



**D. VIRTUAL COMMUNITY INPUT
MEETING**

March 2024

A FEW REMINDERS

PERMISSION TO RECORD

By participating in this Zoom meeting, you are granting permission for your name, image, likeness, as well as audio and video recordings to be used by DDOT.

RAISE HAND

Request to comment.

DIAL *9

If you are using the “Dial-in Only” phone option, enter *9 to serve as the “RAISE HAND” feature to Request to Speak or Ask a Question.

CHAT

Submit questions/comments to DDOT staff.

A FEW REMINDERS

**BEFORE ASKING A QUESTION
OR COMMENTING, BE SURE TO:**



Unmute your audio



**State your name
and organization**



**Following your
comments, mute
your audio**



Jason Hargrove Transit Center



Jason Hargrove Transit Center

On Friday, March 15, DDOT announced that the new transit center at the former State Fairgrounds will be named in honor of the late Jason Hargrove.

Hargrove is the operator who died in April 2020 during the onset of the COVID-19 pandemic.

Just 10 days before his death, Hargrove made national headlines after posting a video on social media about a passenger coughing on him. He urged the public to be more respectful and considerate toward bus drivers.



Jason Hargrove Transit Center

It's important to note, that the only other person to have a transit center named after them in Detroit is Rosa Parks.

The \$31.6 million project will serve both DDOT and SMART riders, as well as ride-share customers and those using other transportation forms such as MoGo bikes and scooters. It will also include retail and community space.

The transit center is expected to be operational and open to the public in May.





April Service Changes



April Service Changes

Effective Monday, April 22

15-minute peak service added to routes:

3

Grand River

7

Seven Mile

10

Greenfield

20-minute peak service added to routes:

8

Warren

60

Evergreen

April Service Changes

Effective Monday, April 22

45-minute peak service added to routes:

13 Conner

30 Livernois

52 Chene

15 Chicago/Davison

38 Plymouth

54 Wyoming

19 Fort

41 Schaefer

67 Cadillac/Harper

23 Hamilton/John R

43 Schoolcraft

68 Chalmers

Earlier/Later trips added to routes:

23 Hamilton/John R

42 Mid-City Loop

April Service Changes

Effective Monday, April 22

30-minute service starts earlier:

31 Mack

**50-minute Daytime Service from 6a-6p daily,
then 60-minute frequency for all other times:**

27 Joy

29 Linwood

Afternoon peak supplemental trips added:

39 Puritan

52 Chene

April Service Changes

Effective Saturday, May 11

On **May 11, 2024** service will be discontinued at the temporary fairgrounds transfer area and these routes will begin serving the new **Jason Hargrove Transit Center**.

- 4** Woodward
- 17** Eight Mile
- 54** Wyoming
- 12** Conant
- 30** Livernois

Please note that the schedules for the following routes will say “Effective April 22, 2024”, but they will be on detour (continuing to stop at the temporary fairgrounds) until Saturday, May 11.



Transit Police



Transit Police

DDOT is aware that many have been asking about the changes ahead for Transit Police.

As was stated by Mayor Mike Duggan during his budget presentation to the Detroit City Council:

- Transit Police were originally assigned to the People Mover.
- Duties and responsibilities expanded to include DDOT when DPD staffing levels decreased.
- DPD staffing levels are now sufficient to support DDOT.



Rosa Parks Transit Center Reminder



Rosa Parks Transit Center Cleaning Hours

In case you missed it, Rosa Parks Transit Center will be closed every night between midnight and 4 a.m. for cleaning.

The RPTC will re-open at 4 a.m. daily for normal transit operations.

For any questions, concerns or more information, call DDOT Customer Service at 313.933.1300





DDOT Paratransit – Year 1 Review



Paratransit Stats: Q1 2023

COST EFFECTIVE: 58,417 Trips/33,985.58 Hours

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							
	Accidents		Injuries	On-Time Performance				58,417 Trips Transacted							
	Preventable	Non-Preventable		Weekday	Sunday	Saturday	Total	Trips	Valid		Invalid		Total	Late	
Big Star	0	1	0	94.3%	87.6%	94.6%	94.1%	18,291	32	0.175%	6	0.033%	38	0.208%	3
Checker	0	1	0	95.6%	98.8%	97.9%	95.9%	1,544	2	0.130%	0	0.000%	2	0.130%	0
Delray	2	1	1	92.9%	96.6%	90.6%	92.7%	9,800	26	0.265%	1	0.010%	27	0.276%	2
Moe	1	0	0	94.9%	90.9%	91.1%	94.5%	13,994	24	0.172%	1	0.007%	25	0.179%	1
PEX	0	2	1	90.5%	86.7%	91.7%	90.2%	14,788	41	0.277%	5	0.034%	46	0.311%	1
DDOT									21	0.036%	2	0.003%	23	0.039%	0
System	3	5	2	93.4%	88.5%	92.1%	93.0%	58,417	146	0.250%	15	0.026%	161	0.276%	7

