



## CITY COUNCIL AGENDA ITEM

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Date: July 9, 2015

To: Brian Kischnick, City Manager

From: Maggie Hughes, Management Analyst

Subject: Update on the Request from Resident Martha Wells for SMART Bus Shelters in Troy

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### History

At the June 22, 2015 City Council meeting resident Martha Wells raised concerns regarding the lack of bus shelters or benches at SMART stops in the City of Troy. She cited the brutal and unpredictable nature of Michigan's weather as the main reason for her comments. Since this time, the City Manager's Office has been exploring opportunities to address the problem.

### Action

Staff began by speaking with SMART Ombudsman Madonna Van Fossen who requested that the city create a "wish list" of stops that we would like to see upgraded. She added that, in regards to shelter installations:

"Depending upon the number of stops you would like upgraded SMART will decide how many they will cover financially. Since we service three counties (Wayne, Oakland, and Macomb), there has to be a balanced amount of funds spent for installations and upgrades between them. Therefore, once you request in passed along [sic], many variables are researched and a final determination made."

Below is the list of stops that will be submitted for consideration. This list includes input from Ms. Wells as well as staff recommendations.

1. North west quadrant of Maple and Coolidge intersection (Servicing routes 460, 465, 780)
2. Oakland Mall (Specific stop to be determined based on ridership numbers from SMART)
3. South west quadrant, across from Kona Grill, of Livernois and Big Beaver intersection (Servicing route 430)
4. South east quadrant, near MJR, of Maple and Livernois intersection
5. Golfview at Dorchester, near Somerset Collection and Somerset Apartments (Servicing routes 430, 460, 780)

### Next Steps

This list will be submitted to SMART on Tuesday, July 21. It will take two to three weeks to collect ridership numbers that will be used to value and determine which stops will be considered for an upgrade. The City of Troy will continue to work with SMART and Ms. Wells throughout the project.



\* North west quadrant of Maple and Coolidge intersection

June 24, 2015

To: Mayor Slater and City Council

From: Martha Wells, Troy resident

Subject: Enclosed Bus Shelters

I appreciate having had the opportunity to voice my concerns for the provision of sheltered bus stops along Troy bus routes, at the June 22 council meeting.

Waiting for a bus in a thunderstorm or in blustery cold weather can be a challenge even for the best of us. For some, it may mean arriving to work late, or missing work altogether because of the inability to wait in the rain or to trudge through the snow. What can be done?

The availability of enclosed shelter at the bus stops coincides with Troy's vision statement which includes making Troy "an attractive place to live, work, and grow a business." There are a number of fronts on which to argue that as businesses grow, so will the magnitude of people traveling to those new jobs. While it is not the City's responsibility to see that bus shelters exist, a city is certainly exemplary when it shows concern for all of its workforce, those that live in the city and those that don't.

Additionally, as the City continues to grow, the potential benefits of providing enclosed shelters for bus riders may include: enhanced bus service in the Troy area, increase ridership leading to a minimization of vehicle emissions, and perhaps will encourage older citizens to remain active. All of which helps Troy to remain the "City of the Future."

I look forward to this new phase of investing in the workforce.

Respectfully,

Martha C. Wells

**From:** Martha Wells [mailto:yourgracemercy@yahoo.com]

**Sent:** Wednesday, June 24, 2015 11:39 AM

**To:** Maggie Hughes

**Subject:** Re: Bus Shelters

Good morning, Maggie. I am elated to say the least, to see that "something" is being done already concerning providing shelter at the bus stops. I am willing to work with you on this endeavor in any way that I can. My initial thought to your request is that the covered shelters should be placed at the "major" stops (i.e. connecting bus stop, most riders board here etc) however, I will try to get my hands on a Troy bus schedule and will get back to you asap. Also, please see attached letter to the City Council.

Note: The quickest way to reach me would be to text me (at least for now).

Thanks

Martha Wells

Count your blessings.

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On Wednesday, June 24, 2015 11:06 AM, Maggie Hughes <[Maggie.Hughes@troymi.gov](mailto:Maggie.Hughes@troymi.gov)> wrote:

Good morning Ms. Wells,

This is Maggie Hughes from the City Manager's Office following-up on your request for bus shelters/benches in the City of Troy. I spoke today with Madonna Van Foosen from SMART, the operators of our bus service, and was asked to create a "wish list" of bus stops that we would like to receive shelters. Because you brought this issue to City Council's attention I would be remiss to not include you in the process! If you would like to submit to me a list of stop location that you believe are most in need of shelters/benches please either respond to this email, call me at 248-524-3327, or come visit me in the City Manager's Office.

Thank you again for sharing your concerns. I believe together we can have a huge impact on our community!

**Maggie Hughes** | Management Analyst

[City of Troy](#) | [500 W. Big Beaver, Troy, MI 48084](#) | [Office: 248.524.3327](#) | [Cell: 248.410.7241](#) | [troymi.gov](#)

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