



# PUBLIC PARTICIPATION & INVOLVEMENT PLAN



## DETROIT DEPARTMENT OF TRANSPORTATION

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## **I. Introduction**

### **A. Foundation of Public Participation in Transportation Planning**

The Detroit Department of Transportation's (DDOT) strong belief is that public participation and involvement are based on customers whose lives are affected by transportation planning/investment decisions, which give them the right to be involved in decision-making processes and influential choices that result in the best strategies possible for transit unity and growth. Directly engaging customers in this process promote successful problem solving, diversity and new ideas, and give all a sense of ownership of the developed solutions.

Public participation must be a proactive process in which governing bodies strive to find innovative ways to identify and engage the affected customers, provide a wide variety of opportunities for interested parties to become involved, and create a meaningful process that is transparent and ensures effective communication about how customer contributions influence decisions. It is also important that a public participation process be continuously evaluated and improved upon to ensure that under-represented communities are given a voice for solutions as well.

DDOT complies with all Federal rules, policies, guidelines, and regulations, essentially related to the Title VI programs, but not limited to the Equity Analysis Assessment (EAA), by ensuring that its programs and services do not discriminate on the basis of race, color or national origin. The EAA identifies impacts resulting from service changes and fare increases channeled to low-income and minority populations and the population surrounding impacted transit routes as compared to the population of the service area. As indicated in FTA Circular 4702.1B ("Circular") and reinforced in March 8, 2011, DDOT will conduct Title VI equity analyses in the course of planning major service changes or any magnitude of fare changes. Equity analyses are required regardless of whether proposed changes would be detrimental or beneficial to riders on the whole. In addition, a service expansion or fare decrease must also be evaluated according to similar processes as noted in service reductions or fare increases.

The Detroit Department of Transportation (DDOT) is committed to a public participation and involvement process that:

- Involves customers in decisions that affect their lives
- Ensures that customer contributions will influence decision making
- Communicates how customer contributions will influence decisions
- Is adaptable and sensitive to diverse audiences
- Promotes respect
- Provides equal access to opportunities, information, and education
- Ensures timely response to participants
- Is consistent and reliable
- Promotes continued engagement
- Allows flexibility and use of creative approaches

- Maintains honesty and integrity throughout the process
- Continuously strives to educate and inform affected and interested customers to more meaningful participatory experiences
- Encourages early, active and “hands-on” participation at times of initial preparation of initiatives
- Involves process evaluation and monitoring tools

In addition, the Public Participation & Involvement Plan:

- Shall be developed in consultation with all stakeholders and interested parties
- Shall provide that all interested parties have reasonable opportunities to comment on the content of the transportation plan.

In carrying out these required elements of the Public Participation & Involvement Plan, DDOT shall, to the maximum extent practicable:

- Hold any public meetings/hearings at convenient and accessible locations and times
- Employ visualization techniques to describe plans
- Make public information available in electronically accessible format and means, such as the Social Media, Website ([www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)), press releases, E-Blast notices, Rider Alerts, interior bus signage, to afford reasonable opportunity for consideration of public awareness.
- We have confirmed that proper notification was not given to the public for the service changes in 2012. From this point forward, DDOT will comply with all guidelines displayed in Illustration 1 – Public Hearing Policies & Procedures (pgs. 13-15) within this document.

## **B. The Role of Southeast Michigan Council of Governments (SEMCOG)**

The Southeast Michigan Council of Governments (SEMCOG) is designated by the Federal government as the Metropolitan Planning Organization (MPO) for the southeast region of the state of Michigan. SEMCOG is responsible for coordinating transportation planning activities within the MPO boundary which includes all of Wayne, Oakland Macomb and Washtenaw counties. SEMCOG works with Federal and local governments, state departments of transportation, transit agencies, area stakeholders, and customers to ensure that the plans and projects developed enhances the region toward achieving consistent quality-of-life measures that are beneficial to all.

The public is included in the planning process through informational meetings, public hearings, community meetings, surveys and/or one-on-ones. As stated, DDOT coordinates efforts with SEMCOG to solicit public response on major projects, as well as the annual funded program of projects. SEMCOG incorporates DDOT projects into the Transportation Improvement Program (TIP) and the Regional Transportation Plan (RTP). Via the City of Detroit Federal Aid Committee (FAC) and SEMCOG’s various committee meetings, participants review, discuss, comment and recommend actions relevant to transportation planning on transit projects. In addition to notices provided by SEMCOG and the FAC, SEMCOG publicizes the final program of projects and provides

notice of scheduled meetings. Public comment is ongoing and is received via public hearings, letters, phone calls, e-mails, and verbally.

