

Adopt-A-Stop Program



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Introduction

The Adopt-A-Stop program gives community groups and individuals a chance to help take care of local public spaces. This initiative has been valuable in improving the look of neighborhoods, increasing safety, and building community pride through active volunteer involvement. By involving local people in regular upkeep and monitoring of bus stops and shelters, the program encourages communication with the MTA and creates a shared sense of responsibility. Volunteers play an important role in reporting any damage or unsafe conditions at shelters, helping to keep transit stops safe, welcoming, and comfortable for all passengers.

Program Overview

The Adopt-A-Stop program gives community members the chance to take care of local bus stops and shelters, ensuring they stay clean, safe, and welcoming. The program invites community organizations and individuals to maintain selected stops. In this partnership, the MTA provides cleaning supplies and support, while community members handle the upkeep and report any issues.



MTA's Green Roof Shelter



Miller Rd Target Shelter

Adopter Role

Responsibilities

Adopters must clean their chosen bus stop at least once a week during the one-year term. Tasks include washing shelter windows, picking up litter, emptying trash cans, and keeping walkways clear of snow and ice. If extra landscaping is needed, such as mowing or weed removal, adopters can ask for help from MTA Maintenance. Adopters should also report any damage, vandalism, or safety concerns (like fallen branches, too much snow, or blocked shelters) to the MTA.

Communication

Adoptees can contact the Planning Department's Adopt-A-Stop Program representative to report vandalism, damage, or graffiti and to request additional cleaning supplies. For after-hours assistance, MTA customer service is also available.

MTA Customer Service: (810) 767-0100

Supplies

The MTA will provide cleaning supplies to help adopters keep their stop in good condition. They will receive a storage cart, broom, dustpan, window cleaner, squeegee, garbage bags, and in winter, salt for the walkways. Every three months, the MTA Contact will check in with adopters to ensure adequate cleaning supplies are available.

MTA Role

Responsibilities

The MTA will keep the bus stop in good condition and ready for riders. The MTA will provide cleaning supplies every three months and maintain regular communication with adopters. The MTA will also recognize adopters on social media and provide a sign of recognition for the adopted stop. MTA Maintenance staff and the Adopt-A-Stop contact will occasionally inspect stops to see if adopters need help with maintenance. If there are issues, adopters will be notified, and support will be provided if needed. Communication is essential to the program's success, and both the MTA and adopters will work together to keep things running smoothly.

Lighting/Solar Equipment

Most MTA shelters do not have lighting, but newer ones are equipped with solar lights. Adopters are not responsible for cleaning or maintaining lighting but should report any lighting issues to the MTA Contact. The MTA will handle any repairs or adjustments to the lights

Procedures

Shelter Adoption Procedure

Interested parties can apply online or submit forms by mail. The applications will be reviewed by the Adopt-A-Stop Coordinator, who will contact the applicants for more details and documentation. An appointment will be set to meet at the selected stop to finalize the adoption, sign agreements, and provide cleaning supplies.

Annual Adoptee Survey

As the adoption term ends, adopters will be asked to complete a survey. The survey can be done in person, by phone, or via email, depending on the adopter's preference. It gathers feedback, suggestions, or concerns to improve support for adopters. The survey also updates contact information and determines if the adopter wants to continue the adoption for another year.

Ending Adopt-A-Stop Agreements

At the end of the adoption term, the MTA and adopters can either renew the contract for another year or return the responsibility to the MTA. If the contract is not renewed or ends early, any remaining supplies should be returned to the MTA at a location specified by the MTA Contact.

APPENDIX A: Adopt-A-Stop Agreement

Adopt-A-Stop Agreement

Adopt an MTA bus stop and help keep Flint and Genesee County a beautiful and clean place to live, work and visit. MTA's Adopt-A-Stop program relies upon community partnerships to assist in providing sustainable bus stops. Individuals or groups can adopt MTA bus stops for a period of one year.

