

SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION

BOARD OF DIRECTORS MEETING

APPROVED MINUTES – September 26, 2019

A regular meeting of the Board of Directors of the Suburban Mobility Authority for Regional Transportation (SMART) was held on Thursday, September 26, 2019 at 2:07 PM. The meeting was held at the Buhl Building, 535 Griswold, Suite 600, Detroit, MI 48226.

ATTENDANCE

SMART Board of Directors:	Chairman	Mr. John Paul Rea Ms. Hilarie Chambers Mr. Abdul Haidous Mr. Khalil Rahal Mr. Bret Rasegan
Absent Board Members:		Mr. Royce Maniko Ms. Vicki Wolber
SMART Board Secretary:		Ms. Tiffany Martin-Patterson
SMART General Manager:		Mr. John Hertel
SMART Staff Present:		Mr. Brandon Adolph Ms. Beverly Anderson Mr. Fred Barbret Ms. Haley Barrett Mr. Ronald Beier Mr. Kristoffer Canty Mr. Robert Cramer Ms. Beverly Crockett Mr. Melvin Evans Mr. Avery Gordon Ms. Melissa Hightower Ms. Lynn Hurt Ms. Carol Jones Ms. Vickie Jordan Mr. Dustin Morris Ms. Anika Parker Mr. Michael Patten Mr. David Sabuda

Ms. Kirsten Silwanowicz
Ms. Leeya Sutter
Mr. Darrell Taylor
Mr. Keith Taylor
Mr. Andrew Thorner
Ms. Madonna Van Fossen
Mr. Tony Vinson
Mr. Mike Walter
Ms. Patty Waling
Ms. Shannon White
Mr. Daniel Whitehouse

Public Registered: HRC
Passenger
Passenger
Passenger
Passenger
Passenger
Passenger
Plunkett Cooney

Mr. Patrick Haire
Ms. Demerisha Hobson
Ms. Toni Johnson-Smith
Ms. Malika Kalau
Ms. Teri Moutgalias
Ms. Sylvia Robertson
Ms. Angela Williams
Ms. Kim Drabil

1. Call to Order

A) Pledge of Allegiance

2. Roll Call

Present: Chairman Mr. John Paul Rea, Ms. Hilarie Chambers, Mr. Abdul Haidous, Mr. Khalil Rahal, and Mr. Bret Rasegan

Absent: Mr. Royce Maniko and Ms. Vicki Wolber

A quorum was present.

3. Adoption of Agenda

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, to approve the Agenda for September 26, 2019 meeting.

DISCUSSION

None

VOTE: THE MOTION CARRIED.

4. Certification of Public Notice

The Secretary read the Public Notice into the record.

5. Minutes

A. Board Meeting Minutes for June 27, 2019

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, to approve the meeting minutes for June 27, 2019.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

B. Board Meeting Minutes for July 25, 2019

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, to approve the meeting minutes for July 25, 2019.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

6. Public Participation

Chairman Mr. John Paul Rea declared the meeting open for Public Participation.

DISCUSSION:

The following service complaints were made in regards to a number of issues passengers are experiencing on SMART's buses:

➤ Ms. Kim Drabil, Ms. Demerisha Hobson, and Ms. Teri Moutgalias

They represented the passengers of Route 830 (Downriver Park and Ride). They were concerned about SMART's bus tracker not being very accurate. They also said SMART's fixed route service is inconsistent and SMART is biased against riders commuting to the Downriver area. The passengers feel they are not as valuable to SMART as passengers going into Oakland County and this is causing resentment amongst the passengers.

- Ms. Demerisha Hobson
Ms. Hobson stated that the Route 830 (Downriver Park and Ride) did not show up for three days. When Ms. Hobson called and complained, SMART sent a bus with a leaking transmission. She is concerned the Route 830 riders will be stuck outside in the cold like last winter. However, they did state SMART's drivers are not the problem and the problem is with the buses that are on Route 830. She made a request to have new buses on this route.
- Ms. Sylvia Robertson
Ms. Robertson stated she frequently rides Route 710 (9 Mile Crosstown) and Route 740 (12 Mile Crosstown). She is homeless and therefore carries her personal belongings neatly packed on the bus with her. SMART's drivers will not allow her on the bus and have called the police, in the past, to remove her from the bus. She has also had issues when asking the drivers to lower the bus when exiting due to cellulitis in her legs.
- Ms. Angela Williams
Ms. Williams represented 10 passengers from Route 200 (Michigan Avenue Local). She said SMART's drivers are rude and are either not stopping for passengers or showing up late. She reported that bus number 23333 drove past the passengers on the morning of September 25, 2019. She is frustrated with having to use personal time off work due to SMART's buses not showing up.
- Ms. Toni Johnson-Smith
Ms. Johnson-Smith represented passengers of Route 851 (West Bloomfield-Farmington Hills Park and Ride). She said SMART's service is just as bad in Oakland County as it is in Wayne County. She stated she was at the SMART Board Meeting last year complaining about Route 851 and SMART had agreed to correct the issues with the buses not showing up, non-working air conditioning, and poor service. However, nothing has changed and she asked SMART to "do better".
- Ms. Malika Kahari
Ms. Kahari represented passengers of Route 261 (FAST Michigan). She said that SMART's bus tracking app does not work. She also requested SMART put a Park and Ride lot in Romulus.