The public also receives information from DDOT via monthly Customer Information Meetings, Public Hearings, the Local Advisory Council, SEMCOG Committee Meetings,

Social Networks, Media Outlets, Rider Alerts and other community/organizational meetings.

Federal legislation requires MPOs to produce documents that govern the regional transportation investments and planning activities, including the development of the Unified Planning Work Program, the Long-Range Transportation Plan, the Transportation Improvement Program, and the Public Participation Plan. This plan will apply to all grant-funded activities.

### **C. Purpose of the Public Participation & Involvement Plan**

DDOT seeks to provide opportunities in the transportation planning process, in coordination with SEMCOG, to parties interested in engaging and involving members of the community who have not traditionally been involved. The purpose of this plan is to provide a framework from which to guide the public participation process in current and future transportation planning projects at DDOT, such as the Unified Planning Work Program (UPWP), the Long-Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP), and for a range of programs and special studies, including Major Investment Studies (MIS). This plan specifies DDOT's underlying goals as well as strategies and techniques to be considered and employed in achieving the goals of the public participation process. The plan describes the importance of environmental justice and provides a framework for including it as a part of the public participation process. Additionally, the plan describes how DDOT will work to incorporate visualization and scenario planning techniques into its public participation process to better depict transportation plans and studies. There are two basic forms of public involvement: 1) Public Participation - where public input/feedback is sought; and 2) Public Information/Education - where information is disseminated for public awareness.

DDOT seeks public input not only because it is required by government regulations, but also to put the best services possible into effect for customer satisfaction. There are other times when it is necessary to provide information only. Informational meetings may be held to notify the public of minor changes, policy or other services, which do not fall under government requirements. DDOT conducts Customer Information Meetings for customer/public participation on the third Thursday of every month from 5:00 p.m. to 7:00 p.m. at the Administrative Building. These monthly meetings are held at DDOT's main office due to costly venue rental charges, which can range in the vicinity of \$200 to \$500 per event. The costs are expended, however, when public hearings are conducted to reach out to various audiences on proposed changes and allow adequate space for attendees. All venues are accessible and in close vicinity to major bus routes for ease in travel. In addition, public hearings occur less frequently than the scheduled monthly meetings

Federal mandates require public participation prior to raising fares, implementing major reductions in service, or applying for grants/loans to finance transportation improvement projects. Public input is also required before establishing a new route or eliminating an existing one.

#### **D. Purpose of the Language Assistance Plan and Limited English Proficiency Plan**

The purpose of DDOT's Language Assistance Plan (LAP) is to meet Federal Transit Administration's (FTA's) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. As a subrecipient of FTA funds, DDOT pledges to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. FTA refers to these persons as Limited English Proficient (LEP) persons.

The completion of this plan for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

The U.S. DOT's FTA Office of Civil Rights' publication "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers," dated April 13, 2007, was used in the preparation of this plan.

The plan for DDOT contains:

1. A needs assessment based on the four-factor analysis.
2. Language assistance measures.
3. Methods for notifying LEP persons about available language assistance.
4. Methods for monitoring, evaluating, and updating the plan.

More information on the LAP and LEP can be obtained via:

1. Facebook ~ RideDDOT
2. Twitter ~ @RideDDOT
3. DDOT's Website ~ [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)
4. Upon request for a mailed copy by contacting Customer Services Office at (313) 933-1300

#### **E. Legal Framework and Plan Application**

The Moving Ahead for Progress in the 21st Century (MAP-21) was signed into law on July 6, 2012, and contains specific language outlining Federal requirements regarding public involvement processes and procedures. In general, MAP-21 legislation built upon previous transportation legislation (ISTEA, TEA-21 and SAFETEA-LU) to provide states and MPOs specific direction in conducting and promoting broad-based public involvement activities.

MAP-21 Legislation (Public Law 112-141) requires MPOs to provide citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment on the transportation plan.

