



Local Advisory Council (LAC) Meeting Minutes

Tuesday, August 18, 2020

LAC Member Attendance

District One- Andre Bryant-Present

District Six- Yvonne Roundtree-Present

District Two- Celia Collins-Absent

District Seven- Fayne Chennault-Absent

District Three-James Jones-Present

DAAA- Tamara Perrin-Present

District Four- Tammy Black-Present

DAAA- Anita Owen-Present

District Five-Sabrina Simmons-Present

Note: As a result of the COVID-29 Pandemic, the LAC Meeting was conducted virtually. There were 55 participants including the 7 LAC members who participated.

Call to Order – Sabrina Simmons, Vice-Chairperson, 10:04 am

Meeting Process: Don Lozen explained the technical problems LAC members were having getting connected to the meeting. Four members were challenged. Consequently there wasn't a quorum of members until late into the meeting.

Opening Remarks/Chairperson's Report- Don Lozen read the Purpose of the LAC from the bylaws. The intent was to provide a framework for today's discussion and work of the committee.

- Vice Chairperson Sabrina Simmons asked for everyone's cooperation and consideration with the technical challenges the experienced with the meeting.

Approval of the May 20, 2020 Meeting Minutes- Minutes will be approved at the November 17, 2020 meeting. There wasn't a quorum to pass the minutes because of technical issues.

DDOT Administrative Reports

- A. **Chief of Transit Police**- Chief Brown stated that his Officers are enforcing social distancing and wearing masks. He also reported that riders are getting frustrated and are maliciously destroying property when issues arise, such as the bus is full or doesn't stop to pick up riders. Many windows have been broken on buses.
- B. **Executive Manager of Administration**- Joshua Reid discussed social distancing and PPE requirements for MetroLift.
- C. **Assistant Director- Vehicle Maintenance**-Larry Lockett outlined the various ways, and times, buses are being cleaned and sanitized. He also asked riders to only take one mask at a time.
- D. **Assistant Director-Operations**-Larry Smith stated many of the Connect 10 routes are now on a M-F schedule. Buses will run every 15 minutes. More Road Supervisors are available to handle problems. He encouraged rider feedback so that issues can be addressed and resolved. Reviewed ways drivers are being oriented to COVID-19 protocols, and how some drivers have been disciplined for infractions.
- E. **Manager of Data**- Riki Yamakura stated that Ridership is being measured by stop and route, as well as overcrowding, and the number and types of Customer Service call. Tech upgrades to the fixed line system are progressing. There have been few changes because of the pandemic but features are being rolls out as feasible. He gave kudos to Operations, Customer Service and Vehicle Maintenance for asking good and poignant questions of the Data team.
- F. **Marketing Manager**-Reported Communication issues are being addressed by Senior Management.
- G. **General Manager, MetroLift**- Ridership is down 50%. Two providers haven't serviced MetroLift since March, Wrightway and Comfort Care. Drivers are hard to hire and keep. Riders are required to wear mask. Training is needed for some drivers to provide door to door service safely.
- H. **Service Development and Manager**-Geena Schofield reported Scheduling is working with Operations to increase service for Connect 10 routes by returning to a M-F schedule.

- I. **ADA Coordinator**-Don Lozen reported there were five complaints in May and June that were related to COVID-19 protocols. He worked with Operations to ensure riders and drivers understand COVID-19 protocols; discipline was given to some drivers. A modified Secret Rider program will be start in September. Three members of the LAC will be joining the Specialized Service Oversight Committee which will distribute grants to community organizations providing transportation to Elderly and Disabled individuals.

Old Business

- A. **Ongoing MetroLift Issues and Concerns**-.Simone Lowe was asked questions about the type and number of complaints, On Time Performance and the new email reservation system. Complaints are minimal but seem to be around drivers be late for pick up and problems with door to door service. On Time Performance continues to meet benchmarks. Andre Bryant, LAC member, volunteered to be a part of the pilot reservation system. It was suggested that trip reservation agents remind riders that masks are required to ride. This reminder might slow the number of individuals who forget or try not to wear a mask.

New Business

- A. **DDOT Fixed Line Service Update**- Terminal meeting are being held to help educate drivers on the COVID-19 protocols and to discuss situations of safety while picking up ADA riders. There have been many incidents of vandalism to the buses because overcrowding and riders not wanting to wait. There was a 60% reduction in overcrowding the first day the M-F schedule was reintroduced. Tamara Perrin, LAC Member, suggested that the Mayor record a PSA to be boardcasted through the city's media. Other suggestion were made to communicate to the ridership why service at the level it is.

Public Comments

1. **Mr. Bernard** asked about how to obtain a Yellow Mitt and commented that issues related to accessibility on the fixed line is protected by the ADA and FTA regulations. Mr. Lozen referred Mr. Bernard to the website for information on the Yellow Mitt program. He also stated Mr. Bernard could call him to discuss the Yellow Mitt program and to obtain a mitt if qualified.

2. **Mr. Rice** asked about the policy regarding face masks while riding MetroLift. Simone Lowe stated that a policy is being written but the policy has been communicated consistently that you must wear a mask to ride.
3. **Mr. Bryant** asked for the procedure to renew his MetroLift eligibility. He also volunteered to trial the new email reservation system.
4. **Ms. Maddox** wanted to make sure that the Service Animal policy was still being enforced on the fixed line service. Mr. Smith, Operations, stated nothing has changed. She wanted to know the total number of ADA riders who can ride on a fixed line bus. Mr. Smith stated two, to maintain social distancing. Ms. Maddox also stated that driver still aren't approaching the bus stop correctly so those not needing a ramp to board, but do have challenges, can board without problems. They don't get close enough to the curb.
5. **Ms. Franklin** wanted to know more about the Yellow Mitt, the purpose, and who can get one. She was also concerned that accessibility standards remain as they have been and ADA riders will be able to ride.
6. **Mr. Handschu** stated that the rumor on the streets is that Enjoy was going to provide services again for DDOT. He, and several in the disabled community are opposed to them ever providing services. He also wanted to know about technological advances that are on the market to combat COVID-19 are being looked at by DDOT. Mr. Lockett, Vehicle Maintenance, stated that a clear air circulating system is being piloted.

Other Comments

1. Mr. Lozen stated that the technical issues experienced today would be reviewed. The next meeting should run smoother.

Adjournment

The meeting was adjourned at 11:38 am. by consent.

The next meeting is November 17, 2020.

Respectfully submitted,

Donald C. Lozen

Regulatory Compliance Officer-ADA