

Detroit Department of Transportation

Title VI Program Plan 2021-2023



November 1, 2020



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INTRODUCTION

Organization Description

The Detroit Department of Transportation (DDOT) provides service in the City of Detroit and destinations beyond the city limits in Wayne and Oakland counties. All fixed-route service is operated in-house. DDOT's Detroit MetroLift paratransit service is provided by a contractor, Transdev, and subcontractors: Detroit Checker Cab Company, Comfort and Care Transportation, Delray United, Lakeside Division Inc., Moe Transportation, Odyssey Transportation, People's Transit, and Wrightway Transportation. Paratransit trips are scheduled by Transdev staff. DDOT's service area population is 679,865.

DDOT directly operates a network of 43 fixed routes with a fleet of 288 Federal Transit Administration (FTA)-funded buses. The current peak requirement is 231 vehicles. Detroit MetroLift paratransit service is operated using contractor-owned equipment. No FTA-funded equipment is used in MetroLift service. Both fixed-route and paratransit service are operated 24 hours a day.

On May 1, 2019, DDOT implemented a new fare structure named Dart. The basic adult fare for DDOT service is \$2 for 4-hour unlimited rides on DDOT, SMART, and QLINE. The reduced fare is 50 cents for senior citizens, persons with disabilities, Medicare cardholders, and students. Students who have a DDOT identification card or a school issued identification card can ride at the reduced fare rate during all hours of service. In July 2019, DDOT implemented the Dart App, a mobile fare payment system using smartphone technology.

DDOT operates five (5) administrative, operations, and maintenance facilities, a transit center, and a transit hub as noted below. All facilities contain FTA interest.

ADMINISTRATIVE, OPERATIONS, AND MAINTENANCE	
Main Administrative Office	100 Mack, Detroit, MI 48201
Central Heavy Repair Building	1301 E. Warren, Detroit, MI 48207
Gilbert Garage (Bus Operations and Maintenance)	5600 Wabash, Detroit, MI 48208
Coolidge Garage (Currently not in service)	14044 Schaefer, Detroit, MI 48208
Shoemaker Garage (Bus Operations and Maintenance)	5149 St. Jean, Detroit, MI 48213
TRANSIT CENTER	
Rosa Parks Transit Center	360 Michigan, Detroit, MI 48226
TRANSIT HUB	
State Fair Transfer Hub	20110 Woodward, Detroit, MI 48203

Title VI Policy Statement

It is the policy of the City of Detroit Department of Transportation (DDOT), in accordance with Title VI of the Civil Rights Act of 1964, DDOT's Title VI Compliance and Implementation Plan to assure that "no person shall, based on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity" for which DDOT receives federal financial assistance (42 U.S.C. Section 2000d). Furthermore, it is the policy of DDOT, as a recipient of federal-aid funding, to ensure nondiscrimination in all of its programs and activities.

To ensure compliance with Title VI of the Civil Rights Act of 1964, DDOT commits daily to promptly taking all measures necessary to ensure compliance with Title VI of the Civil Rights Act is upheld.

DDOT includes Title VI assurances in all written contracts and monitors for compliance when distributing federal aid funds to other entities. DDOT's Title VI Program Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports, and other DDOT responsibilities as required by Title 49 CFR Part 21.

Individuals with questions or requiring additional information relating to this policy or the implementation of DDOT's Title VI Program should contact the Office of Compliance Title VI Coordinator, Alicia Miller, at DDOT's Main Office located at 100 Mack, Detroit MI 48201; by telephone at (313) 833-3658; or by email at DDOTTtitle6@detroitmi.gov.

As the Executive Director of Transit, I am fully committed to the goals of achieving nondiscrimination for all beneficiaries and participants, contractors, and subrecipients.

C. Mikel Oglesby, Executive Director of Transit

Date

GENERAL REQUIREMENTS

Title VI Notice to the Public & Location Where Title VI Notices are Posted

The Detroit Department of Transportation (DDOT) posts a “Know Your Rights” notice to the public of rights under Title VI at the following locations listed in Table 1 below. The “Know Your Rights” notices are also publicly displayed on revenue vehicles.

TABLE 1 – PUBLIC NOTICE LOCATIONS

LOCATION NAME	ADDRESS	CITY
Main Administration Office	100 Mack	Detroit
Central Heavy Repair Building	1301 East Warren	Detroit
Rosa Park Transit Center	360 Michigan Avenue	Detroit
Gilbert Garage	5600 Wabash	Detroit
Shoemaker Garage	5149 St. Jean	Detroit
Website	www.ridedetroittransit.com or www.detroitmi.gov/ddot	

DDOT’s Title VI notice are available on buses in English, Spanish, and Arabic (Figure 1). When DDOT’s outreach events and activities take place in geographic areas with known concentrations of French, Russian, Polish, Serbo-Croatian, Chinese, Vietnamese, African Languages, and other Slavic, Indic, Indo-European and unspecified languages that meet the “Safe Harbor” threshold, we will provide a Title VI notice translated in those languages as well.