## **II. Engaging Interested Parties**

### **A. DDOT's Feedback Channels**

1. Customers
2. Non-Riders
3. Citizens
4. Title VI Responsibilities
  - a. Equity Analysis Assessments
  - b. Limited English Proficiency (LEP) Individuals
5. Affected public agencies (Mayor and Executive Cabinet, Detroit City Council, other City of Detroit Departments, State Agencies, community entities, etc.)
6. Faith-Based Community
7. DDOT Employees
8. Representatives of public transportation entities
9. Private providers of transportation
10. Representatives of users of public transportation
11. Representatives of users of pedestrian walkways and bicycle transportation facilities
12. Representatives of the elderly and disabled
13. Other interested parties, as specified

### **B. Feedback from Internet/Social Networks**

5. Facebook ~ RideDDOT
6. Twitter ~ @RideDDOT
7. DDOT's Website ~ [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)

## **III. Goals for Public Participation**

It is DDOT's goal to have significant and ongoing public involvement in the transportation planning process. Education and public outreach are an essential part of fulfilling DDOT's desire and responsibility to successfully inform the public about the planning process at the metropolitan level. In addition to its informative roles, DDOT also seeks to empower and improve opportunities for customers to voice ideas and values regarding transportation. DDOT strives to ensure early and continuous public involvement in all major actions and decisions. There are two basic forms of public involvement: 1) Public Participation - where public input/feedback is sought; and 2) Public Information/Education - where information is disseminated to the public.

The following goals embody these strategies and set out to guide the participation process to successfully achieve the principles that have been outlined.

**A. GOAL 1: Inform and Educate the Public of DDOT's Programs and the Benefits of Public Transit**

**Objective:** It is DDOT's responsibility to make information accessible to the public and to provide timely public notice. DDOT will provide information to the public that is accurate, understandable, and pertinent to transportation planning and engagement activities and will do so through the use of varied communication tools. In addition to informing the public, DDOT will make every effort to educate the public about the planning process and provide supportive policy, program and technical information at its monthly Customer Information Meetings held every third Thursday (5:00 p.m. to 7:00 p.m.) and other venues as necessary. Educating the public supports informed public contribution and continued engagement by the public. Education will be enhanced through the use of visualization tools that will help the public understand and relate to DDOT's various planning products and activities (via the Internet, Website ([www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)), social media, press releases, E-Blast, Rider Alerts, interior bus signage, mailings, etc.).

In addition, the plan and effective educational opportunities provide the outlet for the public to ask questions, make comments and to meet directly with DDOT administrators via meetings/hearings, one-on-one discussions, and also to disseminate information on DDOT's services, projects and products.

**Actions:**



- Develop and distribute meeting/hearing notices to community entities and libraries and all DDOT distribution outlets Select meeting venues Post meeting notices via the Internet, Website (RideDetroitTransit.com), social media, press releases, E-Blast, Rider Alerts, interior bus signage
- Provide a Court Reporter to record the Minutes at all public hearings
- Provide special needs requests within 72 hours prior to meeting occurrences (Braille, Signers for hearing impaired, interpreter(s) for Limited English Proficiency individuals, etc.)
- Develop and produce handout materials for the public, as well as LEP-affected communities

**Measures:** Customer Information Meetings are held the third Thursday of every month. The Local Advisory Council meetings are held on the third Tuesday every other month for January, March, May, July, September and November. Other meetings, if necessary, will be scheduled on an as-needed basis, such as pre-bid meetings to provide more clarification to proposed contractors on DDOT’s expectations on forthcoming projects, introduction of new products, such as “TextMyBus”, HR job fairs to hire bus drivers and mechanics, etc. Customer participation also includes the opportunity to fill out request-to-speak forms, meet with staff after the meetings to provide more details on subject-matter issues and to provide follow-through results until resolution are accomplished.

**Deadline:** Public hearing notifications for public awareness will be presented to the public five (5) to ten (10) days prior to public hearing occurrences. Customer Information Meetings are held every third Thursday of each month, as departmental information is discussed and presented.

