



**Special Local Advisory Council (LAC)
Meeting Minutes
Tuesday, August 20, 2024
10:00 am**

LAC Member Attendance

District One	Andre Bryant	Present
District Two	Tamara Perrin	Present
District Three	James Jones	Absent
District Four	Tammy Black	Present
District Five	Sabrina Simmons-Rice	Present
District Six	Yvonne Roundtree	Present
District Seven	Faye Chennault-Johnson	Present
DAAA	Rick Spivey	Present
DAAA	Anita Owen	Present

This was a virtual meeting. Eight LAC members were in attendance and eighteen DDOT staff members attended.

Call to Order

Andre Bryant, LAC Chairperson, called the meeting to order at 10:02 am

Opening Remarks/LAC Chairperson

Mr. Bryant read the LAC purpose.

Approval of the Minutes for May 14, 2024, LAC Meeting

A motion was made by Yvonne Roundtree to accept the minutes, seconded by Rick Spivey. Motion was approved.

Chairperson Report

Mr. Bryant stated that he wanted to acknowledge David from the reservations Department. David always goes above and beyond and deliver exceptional customer service. Mr. Bryant asked if DDOT had any plans on moving from 100 Mack location to a more accessible and convenient building for the passengers.



Mr. Staley stated that DDOT will be remaining at 100 Mack. Mr. Staley stated that there have been discussions of relocating all city departments at one location.

Local Advisory Council Concerns

Ms. Faye Chennault-Johnson stated that some of her constituents are having a hard time submitting Paratransit applications and asked for an explanation of the process for applying.

Ms. Roby stated that a verification form from a medical doctor, nurse, specialist, or therapist that the applicant has seen. A copy of a current id or passport photo is needed. Applications can be mailed or return in person to 100 Mack during business hours 8 am to 4 pm Monday thru Friday. DDOT has a new email address where applications can be email to: DDOTPTAPPS@detroitmi.gov.

Ms. Faye Chennault- Johnson asked if people could get Paratransit applications from Greater Detroit Area Agency for the Blind & Visually Impaired?

Ms. Sabrina Rice stated that the applications are printed out by the agency because they have an orientation, mobility specialist and certified trainers on staff. They're eligible to complete the medical part of the application.

Ms. Rountree asked how long does it take to receive the determination of eligibility?

Mr. Staley stated that if a determination is not made within 21 days, the law requires us to grant provisional eligibility.

Ms. Sabrina Rice stated, I want to thank Mr. Rambus for his due diligence, and sending the notification, but I feel like the LAC should have been contacted prior to the pre-bid meeting. Receiving the information at the last minute is not acceptable.

Mr. Staley stated that he wanted to apologize to Ms. Rice and asked that the notifications be sent out to the LAC a week in advance.

DDOT Administration Reports

Interim Executive Director- Michael Staley



- Reported on the pre-bid conference on Paratransit Same Day Service that was held on August 19, 2024. We informed the perspective bidders that DDOT had received a grant from the FTA through the Regional Transit Authority (RTA) for a two (2) year pilot project that would allow DDOT to operate Same Day Paratransit Service between the hours of 5 AM and 7 PM, Monday thru Saturday. Any individual who is currently eligible for DDOT ADA Service will be eligible for the Same Day Service. Questions and the technical proposal and pricing proposal are due by September 9, 2024. Because the ADA Service is funded through the City General Fund and the Same Day Service is coming through a Federal Grant, those two (2) services must be separate and distinct. They must operate independently.

On the fixed route side, originally, there were changes scheduled for the September pick, but because of issues with vehicle availability, the service will stay the same. We have increased our number of drivers (TEO's), and we are expected to add additional service in January of 2025.

Ms. Rice asked about exploring the use of vouchers.

Mr. Staley stated that when the Same Day Service was put together, we did look at some of the voucher programs you mentioned. The service that we're proposing will be more cost effective for the passenger. It will cost the same fare as Paratransit, \$2.50.

Ms. Rice stated that she has several friends that lives in Chicago and pay on average \$3.00 per trip. What is beneficial about their service, is that after the subsidy of \$25 per ride, they can go where they need to go, that would help in two (2) ways. We need a service that not only would cover same day but would cover a greater distance. I'm just asking for you guys to truly engage and ask the questions of "What do you think is best for you?" I firmly believe in this statement. Don't do anything about us or talk about us, without us.