7. Chairman's Report

DISCUSSION:

Chairman Mr. John Paul Rea stated SMART will rectify the issues with the service deficiencies and liabilities that have been brought to the attention of the Board by passengers. Also, SMART will work diligently on working out the kinks with the ghosting element of SMART's bus tracking app.

Chairman Rea thanked Mr. Robert Daddow and Mr. Gerald Poisson for their service on SMART's Board. He also welcomed Ms. Hilarie Chambers and Mr. Bret Rasegan to the Board representing Oakland County.

8. General Manager's Report

DISCUSSION:

Mr. John Hertel yielded his report to Mr. Robert Cramer, Deputy General Manager, who provided an update on SMART's bus tracking app in regards to passengers being ghosted. Mr. Cramer informed the Board that SMART is working with Clever Devices to solve the issues with the app. Chairman Mr. John Paul Rea requested that the Board receive a copy of the formal correspondence from Clever Devices resolving the issue and a log of all the complaints associated with the app. Mr. Hertel stated SMART will provide the requested information to the Board. Mr. Khalil Rahal asked if there was a clause in SMART's contract with Clever Devices that will protect SMART from a performance standpoint. Mr. Avery Gordon, General Council, stated there are warranties, indemnities, and other elements including intellectual property provisions in the contract. SMART is working with the vendor to address the issues.

Mr. Hertel also reported on the following:

- SMART continues to face a shortage of fixed route drivers and is experiencing an increasing problem with a shortage of mechanics as well. These issues are impacting SMART's ability to provide scheduled service, especially on days where an above average number of drivers call off work.

The next opportunity to promote jobs at SMART will come at an agency-wide job fair, being held at SMART's Troy terminal on October 16, 2019. SMART will provide more information and invite all Board members to attend a preview hour at the beginning of the session.

- In response to SMART's need to cut trips due to driver and mechanic shortages, SMART has developed a cut trip notification tool that will automatically notify passengers when a trip will be cut during peak service. SMART is identifying volunteers from each route to sign up for the 'beta test,' which will begin next week and allow SMART to test the system and make adjustments before releasing it to the general public.
- With SMART's promise to replace all old buses complete, SMART has now started receiving 40 expansion buses required to run the successful FAST service. The first five buses will be put in service during the next week at the Wayne Terminal, which has seen some recent problems with the oldest buses being out of service. The remainder of the buses will be in service in the coming weeks. Up to this point, SMART has kept buses that had been retired active to meet the service needs of the system.

- SMART's FAST service continues to outpace expectations and grow well into its second year. Here are some truly amazing numbers comparing August of 2017 (before FAST) with August of 2019 (the second year of FAST):
 - Total Weekday System Ridership: Increased 19%
 - Total Weekday FAST Corridors: Increased 56%
 - Michigan Corridor: Increased 55%
 - Gratiot Corridor: Increased 37%
 - Woodward Corridor: Increased 90%
 - Overall, Weekday Ridership has increased over 5,000 rides per weekday!

- Under the leadership of the Human Resources Department, SMART has nearly completed mandatory sexual harassment training for all employees. The program was developed and conducted using best practices and a session has been recorded and edited into a video that can be used as new employees come on board.

- SMART received a Diversity in the Workplace award from Corp! Magazine for having a diversity-focused company.

Finance Department

- Providing Management with financial support for contract negotiations with various SMART labor units.
- Procured various goods and services for the Authority for the time period of August and September, 2019.
- Completing the annual independent audit, single audit, and agreed-upon audit procedures for FY2019.
- Negotiated the mobile application split between SMART and DDOT and assisted in providing a mobile application revenue reconciliation template.
- Assisted in the development of the Get a Job, Get a Ride agreement with DDOT.
- Assisted in the development of the Paratransit agreement between SMART/DDOT and Wayne State University.
- Implemented the new DART revenue reconciliation process.
- Negotiated final State Act 51 transportation expenses for FY2016 and FY2017 with the State Department of Office of Passenger Transportation.

