



## **Local Advisory Council (LAC) Meeting Minutes**

**Tuesday, August 20, 2019**

### **LAC Member Attendance**

District One- Andre Bryant-Excused      District Six- Yvonne Roundtree-Present

District Two- Celia Collins-Present      District Seven- Fayne Chennault-Absent

District Three-James Jones-Absent      DAAA- Tamara Perrin-Present

District Four- Karen Knox-Excused      DAAA- Anita Owen-Present

District Five-Sabrina Simmons-Excused

**Call to Order** – Yvonne Roundtree, Chairperson, 10:01am

The chair noted that a Quorum of members were not present. Consequent the minutes of the May 21<sup>st</sup> meeting were not approved. New and Old Business on the Agenda were discussed as part of other discussion items, but not acted upon.

**Opening Remarks/Chairperson's Report** – Ms. Roundtree outlined important changes taken by DDOT. She cited the benefit of the fixed line fare changes, the construction problems effecting MetroLift rides, and the need for riders to manage calls to MetroLift better; such as calling early in the morning.

**Approval of the November 20, 2018 Minutes**- Minutes not approval since there was no quorum.

### **DDOT Administrative Reports:**

- a. Intermin Director's Report - No Report
- b. Transit Police Report-Ricky Brown. Discussed discussed the transit police role at the transit centers, buses and on the Q Line and People Mover. He cited how tickets were being issued for drinking, marijuana and inappropriate behavior.
- b. General Manager-Administration-Duane Yuelle-Natalie Moore gave an update on the

New Freedom Program. Stated new application ceased as of June 21<sup>st</sup>. There are Individual renewal issues that she will explore. The program will end December, 2020. OTP is over 90%. She diverted MetroLift information to Simone Lowe.

- c. General Manager of Vehicle Maintenance- Larry Luckett /Mike Dawley
  - Mike Dawley asked if there were any maintenance questions. Clyde Hughes asked how many articulate buses the system have in operation. 12. He discussed acquiring electric buses and the new new buses that are being acquired.
- d. General Manager of Operations: Andre Mallet-No Report
- e. Customer Service Manager: Pam King/Earline
  - Discussed the new complaint procedure and need for complainants to provide the right information to process the complaints.
- f. Marketing Manager: Jennifer Frye/Ayobami Torrence-
  - Discussed the new Community Meeting schedule, Reduced Fare dropping the \$1 fee to be effective mid-September, the hearing dates for the November service changes and other outreach activities such as the Senior Day on September 13<sup>th</sup>.
- g. Grants Administrator: Deanna Donohoe
  - Gave an update on the Sepecialized Service Grant-three providers are providing service. One contract is pending. House Bill 4246 wants to cut Specialized Service funding by 70%. RTA is developing a Coordinated Human Services Tranportation Plan which DDOT will participate in.
- h. General Manager, MetroLift: Marty Moore/Simone Lowe
  - Simone stated the MetroLift call center will be closed September 1 and 2. She reviewed her presentation given on May 21<sup>st</sup> on Driver's trainng, calls and the possibility of booking rides by email, or having the center call you back if desired.

Simone also answered all questions posed by the audience, most being individual concerns and situations.

i. Scheduling and Service Department- Mikki Taylor

--November service changes were presented. New route 26-Junction/McGraw, New weekend service on 11 Clairmount between Livernois and Oakland. New bus stop signs are coming soon. Mikki had an example to show. Four new bus shelters will be put in service. Questions about old signs from old routes was discussed.

j. ADA Coordinator-Don Lozen

-- Discussed the role of paratransit as part of the overall public transportation system. He reviewed the MOU and conditional eligibility in detail. There was a discussion about the rider's responsibility to riding both fixed line and paratransit. A long discussion was held to clarify the direction of DDOT's paratransit system and the need for all who can, to ride the fixed line buses.

**Old Business:**

No old business was discussed.

**New Business:**

No new business was discussed.

**Public Comments:**

Comment that were made include:

1. Marguerite Maddox cited two incidents where drivers failed to be safe in picking up wheelchair riders. Don Lozen will address.

2. Mary Saunders made many suggestion on how to reorganize MetroLift to make it more efficient and user friendly. No follow up required.

3.Darryl Rice wanted to know about being compensated for being picked up late. He has waited over 30 minutes on hold to cancel a trip. He wants to know if there is a better way to address this problem. Simone Lowe stated there is a plan to compensate late pick up. Email scheduling, and call back phone options are being reviewed. Simone will keep everyone updated.

4. Alice Landino wanted to know if the LAC Meeting is being transcribed. She wanted to know if the 933-1300 number is working. She stated the new annunciator trials were received well. Don Lozen stated there are minuted for every LAC meeting. The 933-1300 is working as designed, and the annunciator system is being updated

### **Other**

No other comments were made.

### **Adjournment**

The meeting was adjourned at 12:08 by the chair.

Respectfully submitted,

Donald C Lozen

Regulatory Compliance Officer-ADA

DDOT