Mr. Staley stated appreciation to Ms. Rice. When we were considering enhancements to the Paratransit service. We heard from some people that



wanted the return of the New Freedom program which had been discontinued because the Grant money had run out. A larger number of people had indicated that they would like the convenience of same day service. We must look at cost effectiveness. The last year of the New Freedom program there were 8,000 trips operated. That number was small because those trips had gone outside of the ADA service area. There was no way to link those trips up with any other trip, so you had a lot of trips going one way and deadheading back to the service area. Our estimate is in the 1st year of the Same Day Service, we will operate over 32,000 trips. It made sense to be able to operate 32,000 same day trips as opposed to 8,000 new freedom trips.

Assistant Director of Operations – Andre Mallett

- We are during our September pick for the operators. It is an opportunity for the operators to pick new work assignments. We are still diligently recruiting new operators.

Paratransit Division – DeMarcus Garrett

- Paratransit performance update for July 2024. There were 26,609 trips performed in July, at about 1.5 trips per hour. There was one non-preventable accident and one injury. We received 10 valid complaints, 2 invalid complaints for a total of 12.

Scheduling and Planning Director – Steve Patrnick

- September 2024 service changes is being delayed until January 2025. For the June 2024 service change, we implemented a 15-minute peak service from 20-minute peak service on Grand River, 7-Mile and Greenfield routes. We implemented 20-minute peak service from 30-minute peak service on routes Evergreen and Warren. On routes with a 60-minute headway, we added 45-minute peak service. Earlier and later trips were added on the Hamilton and the Mid City Loop routes. We adjusted the schedule for the routes that access the Jason Hargrove Transit Center that opened back in May. We will conduct a public hearing soon concerning all the changes and we will collect comments at that time.



Vehicle Maintenance Division – Geo Joy

- Maintenance is currently focusing on improving the preventative maintenance on our coaches to improve our coach reliability. We are increasing our major cleans on our coaches to make sure that they are deep cleaned once a month.

Safety Manager- Gabriele Honey

- We are currently working on a Passenger Code of Conduct. We would like to have the LAC committee member's input.

ADA Coordinator – Scharron Rambus

- Since the last LAC meeting, the Office of Compliance monitored fourteen (16) ADA Fixed Route trips, for 7 ADA regulated areas, Route Identification, Boarding Location, Lift/Ramp, Bus Accessibility, Wheelchair Securement, Bus Announcements, and Service Animals. During our monitoring, we observed three (2) buses with non-working annunciators, two (2) buses with missing "Know your rights", Title VI signs, one (1) bus with missing priority seating sign, and one (1) bus with a non-working stop control in the wheelchair securement area. We informed the Vehicle maintenance department, and all repairs and signage installations were made in a timely manner.
- The Office of Compliance has Investigated twenty-two (22) ADA Fixed-Route complaints for the second quarter. Of the twenty-two (22) complaints received, three (3) were found to be invalid and nine (9) were undetermined because of missing, wrong or inadequate information, leaving ten (10) valid complaints for the second quarter of this year. Five (5) or fifty percent 50% were complaints of Mobility Device pass-ups. We are working with the Transportation Operations Division and the Operations Training Center (OTC) to bring a reduction in the number of Mobility Device pass-up complaints.
- We have 384 applicants that were determined eligible for DDOT's ADA Complimentary Paratransit Service this quarter. There were no denials, therefore the Paratransit Appeals board has not met.



- We have posted LAC meeting notices at both transit centers, on all social media outlets and in 32 of our senior living facilities. If anyone has any recommended centers, please give me a call to verify if they are on our list or need to be added.
- Thank you to everyone who expressed an interest and took the time to apply for LAC membership. We are in the process of submitting our recommendations to the Interim Director for approval.
- The Office of Compliance continually provides FTA Awareness ADA training to new DDOT employees. We outline that the Americans with Disabilities Act (ADA) is a Federal Civil Rights Regulation and that it's a law! Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with transportation services. If any LAC member would like to attend the ADA training session that the TEO's receive as part of their training, the invitation has been extended by our Training department to do so. We have new classes starting monthly. If you are interested in attending, my information has been put in the chat or you can give me a call at 313.316.2793.

Old Business - None

New Business – People Mover – Ms. Ericka Alexander-Communications and Public Relations Manager

- The Detroit People Mover Track Improvement Project will take place between September 3rd and November 22nd of this year. Right after Labor Day. It is a mandatory project, in which we will be replacing nine (9) sections of rail, which is about 20% of our system for the very 1st time. It is a part of our routine maintenance and preventative maintenance program and the construction will require that we pause our service for 11 -12 weeks. There will be no People Mover Service during this time. We have had a series of public information meetings. For more information, please go to our website, WWW.THEPEOPLEMOVER.COM. At the stations during the 11 -12 week shut down, there will be several community sponsored activities. We're very excited to replace the fleet for the very first time.