Human Resources

Retirements in August and September, 2019:

- 1 Connector Bus Operator retired in August, 2019.
- 1 Fixed Route Operator, 1 Mechanic, and 1 A.M. Dispatch will retire in September, 2019.

Filled Positions:

- 7 Coach Service and Shelter Attendants
- 2 Mechanics
- 1 Law Clerk (part-time)
- 2 Customer Service Operator I
- 1 Assistant Terminal Manager
- 1 Assistant Superintendent of Transportation
- 2 Road Supervisors
- 3 Electronic Equipment Repairpersons
- 1 Grant Analyst
- 1 Training & Development Coordinator

9. Executive Session

Roll Call: Chairman Mr. John Paul Rea, Ms. Hilarie Chambers, Mr. Abdul Haidous, Mr. Khalil Rahal, and Mr. Bret Rasegan

DISCUSSION:

Confidential

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation proceed out of Executive Session.

VOTE: All in attendance voted in the affirmative. **THE MOTION CARRIED.**

10. New Business

A. Resolution: TEAMSTERS Approval of Labor Agreement with International Brotherhood of Teamsters, Local 247, Connector Driver and Customer Service Operators

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation approves the Agreement between the International Brotherhood of Teamsters, Local 247, and the Suburban Mobility Authority for Regional Transportation, effective August 11, 2019 through December 31, 2022, and hereby authorizes the General Manager to enter into and execute said agreement.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

B. Resolution: Approval of Labor Agreement with AFSCME Local 1786 (Supervisory Unit)

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation approves the Agreement between AFSCME, Local 1786, and the Suburban Mobility Authority for Regional Transportation, effective August 21, 2019 through December 31, 2022, and hereby authorizes the General Manager to enter into and execute said agreement.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

C. Resolution: Selection of a Nominating Committee

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation (SMART) hereby approves the appointment of Mr. Abdul Haidous, Wayne County, Ms. Vicki Wolber, Macomb County, and Mr. Bret Rasegan, Oakland County, to the Nominating Committee.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

D. Resolution: Authorization to Appoint Voting Delegates to the MERS Annual Conference

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, that the Board approves the designation of Mr. David Sabuda, Director of Finance, as the Officer Delegate and Ms. Leeya Sutter, Director of Human Resources, as the Alternate Officer Delegate as SMART representatives in the 2019 MERS Conference and directs the General Manager to execute all documents necessary to insure the appointments.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

E. Resolution: Approval by SMART Board of the Chairperson's Audit Committee Appointments

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation (SMART) hereby approves the appointment of Mr. Khalil Rahal, Wayne County, Ms. Vicki Wolber, Macomb County, and Ms. Hilarie Chambers, Oakland County, to the Audit Committee.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

F. Resolution: Authorization to Award a Contract to Purchase a Self-Propelled Articulation Boom

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to approve the purchase of a Self-Propelled Articulating Boom to Chet's Rent All in the amount of \$51,338.00.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

G. Resolution: Authorization to Award a Contract for Air Dryer Assemblies for Gillig Buses

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to approve a contract in the amount of \$69,765.96 to Vehicle Maintenance Program.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

H. Resolution: FY2020 Unified Work Program

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the Authority's FY2020 Unified Work Program referred to herein is approved and that Mr. John Hertel, General Manager of the Suburban Mobility Authority for Regional Transportation, is authorized to execute a negotiated project agreement with SEMCOG for \$318,806.00 of FTA Section 8 technical studies funds; represent that \$70,694.00 is available for the local match of these funds; and to negotiate, as may be required, the scope, cost, emphasis, etc. of the content of this program.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

I. Resolution: Authorization to Award a Contract for Bus Advertising Program

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to award a revenue contract for three years with two renewal options of one-year each. This contract will generate revenue for SMART at a minimum guaranteed fixed amount of \$50,000.00 per month or at a rate of 60% of net billings, whichever is greater, for two (2) subsequent years.

DISCUSSION:

Mr. Rahal suggested SMART post the open positions in the empty spaces on the buses. He also asked if the contract would include advertising on the inside of the buses. Mr. Robert Cramer's answer to his question was yes.

VOTE: THE MOTION CARRIED.

J. Resolution: Authorization to Award a Contract for A/C Compressors for New Flyer Buses

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to approve a contract in the amount of \$62,163.00 to Muncie Transit Supply.