Paratransit Stats: Q2 2023

COST EFFECTIVE: 65,123 Trips/40,762.57 Hours

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							
	Accidents		Injuries	On-Time Performance				65,123 Trips Transacted							
	Preventable	Non-Preventable		Weekday	Sunday	Saturday	Total	Trips	Valid		Invalid		Total	Late	
Big Star	0	2	0	96.9%	94.7%	96.3%	96.8%	20,440	19	0.093%	1	0.005%	20	0.098%	0
Checker	0	0	0	97.0%	95.9%	96.7%	96.9%	6,885	4	0.058%	0	0.000%	4	0.058%	0
Delray	0	0	0	96.7%	95.7%	96.5%	96.6%	10,403	8	0.077%	0	0.000%	8	0.077%	2
Moe	0	0	0	98.0%	94.7%	94.4%	97.6%	13,616	3	0.022%	0	0.000%	3	0.022%	0
PEX	0	1	3	97.1%	95.3%	96.3%	96.8%	13,779	19	0.138%	2	0.015%	21	0.152%	0
DDOT									46	0.071%	8	0.012%	54	0.083%	0
System	0	3	3	97.2%	95.2%	96.0%	97.0%	65,123	99	0.152%	11	0.017%	110	0.169%	2

Paratransit Stats: Q3 2023

COST EFFECTIVE: 68,325 Trips/44,942.10 Hours

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							
	Accidents		Injuries	On-Time Performance				68,325 Trips Transacted							
	Preventable	Non-Preventable		Weekday	Sunday	Saturday	Total	Trips	Valid		Invalid		Total	Late	
Big Star	4	1	2	98.5%	98.6%	98.7%	98.5%	23,594	16	0.068%	6	0.025%	22	0.093%	2
Checker	0	0	1	98.1%	98.6%	97.7%	98.1%	7,307	2	0.027%	1	0.014%	3	0.041%	0
Delray	0	0	2	98.0%	97.1%	96.8%	97.8%	12,541	9	0.072%	0	0.000%	9	0.072%	1
Moe	0	1	0	99.0%	95.3%	97.1%	98.7%	12,377	7	0.057%	1	0.008%	8	0.065%	1
PEX	0	0	0	99.0%	97.9%	97.0%	98.6%	12,506	8	0.064%	0	0.000%	8	0.064%	0
DDOT									26	0.038%	3	0.004%	29	0.042%	2
System	4	2	5	98.5%	97.7%	97.6%	98.4%	68,325	68	0.100%	11	0.016%	79	0.116%	6