## **B. GOAL 2: Planning and Criteria Strategies Support for Public Hearings**

**Objective:** To conduct Public Hearings in accordance to DDOT’s public hearing policy and procedures.

### **Actions:**

- Secure venues at least ten days prior to meeting occurrence
- Prepare public notice ad for publication in local newspapers (publish five to 10 days prior to Hearings)
- Develop press releases for public awareness (publish five to 10 days prior to Hearings)
- Prepare public hearing booklet for public review (to be read and distributed at all Public Hearings)
- Distribute public hearing booklet to all DDOT distribution outlets for public review
- Provide a Court Reporter to record Minutes at all Public Hearings
- Provide special needs services no later than 72 hours prior to the Public Hearing date(s) (Braille, signers for hearing impaired, interpreter for Limited English Proficiency individuals, etc.)
- After Public Hearings, all public comments are to be analyzed by DDOT staff, as public viewpoints are taken into consideration for final service-change decisions

- After the final public hearing has occurred, customer comments can be received up to fifteen (15) days after the last public hearing
- DDOT staff will analyze all public comments to input valid information in the changes, if applicable
- Conduct follow-up informational meeting specifying all finalized changes/details (which includes public participation)

**Measures:** Honoring strict deadlines (on or prior to the activities), responding immediately to customer requests (within two days, depending upon request), constant activity follow-through for customer awareness (via the Internet, Website (RideDetroitTransit.com), social media, press releases, E-Blast, Rider Alerts, interior bus signage, etc.)

**Deadline:** Public Hearings are scheduled at least ten days prior to the first meeting occurrence (necessitation of Public Hearings occur if 25% or more of service is affected by the service or fare rate changes).

### C. **GOAL 3: Outreach to Build Stronger Connections to Communities**

**Objective:** DDOT recognizes that large segments of the population rarely participate in the transportation planning process, including minority, non-English speaking, and low-income groups. It is a priority to increase the diversity and number of participants in previous engagement activities through building new relationships with organizations and communities that serve these under-represented populations.

**Actions:**

- Participate in community/organizational events (making calls to attend meetings and coordinating efforts for special events, etc.)
- Re institute Transit Education Program (providing training to schools and other agencies on products, services and how to properly ride public transit buses)
- Participate in Public School Career Days
- Hold and attend special events (transit fairs, school-open activities, healthcare forums) by setting up displays for public awareness and participation

**Measures:** Develop surveys to know the customer and address customer concerns, issues, wants and needs

**Deadline:** Conduct survey participation at least twice a year, although community outreach activities are ongoing and occur throughout the year (school career days, health fairs, etc.)

### D. **GOAL 4: Engage the Public and Encourage Continued Participation for Consensus Building**

**Objective:** DDOT will encourage continued public participation by ensuring an engagement process that is meaningful. This includes providing various ways to engage and communicate with the public, responding to all comments and questions in a timely manner, presenting a clear process for incorporating public input into DDOT's plans, and

providing other opportunities for further engagement and education. DDOT will also enlist representatives from key stakeholders to form partnerships for consensus-building initiatives. In this way, community relations will be improved upon by including all groups in the decision-making processes. DDOT conducts Customer Information Meetings each third Thursday of the month and information will be continuously transmitted through this measure via print materials, presentations, and inviting to obtain assistance from the communities, businesses and organizations, as scheduled. All Public Hearing comments, relative to service changes, are received by the Scheduling Manager for consideration of changes made.

**Actions:**

- Develop a partnership agreement with key stakeholder groups
- Extend invitations to advocacy groups, community-based organizations, governmental agencies, businesses, contractors, schools, educational institutions to form alliances
- Conduct focus groups to solicit ideas
- Conduct surveys
  
- Collect feedback forms
- Establish partnerships with key stakeholders
- Develop a mailing list of community groups to distribute DDOT materials
- Hold periodic partnership meetings (quarterly)

**Measures:** Direct mailing lists, surveys, and partnership agreements

**Deadline:** Ongoing

**E. GOAL 5: Customer Input Usage to Shape Policies, Plans and Programs**

**Objective:** DDOT will document all input received from the public. This documentation will provide a record of received comments and will assist DDOT staff in reviewing public input, which can then be used in the development of transportation plans and programs. The process of incorporating public input into transportation planning documents will be transparent and open to the public. DDOT will inform the public of the decision-making process for each planning activity in which public comment is solicited. This will be presented to the public at the beginning of each planning activity and throughout the engagement process by way of the social networks, DDOT's Website, E-Blast, Rider Alerts and Customer Information Meetings held the third Thursday of each month.

**Actions:**

- Keep documented record of all comments and suggestions from public's input obtained from public hearing forums, mail-ins, customer meetings, etc.
- Document action taken relative to addressing all comments and suggestions from the public (beginning to end follow-through methods)

**Measures:**

Responding immediately to customer requests (within two days, depending upon request), constant activity follow-through for customer awareness (via the snail mail, Internet, Website (RideDetroitTransit.com), social media, press releases, E-Blast notices, Rider Alerts, interior bus signage, etc.)