DISCUSSION:

Mr. Keith Taylor, Director of Maintenance, stated the A/C compressors for the New Flyer buses are purchased from SuTrak in Colorado and are difficult to find. Therefore, he wanted to buy the three that SuTrak has in stock. The Gillig parts are much easier to purchase.

Ms. Hilarie Chambers asked how many New Flyer buses SMART has versus Gillig buses and if the New Flyer buses were the only buses with A/C compression problems. Mr. Taylor informed the Board that SMART has 38 New Flyer buses and 222 Gillig buses.

VOTE: THE MOTION CARRIED.

K. Resolution: Authorization to Award a Sole-Source Purchase for Automated Vehicle Locator (AVL) Kits for Transit Vehicles

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to award a sole-source contract to Clever Devices in the amount of \$66,680.00.

DISCUSSION:

Mr. Rahal wanted to make sure SMART has a warranty in place with the contractor. Mr. Robert Cramer confirmed this.

VOTE: THE MOTION CARRIED.

L. Resolution: Authorization to Approve a Purchase Order Change Action (POCA) additional cost associated with the Fueling System Improvements & Macomb Pavement Reconstruction contract

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to approve a POCA in the amount of \$269,000.00 to R.W. Mercer Co.

DISCUSSION:

Chairman Mr. John Paul Rea wanted to know how the contamination was removed from the area and where it was located. Mr. Mike Walter, Facility Project Manager stated the contamination was found at the Macomb Terminal in areas A1 and A2. This contamination was removed and hauled away.

VOTE: THE MOTION CARRIED.

M. Resolution: Authorization to Award a Contract for New Office Furniture

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manger of the Suburban Mobility Authority for Regional Transportation is hereby authorized to award a contract for the purchase and installation of new office furniture to Kentwood Office Furniture in the amount of \$255,563.12.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

N. Resolution: Authorization to Award a Contract for Brick Wall Repairs for Lake Erie Transit Center (LETC)

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to approve the purchase of the LETC Brick Wall Repair in the amount of \$225,810.00 to RAM Construction Service of MI, Inc.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

O. Resolution: Authorization to Approve a Purchase Order Change Action (POCA) with Electronic Data Magnetics for additional cost associated with the printing of new DART regional passenger boarding passes

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the General Manger of the Suburban Mobility Authority for Regional Transportation is hereby authorized to approve a POCA in the amount of \$28,500.00 to Electronic Data Magnetics

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

P. Resolution: Authorization to Purchase State of Good Repair and Capital Planning, Facilities and KPIs/Dashboards Modules, and Enterprise Asset Management (EAM) optimization to include installation, integration, testing, training, one year warranty, mobile license, and five year maintenance support.

MOTION: Moved by Mr. Khalil Rahal, seconded by Mr. Abdul Haidous, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation authorize the General Manager to enter into a contract with Trapeze Software Inc. for the purchase of State of Good Repair and Capital Planning, Facilities and KPIs/Dashboards, and Enterprise Asset Management (EAM) optimization in the amount of \$578,937.00 and five (5) year maintenance of the new modules and mobile support in the amount of \$54,270.00.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

Q. Resolution: Authorization to Increase Wages for Non-Union Employees

MOTION: Moved by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation hereby authorizes the General Manager to provide one single, across-the-board wage increase of 3%, thereby matching the increase given to one union who have already ratified, and to be made effective August 12, 2019.

DISCUSSION:

None

VOTE: THE MOTION CARRIED.

11. Board Member Business

Mr. Abdul Haidous wanted to make a motion to award plaques as a thank you from SMART in honor of the years of service provided by representatives of Oakland County, Mr. Robert Daddow and Mr. Gerald Poisson.

MOTION: Moved by Mr. Abdul Haidous, seconded by Chairman Mr. John Paul Rea, that the General Manager of the Suburban Mobility Authority for Regional Transportation hereby authorizes plaques to be presented to Mr. Robert Daddow and Mr. Gerald Poisson of Oakland County for the years of service as SMART Board members at the October 24, 2019 Board meeting.

DISCUSSION:

Mr. Haidous requested plaques be presented to Mr. Daddow and Mr. Poisson.

VOTE: THE MOTION CARRIED.

Adjournment

There being no further business to come before the Board, upon motion made by Mr. Abdul Haidous, seconded by Mr. Khalil Rahal, and unanimously carried, the meeting adjourned at 4:09 PM.

Respectfully submitted,

Tiffany C. Martin-Patterson
Secretary to the Board of Directors