



Local Advisory Council (LAC) Meeting Minutes

Tuesday, May 21, 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, 10:18 am

Opening Remarks/Chairperson’s Report – Ms. Roundtree had the LAC tables moved forward since there was no sound system per the suggestion of a meeting participant. She gave instructions on how the meeting would be conducted as a result.

Approval of the November 20, 2018 Minutes- A motion was made to accept the minutes, with corrections, ask stated by Tamara Perrin, and seconded by Faye Chennault. The motion passed.

DDOT Administrative Reports:

a. Deputy Director’s Report-Jerrell Harris

- No Report

b. General Manager-Administration-Duane Yuelle

-Mr. Yuelle stated the request for a feasibility study to bring MetroLift in-house has been made to the DDOT Director. He reviewed Sabrina’s complaint about late pick-up, the Paratransit complaint process, as well as new services such as text notifications, Conditional Eligibility and New Freedom applications ending by June 21st.

- c. General Manager of Vehicle Maintenance- Larry Lockett
 - Apologized for not having the sound system available for the beginning of the meeting. However, he did make a call to get the system to the meeting. Mr. Lockett discussed the delivery of the first of the 30 new buses, getting more mechanics through the WCCC training program, cleaning buses at Rosa Parks during layovers, and the new tire program to replace wore out tires.
- d. General Manager of Operations: Davida Huey
 - Ms. Huey stated she was available to answer any questions related to fixed bus Operations.
- e. Customer Service Manager: Pam King
 - No Report
- f. Marketing Manager: Jennifer Frye
 - No Report
- g. Grants Administrator: Deanna Donohoe
 - Introduced herself and stated she had nothing to report.
- h. General Manager, MetroLift: Marty Moore
 - Mr. Moore introduced the MetroLift providers who were at the meeting. He discussed record number of trips provided by both New Freedom and MetroLift the past week. Mr. Moore has hired 2 more Customer Service employees that should help with phone wait times.
- i. Scheduling and Service Department- Mikki Taylor
 - Discussed the June Service Changes and discontinuing the Fresh Wagon routes on Saturday.
- j. ADA Coordinator-Don Lozen
 - Discuss the Conditional Eligibility program and the status of the MOU with SMART

and Wayne State University. Referenced the Vehicle Accessibility Plan and the Specialized Service Grant.

Old Business:

- A. Paratransit/Fixed line complaint process-Mr. Yuille discussed the mechanics of making a complaint and the importance in making complaint. Mr. Lozen reviewed the current status of the ADA complaints and how issues are identified through this process.
- B. Paratransit Driver's Training-Simone Lowe discussed the training in detail. She has taken the training so she can speak with authority on the subject.
- C. The Feasibility Study to bring MetroLift in-house and Sabrina Simmons' concerns were previously adressed.

New Business:

- A. DDOT Vehicle Accessibility Plan- Copies of the plan were sent to the LAC membership for their review prior to the meeting. The Chair asked if there were any questions. Being none, a motion was requested to accept the Plan as written. Tamara Perring made the motion. Faye Chennault seconded the motion. The motion passed on a vote of 8-0.
- B. Reasons MetroLift Eligibility needs to be renewed every 4 years, and Phone Waits to Schedul or Cancel Paratransit rides being too Long were discussed as part of Mr. Yuille's and Mr. Moore's reports.
- C. Conditional Eligibility for MetroLift-Mr.Lozen briefly gave an overview and status update on the Functional Evaluation program being developed between SMART, Wayne State University and DDOT.
- D. May 1st Fare Change- There was a general acceptance that the changes were postive. There was confusion on the DDOT 31 Day pass being both a tap and swipe card. Some riders are confused by that.

Public Comments:

Comment that were made include:

- 1.Mr. Rice complained that MetroLift's on time performance hasn't improved. He suggested GPS capability to locate riders and to improve OTP (on time performance)

2. Mr. Handschu wants to see same day service return to MetroLift. He also suggested schedules be placed on fixed line buses and be consistently available at Rosa Parks.
3. Mr. Clay requested Same Day service and how it could be returned to MetroLift. He referenced a complaint by a friend that hasn't been resolved Satisfactory. Mr. Clay would like to see voicemail capability for MetroLift related Calls. He would like to see replacement funding for New Freedom.
4. Ms. Saunders-question: if there is no same day service, why are there always add-ons? MetroLift drivers need time to take a break, especially a lunch break.
5. Mr. Roderick Johnson expressed concerns about his mother being able to be picked up because she is in a gated community; he had concerns about the Rosa Parks bathrooms needing a few repairs; and on the Cadillac Bus the Driver didn't call out his bus stop or stop at it.
6. Ms. Beatrice Sequer-Identified a Lakeside driver who is loud, rude and disrespectful. She would rather not be picked up by him.
7. Mr. Kloosterman wants DDOT and SMART to call blind clients when they are about to pick up a rider. Safety is a big issue for many blind people not being outside waiting.
8. Mr. Verse feels the fare increase on the fixed line service is a hardship for many low income Detroit residents. He requested the wording of the priority seating signs be reviewed.
9. Mr. Roderick K. Johnson would like to see refreshments served at the LAC Meeting. He would like to see a list of emergency phone numbers for MetroLift. He feels MetroLift drivers should be given benefits.
10. Mr. Renard Monczunski feels the #16 Dexter line and #89 Southwest Direct Have ill placed bike lanes, and the stops are ill placed on the Dexter line Through Midtown. Some signs are missing along Cass ave. He also stated the annunciator system on the fixed line buses is inconsistent and varies coach to coach.
11. Ms. Marguerite Maddox stated that fixed line drivers are pulling in too close: all drivers need to have role plays to understand what people with disabilities go through: She asked how often do buses get cleaned and repaired: Bus stop

at Fellowship Chapel needs to have improvements.

12. Mr. Clyde Hughes. #47 Tireman; the line needs to address off peak route Configurations, needing access non-peak hours to Mack and John R. The #80 Village Direct, Southwest Direct, #95 Ryan Express, and the #96 Joy Rd. Express need a return trip.

Other

No other comments were made.

Adjournment

The meeting was adjourned at 12:18 after a motion, second and verbal affirmation to close the meeting.

Respectfully submitted,

Donald C Lozen

Regulatory Compliance Officer-ADA

DDOT