Adopter Responsibilities:

- 1) Report damage, maintenance needs, or safety issues to the MTA Contact or MTA Maintenance Department at (810) 767-0100.
- 2) Refer suspected criminal activity to local law enforcement.
- 3) Regularly salt or remove snow / ice from the bus stop.
- 4) Remove trash from the shelter or around the bus stop, as needed.
- 5) Clean shelter glass.

MTA Responsibilities

- 1) Keep the bus stop in good repair and available for MTA customers
- 2) Provide cleaning supplies for adopters to use while maintaining the bus stop and shelter.

Terms and Conditions:

- 1) Sign this Agreement and Release with MTA prior to participating in any clean-up.
- 2) Individual volunteers must be over age 18 or be accompanied and supervised by an adult.
- 3) All volunteers agree to exercise due and reasonable care in performing all tasks and agree not to perform any tasks which cannot be performed safely.
- 4) No additions or changes may be made to any bus stop without written approval from the MTA. All requests should be made by calling (810) 767-0100 or using the Adopt-A-Stop request option on the MTA website:
- 5) Either party may terminate this agreement, at any time, for any reason with written notice.

RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY

I am aware that engaging in an Adopt-A-Stop activity may involve risks and hazards, including, but not limited to, picking up debris and being exposed to passing traffic. I agree to wear a safety vest while participating to minimize any such risks and I freely accept and fully understand and assume all risks and dangers that may arise from my participation in the Adopt-A-Stop program. I further agree:

1. **TO WAIVE** all claims that I have or may in the future have against the MTA, its officials, agents and employees, resulting from my participation in the Adopt-A-Stop program.
2. **TO RELEASE** the MTA, including its officials, agents and employees, from all liability for any loss, damage, injury or expense that I may suffer as a result of participating in the Adopt-A-Stop program.
3. **TO HOLD HARMLESS AND INDEMNIFY** the MTA, including its officials, agents and employees, from any and all liability for any property damage or personal injury to any third party, resulting from my participation in the Adopt-A-Stop program.

This Release shall be effective and binding upon my successors, representatives, and assigns. I have read and understand the terms of this Release and acknowledge that by signing it, I am voluntarily waiving certain legal rights that I or my representatives may have against the MTA, including its officials, agents, and employees.

Organization / Individual's Name: _____

Signature of Adopter/Representative: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Email: _____

Contact Person: _____

Location of MTA Bus Stop(s): _____

(attach additional pages if needed) _____

Street Name Direction/Cross Street or Intersection

APPENDIX B: Online Stop Adoption Form

If you are interested in adopting or requesting a shelter, please fill out the form below, or you may fill out the Adopt-A-Shelter Application.

Contact Person *

Name/Organization *

Phone *

Email *

Shelter Location *

Cross Streets/Nearest Intersection *

Shelter Type *

- ☐ Existing Shelter
- ☐ Proposed New Shelter

Comments *

Would you like to adopt this shelter? *

- ☐ Yes
- ☐ No

CAPTCHA

☐ I'm not a robot

reCAPTCHA
Privacy • Terms

Submit »

APPENDIX C: Annual Adoptee Survey

Adoptee Satisfaction Survey preview. Full survey found at

<https://survey123.arcgis.com/surveys/321106d5a3fc46adb53d9515a0280651/design>

MTA Annual Adoptee Survey

At the conclusion of the initial 12 month Adopt-A-Shelter contract, an annual Adopt-A-Shelter survey will take place. The evaluation is a survey intended to collect any suggestions, concerns, questions, or comments to find ways to best serve the Adoptees as they care for their MTA shelter. The survey is also used to update any contact information that may have changed, including determining whether the Adoptee is interested in extending their 1-year contract.

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1

Adoptee Contact Information

2

Adoptee Name:

3

Email:

4

Phone Number:

5

Date and Time of Survey:

2/8/23

9:59 AM

6

Adopted Shelter Location:

7

Date Shelter was Adopted:

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8

Satisfaction Survey

9

Were you satisfied with the type of cleaning supplies in the maintenance kit?

10