opt-in service for all of Macomb County.
- **Wayne County***
The very first all opt-in service throughout Wayne County.

DETROIT AUTO SHOW PARTNERSHIP



NEW BUS WRAPS



SMART HEART



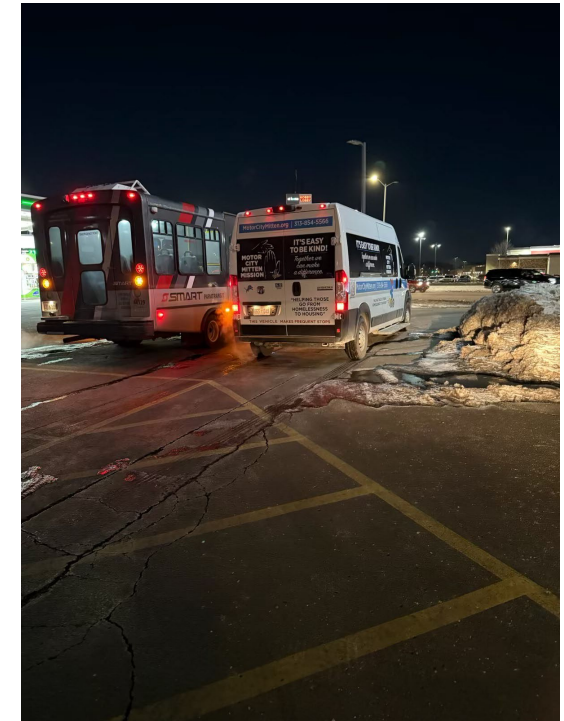
OH, GIVE THANKS



HO! HO! HO! MERRY CHRISITMAS



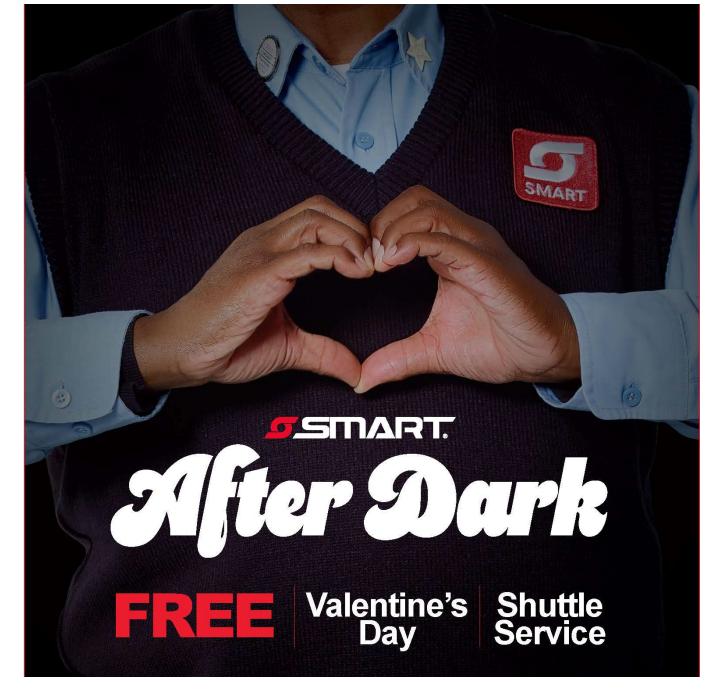
WARMING BUS



SMART AFTER DARK

5 dedicated service routes brought riders from the tri-county area downtown to Grand Circus Park where they could experience a night downtown on Valentine's Day without the hassle of traffic and navigating parking.

The 5 shuttles ran from 3pm - 7pm from SMART park and rides and departures from downtown started at 9pm every hour until midnight. This was the first initiative of its kind with a strong focus on connection, access, and building a region that works stronger together.



Thank
You For
Watching

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Tiffany Gunter

2026



Things to Remember

2026

Tiffany G. notes