



Local Advisory Council (LAC) Meeting Minutes

Tuesday, February 19, 2019

LAC Member Attendance

District One- Andre Bryant-Absent District Six- Yvonne Roundtree-Present
District Two- Celia Collins-Present District Seven- Fayne Chennault-Present
District Three-James Jones-Present DAAA- Tamara Perrin-Present
District Four- Karen Knox-Present DAAA- Anita Owen-Present
District Five-Sabrina Simmons-Present

Call to Order – Yvonne Roundtree, Chairperson, 10:12 am

Opening Remarks/Chairperson's Report – Ms. Roundtree introduced Mr. Jones and welcomed him to the LAC.

Approval of the November 20, 2018 Minutes- A motion was made to accept the minutes as written by Tamara Perrin, and seconded by Sabrina Simmon. The motion passed by acclamation without amendment or discussion.

Chairperson's Report- Ms. Roundtree stated that the meeting would concentrated on MetroLift services. She stated that the rides are too long, there are too many issues and complaints about the service.

DDOT Administrative Reports:

a. Deputy Director's Report-Jerrell Harris

- Mr. Harris thanked everyone for attending, and stated he had nothing to report. He stated he would be listening.

b. General Manager-Administration-Duane Yuelle

-Mr. Yuelle announced that he will be sitting on the Michigan Mobility Coalition.

Several Southeast Michigan transit agencies will meet to discuss building an integrated platform so all can benefit. Working on a Secret Rider program.(paratransit)

c. General Manager of Vehicle Maintenance- Larry Luckett

--Reviewed all the activities that kept the buses rolling during the extreme cold during January and February. There were no cold weather breakdowns.

d. General Manager of Operations: Andre Mallet

-- Twenty five new Bus Drivers have been badged and are now driving. The recent frigid weather was challenging but everyone was picked up; free rides during the worse of the cold helped the community.

e. Customer Service Manager: Pam King

--Communication between the department and the community will improve starting in March as a result of new procedures.

f. Marketing Manager: Sharon Mayweathers

-- Reviewed the New Fare Structure effective May 1st.

g. Grants Administrator:

--No report.

h. General Manager, MetroLift: Marty Moore

--Service is being restructured: adding more providers, managing the rides to be more efficient. Ridership is up. Recent weather has created problems going down side streets.

--New Freedom-increase in ridership. 800 rides per week. On Time Performance (OTP) is better with more providers.

i. Scheduling and Service Development:

--No report

j. ADA Coordinator Report: Don Lozen

--Reviewed Secret Rider program, changes with the LAC Meeting Comment
procedures

Old Business:

No old business items were discussed. (Complaint process and paratransit drivers'
Training will be placed on the next meeting's agenda.

New Business:

No new business

Public Comments:

Most of meeting involved comments made by the attendees. By procedure, those comments requiring a response will be reviewed by the ADA Coordinator and the coordinator will provide answers that will be discussed at the May, 2019 LAC Meeting.

Comments that were made include:

1. Tara Lanigan, May Mobility presented their work via a hand out. They are looking for the disability community to assist them in developing an accessible driverless vehicle. Resources were given to her by members of the audience.
2. Ms. Tyus complained that her ride was cancelled because of the weather and the perception that door to door service couldn't be provided. Complaint needs followup. Her previous complaint about a damaged walker was reviewed/resolved.
3. Darryl Rice-miffed that during the cold weather service was on time but he couldn't get to the LAC meeting. His rider was over 1 hour late in coming.
4. Ms. Saunders complained about New Freedom rides not being on time. Feels vendors should take over the dispatch of rides. Dale and Mike are monitoring the system by riding once in awhile.
5. Ms. Owen advocated for one ride, same day service once a month. She asked that riders try to have a good attitude while riding the bus.
6. Mr. Martinez stated that the bus stops need to be cleared of snow, and the buses need to be cleaned a little more often. (discuss who is responsible, challenges in handling both issues) Mr. Martinez doesn't like military time being used, and MetroLift always seems to be late. Doesn't like the phone wait time. Feels it is too long.

7. Steve Handschu-meeting is being managed well. Suggested that a feasibility study be made to bring paratransit back in-house.
8. Larry V. He asked who on the LAC rides the bus. Several members responded that they did.
9. Mr. Holiway asked what the procedure is when buses get to a transfer point, and it is known that riders are transferring to another bus.
10. Mr. Rodrick Johnson discussed having to wait a long time on hold when calling Metrolift. He would like to have a call back feature. He thought there were too many rude drivers.
11. Ms. Dillard-JVS is pleased with MetroLift's subscription service.
12. Ms. Maddox complimented many of the fixed line drivers. Worried that she isn't being let out at the curb. Training for drivers discussed.
13. LAC member Karen Knox is frustrated with the long waits she has experienced calling MetroLift.
14. Michelle Desota is encouraged by the improvement of services.

Other

General comments made:

1. Silence phones while attending the meeting.
2. Service provisions-door to door service needs to be verified to improve consistency.
3. Marty Moore- It is difficult to get New Freedom service between 8-9 am. This is a peak service period of time.
4. Clyde –he has ridden the routes that had service changes made in January. They are all good changes.
5. Yvonne Roundtree-Signage of the Paratransit vehicles need to reflect the service they are providing. Take signs off the vehicle if not providing the service. There is inconsistency in getting riders from entrances of certain building, especially the medical facilities.
6. Ms. Owen-wants vehicles to be matched with rider's disability.

7. Duane Yuille and Dale Cathy-discussed step stools. It is a liability issue that Transdev doesn't want to address. They have done research and will discuss further with providers and Transdev.
8. Ms. Collins is blind and doesn't know when paratransit vehicles are around to pick her up. She wants to see a procedure that will work for everyone. She suggest a text that will convert to an audio text for the blind.

Adjournment

The meeting was adjourned at 12:09 after a motion, second and verbal affirmation to close the meeting.

Respectfully submitted,

Donald C Lozen

Regulatory Compliance Officer-ADA

DDOT