

Year In Review 2025



Enhancing Public Transportation in Springfield
Committed to Service, Sustainability, and Innovation





Accomplishments

1.4 Million Passenger
Rides Provided



Infrastructure & Facilities

- Opening of New HUB Transfer Center Public Space, In-Person Customer Service
- New Temporary Fencing at Transfer Center
- Updated Bus Wash Equipment
- Design & Procurement of East Yard Expansion
- Solar Power Generation at Paint & Body Shop
- Fall Prevention Scaffolding in Maintenance Garage
- Overhead Door Replacement in Maintenance Garage
- AECOM Study on Facilities



Technology & Service Improvements

- Ticket Vending Machines Installed at HUB Transfer Center
- Replacement of Northside Loop Night Route with Weekday Routes Extended To Night Hours
- Board Room/Training Room A/V System Upgrade
- On-Board Security Camera System Replacement
- Modem Upgrades for Fixed Route Buses
- SMTD Base Camera System Upgrades & Expansion
- Continued IT Infrastructure Upgrades
- Improved Greyhound/FlixBus Signage at Transfer Center



Fleet Enhancements & Sustainability

- Funding of Next Nineteen Replacement Buses Including Eight Diesel-Electric Hybrids and Eleven CNG
- Road Supervisor Vehicle Replacements
- Eight Access Paratransit Vehicle Replacements
- Expanded Access Paratransit Fleet By Six Vehicles (24%)



8 New Diesel-Electric
Hybrid Buses

61% Low-Emissions
Bus Fleet

Financial & Operational Improvements

- Worked with Illinois Public Transportation Association to successfully increase state share of operating reimbursement from 65% to 75%
- Achieved “No Findings; Low Risk” Status in FY2025 Audit
- Began Adding Digital Advertising Option at Transfer Center
- Added Finance Narrative to Five-Year Plan for Transparency
- Grew Investment Income and Farebox Revenue Collected



Community & Public Relations



- Provided Free Rides on Veterans Day
- Maintained SMTD’s Seat on Illinois Public Transportation Association’s Board
- Sustained Dozens of Appearances by “Holly” the Holiday Lights Bus
- Continued Participation in Springfield Sangamon Growth Alliance, Springfield Rail Improvements Steering Committee, Regional Planning Commission, and Greater Springfield Chamber of Commerce
- Continued Sponsorship Relationships with Springfield Lucky Horseshoes, Springfield

Employee Development & Engagement

- Began Workplace Essentials Management Training
- Hosted National Transit Institute National Transit Database Training
- Hosted Rural Transit Assistance Center Maintenance Training
- Continued Employee Recognition Awards Program
- Continued “Forward” Employee Newsletter
- Hosted over 25 Sports Ticket Giveaways, Community Awareness Events, and Concert Ticket Giveaways for Employees
- SMTD Community Awareness (Employees) Donated over \$4,500 to Local Charities



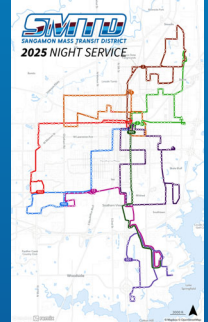
Challenges Faced

- Labor Retention/Staffing Levels
- Transfer Center Construction Delays
- Increased Utility Costs
- Secondary Hub Land Acquisition
- Training Simulator Maintenance & Continued Use

94% Projects in
5-year Plan
Complete,
Ongoing, In Process, or Scheduled

Looking Ahead to 2026

- SSCTC Hub Connection Construction via Walkway and Preparations for Opening of Full Service Transportation Center
- Phase 1 Yard Expansion onto Former Norfolk-Southern Property
- Land Acquisition for Permanent Secondary Hub
- Website Redesign
- Disruption Management (Detour Communications)/Scheduling Software
- Continued Night Service Route Improvements (East Side)
- Order 19 Replacement Heavy Duty Buses - 8 Hybrid/11 CNG
- Base Property Expansion for Additional On-Site Employee Parking
- Continued IT System Upgrades
- Improved Incident/Accident Tracking Processes
- Comprehensive Operational Study of Route System & Service
- Ridership/Passenger Surveys
- Expansion of Employee Health & Wellness Programs
- Mental Health Response & Safety Training for All Front-Line Employees



SMTD Board of Trustees

Brian Brewer, Chair

Sue Davsko, Vice-Chair

Jerry Doss, Trustee

Karen Hasara, Treasurer

Sandra Douglas, Trustee

Leslie McCarthy, Secretary

Charles Stratton, Trustee

SMTD Leadership Team

Steve Schoeffel, Managing Director

Melissa Ashford, Director of Operations & Planning

Michelle Alexander, Director of Finance & Administration

Angela Jefferson, Supt. of Paratransit

Hadley Markiewicz, Grants & Procurement

Melony Lonon, Supt. of Fixed Route

Stephanie Riddley, Human Resources

Spencer Sidwell, Supt. of Maintenance

Sharon Bynum, Lead Road Supervisor

Tyler Orton, Manager of Planning and Tech.

Montez Slater, Safety Supervisor

Robin Miller, Manager of Customer Service

Tony Mares, Marketing Manager

Siobhan Webster, ATU Local 1249

