



CITY OF AUBURN HILLS

CITY COUNCIL WORKSHOP

MINUTES

MARCH 4, 2024

CALL TO ORDER: Mayor Marzolf at 5:30 PM

LOCATION: Admin Conference Room, City Hall, 1827 N. Squirrel Rd, Auburn Hills, MI 48326
Present: Mayor Marzolf, Council Members Ferguson, Fletcher, Hawkins, Knight, Verbeke
Absent: Council Member McDaniel
Also Present: City Manager Tanghe, Assistant City Manager Skopek, City Clerk Pierce, Chief of Police Gagnon, Fire Chief Massingill, DPW Director Baldante, Director of Recreation and Senior Services Adcock, Assistant Director of Recreation and Senior Services Beckett, Program Coordinator for Support Services Ries
0 Guests

Workshop Topic: Local Transportation Needs

Ms. Beckett reviewed the current transportation program. She explained that riders are transported to medical and business appointments, shopping, and the Community Center. She noted that medical appointments take precedence over all other appointments. The service area is within the Auburn Hills City limits and five miles beyond each border. The riders are Auburn Hills seniors over 60 years of age and disabled adults under 60 years of age with a doctor's verification. Ms. Beckett stated that the rider must be independent, meaning they can get to and from the bus without assistance. She noted that 48 hours notice is required on all ride requests.

Ms. Beckett explained that the bus driver's day includes a review of the bus in the morning, power washing and cleaning the bus in the afternoon, and then to the Community Center to make phone calls for the next day pick-ups. She noted that DPW maintains the vehicles, however they sometimes have to go to SMART for maintenance.

Ms. Beckett commented that the City works hard to provide the highest level of customer service to the riders and strive to accommodate each request. She explained that there has been an increase in attendance at the daytime classes and daily lunch at the Community Center, as well as an increase in reoccurring appointments. There has also been a delay in vehicle production, demand for qualified drivers and competition for part-time help. Finding qualified drivers has been a challenge. She commented on the challenges involved in possible expansion of transportation services, which include the ability to hire qualified drivers, inflated wages, number of vehicles, and current staffing abilities. She noted that with the current resources, they are doing an exceptional job.

Discussion ensued regarding funding from the transportation millage and increase in operational costs. Ms. Adcock explained that City expects to see more funding as a result of the millage, but is still waiting for that funding. It was pointed out that there has been an improvement on the timeliness of vehicle maintenance.

Discussion ensued regarding potential enhancements to the program such as wage increase for bus drivers, tiered bus fee based on ability to pay, bus garage, and expansion of hours. It was noted that the program is as robust as it can be right now as very few people are turned away.

The meeting adjourned at 6:49 PM.

Brian W. Marzolf, Mayor

Laura M. Pierce, City Clerk