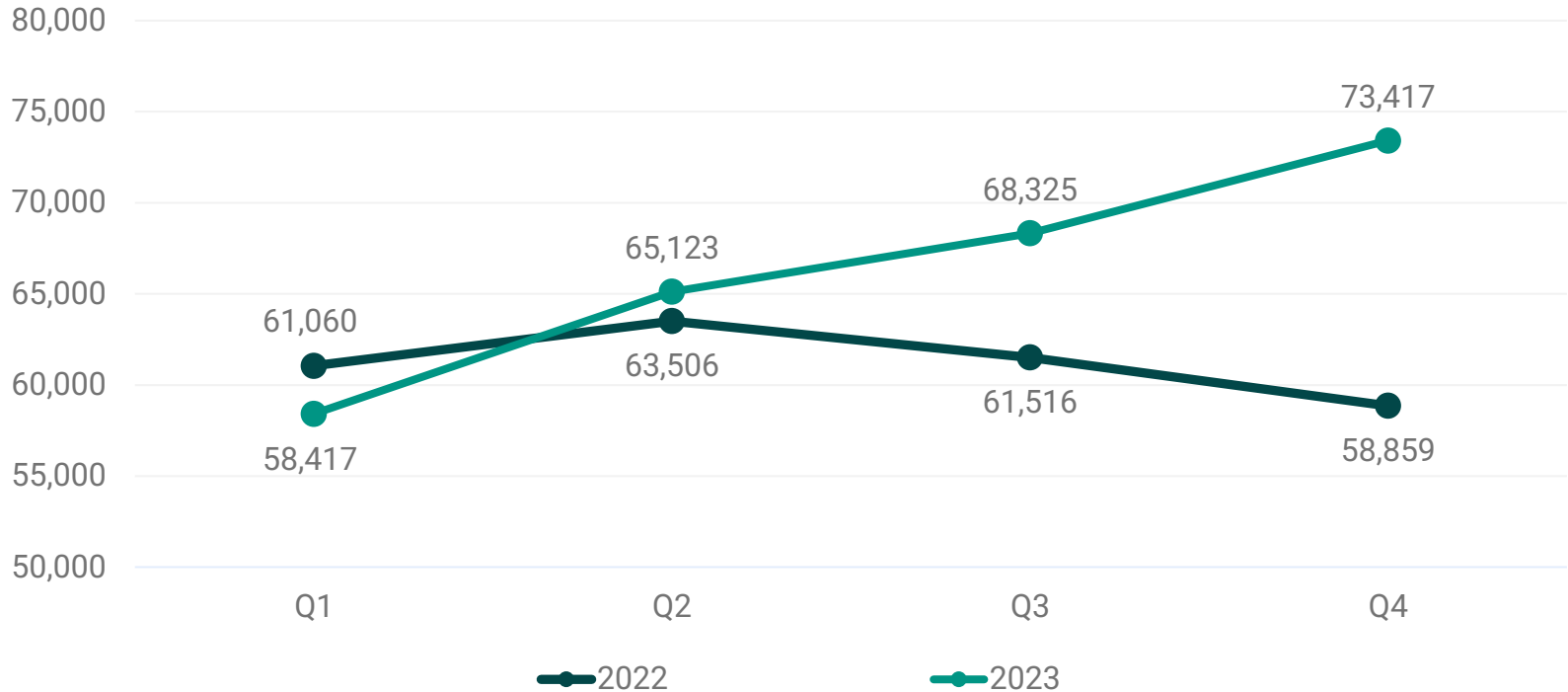
Paratransit Stats: Q4 2023

COST EFFECTIVE: 73,417 Trips/47,396.07 Hours

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							
	Accidents		Injuries	On-Time Performance				73,417 Trips Transacted							
	Preventable	Non-Preventable		Weekday	Sunday	Saturday	Total	Trips	Valid		Invalid		Total	Late	
Big Star	0	0	1	99.3%	99.3%	98.9%	99.3%	25,329	16	0.063%	3	0.012%	19	0.075%	2
Checker	1	0	2	98.7%	99.3%	99.1%	98.8%	8,873	4	0.045%	1	0.011%	5	0.056%	0
Delray	0	1	0	99.0%	98.7%	99.0%	99.0%	12,728	9	0.071%	1	0.008%	10	0.079%	0
Moe	0	0	0	99.3%	100.0%	99.3%	99.3%	12,921	6	0.046%	1	0.008%	7	0.054%	0
PEX	0	1	0	99.3%	99.5%	99.4%	99.4%	13,566	5	0.037%	0	0.000%	5	0.037%	0
DDOT	/	/	/	/	/	/	/	/	13	0.018%	2	0.003%	15	0.020%	0
System	1	2	3	99.2%	99.3%	99.1%	99.2%	73,417	53	0.072%	8	0.011%	61	0.083%	2

Paratransit Stats: Q4 2023

DDOT Paratransit Ridership: 2022 v 2023





DDOT Paratransit – Year 2



Paratransit Year 2

Same-Day Service

- RTA grant-funded
- Q3 CY'24
- Monday thru Saturday
- 5am – 7pm
- Estimated 32,000 annual trips

Note: FY'25 budget request from DDOT includes four (4) FTE Dispatchers for same-day service.

Paratransit Year 2

IVR Technology

- RTA grant-funded
- Q2 CY'24
- Advance day notifications
- Same-day “alerts”

Paratransit Year 2

Supplemental Training

- Included in FY'25 budget request for DDOT Paratransit
- Q3 CY'24
- 100 drivers @ 8.0 hours
- RFP
- Disability Awareness
- Sensitivity Training
- Passenger Assistance Techniques



Upcoming Meetings



UPCOMING MEETINGS

Community Input Meeting
Thursday, April 18, 2024 @5 p.m.

Local Advisory Council Meeting
Tuesday, May 14, 2024 @10 a.m.



Thank You

Website

detroitmi.gov/ddot

Social Media

   @RideDDOT