**Deadline:**

Public notification should be presented for public awareness no later than 15 days after the decisions made via snail mail, Internet, Website (RideDetroitTransit.com), social media, press releases, E-Blast notices, Rider Alerts, interior bus signage, etc.

**F. GOAL 6: Evaluate Public Participation & Involvement Strategies Relative to Capital Project Management**

Project managers are responsible for developing a unique public participation strategy for each project that uses the appropriate techniques for capital project management planning. This effort will include assistance from the Strategic Planning and Customer Programs & Communication Divisions. The strategy should include a timeline showing engagement techniques and other relevant activities, and should outline targeted audiences and expected outcomes. The techniques and strategies will serve as a guide for expectations of the project managers to consider when developing the public participation component of their projects. Finding a balance of various techniques and strategies will be key, and the end result will be a tailored mix of approaches that ensure early, continuous, and accessible public participation and involvement.

In addition to internal planning work, any contracted planning work, which includes public engagement activities, performed by consultants and managed by DDOT will be held to the goals outlined in this plan. It is suggested that all requests for proposals should include a project requirement specifically identifying DDOT's Public Participation Plan as a guiding document for proposed engagement strategies. Successfully identifying techniques that support all of DDOT's goals for public engagement will be beneficial to a proposal in a competitive procurement process.

In order to sustain best practices in public participation, DDOT will continually monitor the public engagement process and create a framework for evaluating and improving this document and the strategies that guide how we engage the public in project management. All updates will appear on the social networks and DDOT's Website.

A variety of strategies and techniques will be used to encourage early and continuous public participation throughout the development of DDOT's core plans. DDOT will also participate in a variety of special and local studies. These include alternatives analyses, corridor studies, major investment studies and feasibility studies. As new plans are federally mandated and incorporated into DDOT's roles and responsibilities, DDOT will continue to apply community engagement techniques to accomplish the goals outlined in this plan.

As DDOT continues to serve, service standards are in place so that there is a level of consistency among the different planning efforts. This document is displayed on DDOT's Website ([www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)) or can be requested by calling the Customer Service Office at (313) 933-1300.

DDOT's planning activities and programs, including those for the purposes of public engagement, must be sensitive to diverse audiences. DDOT ensures that no person will, on the ground of race, religion, age, gender, disability, national origin, or economic status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any DDOT program or activity. DDOT also promotes the full and fair participation of all affected populations in the transportation decision-making process. Any information, education and participation opportunities will be equally accessible.

The DDOT website offers an easily identifiable place for public comment on DDOT transportation projects and studies. When updates and amendments to programs and projects are released for public review and comment, DDOT will make them available on the website at [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com) or requests can be made through snail mail or email [ddotcomments@detroitmi.gov](mailto:ddotcomments@detroitmi.gov)

## **ILLUSTRATION 1:** **PUBLIC HEARINGS POLICIES AND PROCEDURES**

### **PUBLIC HEARINGS**

The Detroit Department of Transportation (DDOT) will schedule Public Hearings if service changes affect 25% or more of service to the fixed-route service of fare changes. The Hearings are conducted to solicit comments from the public at open public forums. Public Hearing schedules, notification and implementation shall follow the policies and procedures as indicated in this document.

Public Hearings are required as follows:

- Prior to raising fares or implementing a major service change in transit service. (Federal Transit Act. Section 9 (e) (3) (H))
- If there is any reduction in service of 25 percent or more, the number of transit route miles of a route, or 25 percent or more of the number of transit revenue vehicle miles

of a route computed on a daily basis for the day of the week for which the change is made

- Before eliminating an existing transit route

### **Exemptions:**

If reduced or free promotional fares are instituted on a daily basis or periodically within a period of 180 days.

If an emergency situation occurs, a service change may be implemented immediately. Examples of emergency service changes include but are not limited to those made because of a power failure for a fixed-guide-way system, the collapse of a bridge over which bus routes pass, major road or rail construction or inadequate supplies of fuel, etc.

Experimental service changes instituted for 180 days, or less. For headway adjustments of up to five (5) minutes during peak-hour service and up to (fifteen) 15 minutes during non-peak hour service.

Standard seasonal variations are exempt unless the number, timing or type of standard seasonal variation changes.

