

SENIOR CITIZENS, FAMILIES AND ENVIRONMENT COMMITTEE MEETING WEDNESDAY, SEPTEMBER 4, 2024

A Committee meeting was held on Wednesday, September 4, 2024, in the City Hall Council Chambers on the 2nd floor.

Committee Members Present: Laura M. Toy, Chair
Carrie Budzinski, Vice Chair
Scott Morgan, Member

Committee Members Absent: None

**City Officials and
Others Present:** Carter Fisher, City Attorney
Robb Drzewicki, Governmental Affairs Director
Jim Inglis, Housing Director
Madison Bjertness, Assistant Housing Director
Felicia Cross, Community Transit
Nancy Bosen, Community Transit

ADDITIONAL ATTENDEES: See attached list

TIME MEETING CONVENED: 7:00PM

1. CR 74-15 Subject matter of mass transit.
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A discussion regarding the subject matter was led by Committee Chair Laura Toy and shall remain in committee for further discussion.

The Committee recommends:

- For this item to remain in committee.

NOTE: This item will remain in the Committee for further discussion.

This item is to be placed on the **Regular Meeting Agenda of September 23, 2024**

2. CR 76-18 Subject matter of Livonia Community Transportation Services.

The discussion of the subject matter was led by Committee Chair Laura Toy.

Questions were raised on timing of the schedules.

Suggestions were made to have different schedules for medical and personal needs.

An overview given by Housing Director, Jim Inglis, explaining the transition to Liv&Go earlier this year. For decades the program serviced seniors and the disabled, providing door to door transportation to doctor appointments and stores within city limits and in some cases within a mile of city limits. The new program is open to anyone age 18 and older who requires transportation within the city.

Liv&Go relies on a digital system that uses an algorithm set by VIA, a provider used by entities including the City of Detroit and SMART. The City has made it clear that customer service is the top priority above maximum ridership; however, there have been some issues that Livonia Transit is working to resolve. A representative from VIA will be coming for in-person training to show staff how to manually override the system.

The main issue is ensuring the program prioritizes requests of riders using the service for medical needs, work and school above those who use it for 'recreational' use. Peak hours of usage are in the morning.

Resident concerns included:

- Scheduling with the new system
- Being on the bus for extended periods as a result of 'non-essential' use
- The inability to get to the Living and Learning Center
- SMARTFLEX was also brought up, it's a micro transit system that provides rideshare for \$2 per ride and is available from 6am to 11pm 7 days a week.

Following resident feedback, transit staff said they would look at reintroducing dedicated medical buses.

The Livonia Housing Commission (LHC) provided ridership data going back to 2019:

- 2019: 22,623
- 2020: 9,986
- 2021: 14,898
- 2022: 16,280
- 2023: 15,098
- 2024: 13,686 (YTD)

LHC shared that it will be hiring a new transit manager (due to retirement) and two dispatchers. Staffing for drivers (an issue brought to council last year) is stable. 3 buses are currently out of operation due to broken air conditioning.

There is a noted increase in ridership since Liv&Go was formally introduced. The current transit fleet is aging and needs to be right sized for micro service. The LHC will look at grants for electric vehicles.

Housing Commission's Director Jim Inglis will provide the Committee with an update on the algorithm update and arrange for a ride-a-long for Council Members who are interested.

The Committee recommends:

- For this item to remain in committee.

NOTE: This item will remain in the Committee for further discussion.

This item is to be placed on the **Regular Meeting Agenda of September 23, 2024**

3. CR 34-23 Subject matter of transportation issues for seniors, families, and other community residents.
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The discussion of the subject matter was led by Committee Chair Laura Toy.

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The meeting adjourned at 7:55pm.

The Committee recommends:

- For this item to remain in committee.

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Respectfully submitted,

A handwritten signature in black ink that reads "Laura M. Toy". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Laura M. Toy, Chair

SENIOR CITIZENS, FAMILIES AND ENVIRONMENT COMMITTEE MEETING
WEDNESDAY, SEPTEMBER 4, 2024, 7:00PM

NAME

DEPT OR CONTACT INFO FOR NOTIFICATIONS*
*PERTAINING TO THE SUBJECT MATTER OF THIS MEETING

Colleen + John Petersen
Patti, Ron, & Roxanne Riggio
Jim Inglis
Felicia Cross
Nancy Bosen
Madison Bjertnes

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