RTA (CHSTP) - Ms. Jill Cahoon

- I'm working with the RTA. We are working on a Coordinated Human Services Transportation Plan (CHSTP). We're meeting with the four (4) counties in the in the RTA (Region Regional Transit Authority) and the City of Detroit, to look at options to coordinate public transit and human services. This plan is required by the Federal Transit Administration (FTA) through the FTA section 5310 program. The completion of this effort allows the maximum amount of funding to be brought into the RTA region for mobility services. We'll have mini events with targeted audiences of riders and residents as well as potential riders. We'll conduct some virtual engagement for those who can't attend in-person.

Elnora Austell -RTA

- My particular focus on the project is public engagement. I'm going to connect back with Mr. Rambus to figure out how I can really engage with all of you.

Khalil Davis- RTA

- I work in Projects and Grants at the RTA. If you want to engage with us throughout this process, my phone number is (313) 654-6943.

Ms. Perrin suggested to include neighborhood block clubs in the process.

Public Comments

Ms. Rochella Stewart with Detroit People's Platform Transit Justice Team, District 7 in Detroit. I'm calling for LAC and DDOT to push for low, no emissions for paratransit. This would play a crucial role in ensuring that individuals with disabilities have equal access to transportation, fostering independence, and inclusion in our community. Can the LAC and DDOT meetings go back to being hybrid?

Mr. Michael Staley, we have contracts with five (5) service providers that does not end until 2028.

Mr. Cunningham, I would like LAC and DDOT meetings to be hybrid. The annunciator should promote jobs. DDOT stuck me with a loss of \$120 in 31-



day passes. SMART says that the passes were not theirs. DDOT fixed route buses need to be wrapped with hiring ads.

Ms. Marguerite Maddox asked, will the People Mover cars be accessible for people with walkers and disabilities? Will the operators deploy the ramp automatically?

Mr. Andre Mallett, lowering the ramp should not be a request. Automatic lowering will be added in our training modules going forward.

Ms. Ericka Alexander, the people mover is ADA accessible. The elevators and escalators are still operational. The new train cars will be retrofitted for ADA accessibility as well.

Ms. Linda Wesley, I am from the ombudsman office. Will the pull-out times for September have considerations for the children returning to school?

Mr. Steve Patrnick, yes, we have added trips during the peak commute periods.

Mr. Robert Pulaski, I'm a long-time transit advocate, and a long time DDOT and SMART bus rider. I am also the vice chair for the Regional Transit Authority Citizens Advisory Committee. I want to echo some sentiments from members here today, it seems like they're not being informed a whole lot.

Mr. Andre Bryant, we receive information by email and information posted on the website. We receive information from the administration. They may not be as fast as everyone would like, but we do our best.

Mr. Robert Pawlowski, Mr. Bryant, you've been a good chairperson for this committee. I think this committee has been more efficient than any other committee that I've served on in my previous years.

Mr. Andre Bryant, how many People Mover cars are being replaced?

Ms. Ericka Alexander, we are looking to replace the entire fleet, so we'll be receiving a total of twelve (12) cars.

Mr. Renard Monczunski, I'm an organizer with Detroit people's platform. I also reside in District 6. I want to support the call for low to zero (0) emission paratransit. I am aware that we're under a contract structure right now, and



there could be a call to the current providers to make a commitment to make to provide zero (0) emission vehicles or hybrid vehicles. I would like to know where I could send this language and get your support.

Mr. Staley, that language can be sent to me. I'd be happy to look at it.

Mr. Stephen Hansch, Mr. Staley, the program you were talking about deals with taxi cabs in Cook County has been around before Uber and Lyft existed. It's not the same program. There is another program in Cook County, in Denver, and a bunch of other places where riders can call a ride share, an Uber or a Lyft.

Ms. Betty Varner, my first time attending this meeting. I'm being educated on available services. The city is doing a great job and improving on their services. Thank you for providing this information. I've only been disabled for a couple of years, but I still feel I'm blessed.

Mr. Scharron Rambus, Thank you and welcome to our LAC community.

Meeting adjournment

Andre Bryant asked for a motion to adjourn the meeting. Ms. Tamara Perrin made a motion to adjourn the meeting, and the motion was seconded by Ms. Tammy Black. No opposition. Motion approved.

The meeting adjourned 10:44 am

Next meeting will be held on November 19, 2024 @ 11:32 am.

Respectfully submitted by:

Scharron Rambus

Scharron Rambus
Regulatory Compliance Officer – ADA

Andre Bryant

Andre Bryant
Chairperson, Local Advisory Council