### **Venue**

The following criteria will be used to determine the location(s) for public hearing(s):

- Public Hearings will be held within DDOT's fixed-route service area, near or in proximity to bus services.
- The Public Hearings will be conducted in the morning and evening at designated times (generally 11:00 a.m. to 1:00 p.m. for mornings and for evenings from 6:00 p.m. to 8:00 p.m.), which allow attendance for seniors, students and the working class.
- Public Hearings will be accessible and presented to LEP individuals (interpretive services requested 72 hours in advance of the meeting), the elderly and persons with disabilities.
- Public Hearing venues should be available for use at no or minimal charge to DDOT.

## **PUBLIC HEARING NOTIFICATION PROCESS**

The public shall be notified of the public hearing through the following methods:

- Notices of scheduled public hearings shall be placed not more than ten (10) business days nor less than five (5) business days prior to the hearing and placed in community newspaper(s), general circulation (e.g. Detroit News/Detroit Free Press and Detroit Legal News) and also published in newspapers oriented to specific groups or

neighborhoods that may be affected (e.g. Michigan Chronicle, Arab American News, El Central Hispanic News, etc.).

- Press releases are sent to newspapers, radio and television stations, covering more than 125 media outlets.

The public notice must contain:

- Description of specific proposed service changes or fare changes in detail
- Time and place of hearing(s)
- A paragraph indicating that written statements and phone calls concerning the hearing topic will be accepted at the Detroit Department of Transportation, Coordinator of Public Hearing, 1301 E. Warren, Detroit, MI 48207, (313) 933-1300 until 4:00 p.m. on the date of the hearing, and comments may be emailed to [ddotcomments@detroitmi.gov](mailto:ddotcomments@detroitmi.gov). All comments received by the hearing date will be read into the proceedings.
- A paragraph explaining that materials, in accessible formats for persons with disabilities, will be furnished upon request. All requests for special assistance should be directed to Detroit Department of Transportation, ADA Coordinator, 1301 E. Warren, Detroit, MI 48207 or by calling 313-933-1300. As well, a sign language interpreter can be made available if needed, but a request for special assistance, including interpreters, must be made at least three days (72 hours) in advance prior to the Public Hearing.

## **ILLUSTRATION 2**

### **SERVICE CHANGES / FARE CHANGES PUBLIC HEARING VENUE PROCESSES**

The following are the rules to conduct all public hearings held by the Detroit Department of Transportation.

1. Individuals may appear and speak for themselves, or, if duly authorized, for any local government, civic group, organization, club, or association, subject to all the rules provided herein.
2. All persons desiring to be heard must register with the facilitator presiding over the hearing (or his/her designated representative). Speakers will be heard in the order in which they register.
3. Speakers are encouraged to make their statements brief and concise and, where possible, to summarize and furnish the full text of their statements in writing. Each speaker will be allowed two (2) minutes within which to make his/her oral presentation and must relinquish the floor to the next speaker at the end of the two (2) minutes period. Any speaker desiring additional time may request some from the presiding official, but such additional time, if granted, will be allowed only after all remaining speakers have been heard.
4. Relinquishing of time by one speaker to another will not be allowed.
5. Additional prepared statements, literature or comments may be submitted in writing at the hearings. Any prepared statements forwarded to DDOT during the public comment period will also be entered into the hearing proceedings as a matter of public record.
6. All statements, oral or written, must be directed to the Chair and must be pertinent to the subject matter under consideration.
7. Speakers will be allowed the opportunity to use their time, with the time limitations provided, to their best advantage without interruption.
8. Each person speaking or asking questions must do so from the rostrum or other designated place. This is necessary for accurate stenographic transcriptions and tape recordings of the hearing.
9. All hearing proceedings will be recorded by a court reporter or tape machine.
10. Comments received from the public will be forwarded to management (Strategic Planning Division) for further review and evaluation with recommendations for acceptance.
11. After thorough review, any revisions recommended for implementation are submitted to the DDOT director who will make the final decision on the schedule, routes, and/or fare changes.

#### **PRINTED MATERIALS/SERVICES FOR PUBLIC HEARING**

1. Copies of Service and/or Fare Changes (document for public review)
2. Housekeeping rules for conducting a public hearing
3. Public Hearing Comment Card (for public input who do not want to speak)
4. Speaker's sign-in card (to speak at the hearing)
5. Sign-in sheet
6. Court Reporter (at all sessions)
7. Signer and/or LEP Interpreter (upon request ~ 3 days or 72 hours prior to hearing)



## **MEETING PROCESS**

1. Call to order
2. State time and introduce public transit hearing/moderator
3. Introduce other DDOT staff for attendees to contact after the hearing has ended
4. Describe public hearing process prior to and during meeting opening and comment on all forms being passed out
5. Explain that public comments occur in the order of card received. Written and oral comments are encouraged. Only individuals who complete and turn in a speaker card may speak.
6. Read the proposed service/fare changes to occur that resulted in the public hearing
7. Attendees time to speak (2-minute comment)
8. Adjournment

## **Public Ads**

DDOT places public ads in the following newspapers:

*Arab American News*  
*Detroit Free Press*  
*Detroit News and its Internet Website*  
*El Central Hispanic News*  
*Michigan Chronicle*

## **Service/Fare Changes Document Distribution**

Detroit Department of Transportation, 1301 E. Warren, Detroit (Strategic Planning Division)  
Detroit Public Library (all branches) Main Library Tip Service (313) 833-4007  
25 Agencies/Organizations

*Documented information on DDOT's Websites:*

- [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)
- @RideDDOT (Twitter)
- RideDDOT (Facebook)

### **ILLUSTRATION 3**

#### **CONDUCTING CUSTOMER INFORMATION MEETINGS**

The Detroit Department of Transportation (DDOT) will conduct Customer Information Meetings on a monthly basis held every third Thursday at DDOT from 5:00 p.m. to 7:00 p.m.

The following are the rules to conducting Customer Information Meetings:

1. The meetings will begin at 5:00 p.m. and will end promptly 7:00 p.m.
2. Agendas will be distributed outlining the contents of the meetings as well as the topic to be discussed.
3. All persons desiring to be heard must complete a comment/request form upon entering the meeting. Speakers will be heard according to the order in which they submit their form. Interpretive telephone service (24 hours) will be available to LEP Individuals and those individuals whose language trigger the Safe Harbor Provision.
4. Speakers are encouraged to make their statements brief and concise. Each speaker will be allowed two (2) minutes within which to make his/her oral presentation. Each speaker as well as the audience will respect each other, refrain from interruptions/ loud outburst, and will also refrain from using abusive/offensive language.
5. Relinquishing of time to another speaker will not be allowed.
6. Additional prepared statements, literature or comments may be submitted in writing at the meeting. Any prepared statements forwarded to DDOT during the public comment meeting that are not addressed will be addressed during the next meeting.
7. All statements, oral or written, must be directed to the Facilitator and must be pertinent to the subject matter at hand.
8. Speakers will be allowed the opportunity to use their time, with the time limitations provided, to their best advantage without interruption.
9. Each person speaking or asking questions must do so from the rostrum or other designated place.
10. No one will be allowed to approach the table while the meeting is in progress.
11. Adhere to code of conduct.

#### ILLUSTRATION 4

### **CONDUCTING ELDERLY AND DISABLED LOCAL ADVISORY COUNCIL (LAC) MEETINGS**

The LAC is a representative group of consumers and interested persons or agencies that represent the elderly and disabled within the Detroit Department of Transportation service area. This group also advises DDOT and staff on public transportation issues relevant to persons in the ranks of the elderly and disabled.

As established under State Act 51 of the Public Acts 1951, as amended; an eligible governmental agency with funds made available under the act to provide demand responsive service under an approved plan must establish a local advisory council (LAC) with no less than fifty percent of its membership representing persons sixty-five or older and/or disabled within its applicable service area.

The meeting format as outlined in the LAC Bylaws, Article IX states:

1. The LAC shall meet at a regular time, i.e. Bi-monthly on the third Tuesday of the designated month (January, March, May, July, September, and November).
2. All LAC meetings shall be held in an accessible facility.
3. Meetings of the LAC shall be governed by Robert's Rules of Order, Revised.
4. The Chairperson and the Secretary shall develop meeting agendas jointly. Items may be added or material introduced the day of the meeting by a majority vote of the voting members present.
5. The minutes of the LAC meetings shall be compiled by the Secretary and distributed with the next meeting notice and agenda to the LAC membership at least ten (10) days before the next regularly scheduled meeting.
6. It shall be the Chairperson's prerogative to recognize speakers and to limit debate.

Printed material for LAC meetings will be available upon request to be mailed upon customer requests.

The LAC By-Laws can be obtained upon customer request.