Figure 1 - Title VI Notice to the Public Poster – English, Spanish, and Arabic

KNOW YOUR RIGHTS	CONOZCA SUS DERECHOS	اعرف حقوقك
THE CITY OF DETROIT DEPARTMENT OF TRANSPORTATION	DEPARTAMENTO DE TRANSPORTE DE LA CIUDAD DE DETROIT	وزارة النقل التابعة ل مدينة ديترويت
<ul style="list-style-type: none">The City of Detroit Department of Transportation operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Persons who believe they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Detroit Department of Transportation.For more information on the City of Detroit Department of Transportation's civil rights program, our obligations and procedures for filing a complaint, call (313) 933-1300, email DDOTtitle6@detroitmi.gov; visit our administrative office at 100 Mack Ave, Detroit, MI 48201 or website at www.ridedetroittransit.com.	<ul style="list-style-type: none">El Departamento de Transporte de la Ciudad de Detroit (City of Detroit Department of Transportation) dirige sus programas sin discriminar por raza, color y origen nacional de conformidad con el Título VI de la Ley de derechos civiles. Las personas que se hayan sentido agraviadas por alguna práctica discriminatoria ilegal de acuerdo al Título VI pueden presentar una queja al Departamento de Transporte de la Ciudad de Detroit.Para más información sobre el programa de derechos civiles del Departamento de Transporte de la Ciudad de Detroit, nuestras obligaciones y los procedimientos para presentar una queja, llame al (313) 933-1300, envíe un correo electrónico a DDOTtitle6@detroitmi.gov; visite nuestra oficina administrativa situada en 100 Mack Ave, Detroit, MI 48201 o entre en nuestro sitio web www.ridedetroittransit.com.	<ul style="list-style-type: none">تدير وزارة النقل في مدينة ديترويت برامجها بغض النظر عن العرق واللون والأصل القومي وفقاً للمادة السادسة من قانون الحقوق المدنية. يمكن للأشخاص الذين يعتقدون أنهم تعرضوا للظلم من أي ممارسة تمييزية غير قانونية بموجب الباب السادس تقديم شكوى إلى إدارة النقل بمدينة ديترويت.لمزيد من المعلومات حول برنامج الحقوق المدنية التابع لوزارة النقل في مدينة ديترويت، والتزاماتنا وإجراءاتنا لتقديم شكوى، اتصل بالرقم (313) 933-1300، بريد الإلكتروني DDOTtitle6@detroitmi.gov؛ قم بزيارة مكتبنا الإداري في Mack Ave. 100 Detroit, MI 48201 أو موقع الويب على www.ridedetroittransit.com.
<p>For translation assistance, call the DDOT Customer Service Office at (313) 933-1300. Para asistencia de traducción, llame a la Oficina de Servicio al Cliente DDOT al (313) 933-1300. وللمساعدة في الترجمة اتصل بمكتب خدمة الزبائن التابع لوزارة النقل في مدينة ديترويت على الرقم (313)933-1300.</p>		
		

Title VI Complaint Procedures

Any person who believes they have been subjected to discrimination based on race, color, or national origin may file a Title VI complaint by completing and submitting DDOT's Title VI Complaint Form to DDOT's Office of Compliance. A copy of the DDOT Title VI Complaint Form is shown in Figure 2 and is available on DDOT's website. DDOT investigates complaints received no more than 180 days after the alleged incident. DDOT will process complaints that are complete. Signed complaint forms may be filed in writing via U.S. mail to:

Detroit Department of Transportation
Office of Compliance
Attention: Title VI Coordinator
100 Mack
Detroit, MI 48201

Complaint forms may also be faxed to DDOT's Office of Compliance at (313) 833-1496.

Once the complaint is received, DDOT will review it to determine if DDOT has jurisdiction. The complainant will receive an acknowledgement letter informing him or her whether the complaint will be investigated by DDOT.

Investigation of Complaint

DDOT has 60 days to investigate the complaint. If more information is needed to resolve the case, DDOT may contact the complainant. The complainant has 15 days from the date of the letter to send requested information to the investigator assigned to the complaint. If the investigator is not contacted by the complainant or does not receive the additional information within 15 days, DDOT may administratively close the complaint. A complaint can be administratively closed if the complainant no longer wishes to pursue their complaint.

After the investigator reviews the complaint, he or she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains the actions of the agency in response to the finding. If the complainant wishes to appeal the decision, he or she has 10 days after the date of the closure letter or the LOF to submit a written request to the Executive Director of DDOT.

A person may also file a complaint directly with the Federal Transit Administration Office of Civil Rights:

Federal Transit Administration
Office of Civil Rights
East Building, 5th Floor - TCR
1200 New Jersey Avenue SE
Washington, DC 20590

DDOT's complaint form and all procedures are also located on our website:
www.detroitmi.gov/ddot.

Title VI Complaint Form

A copy of the DDOT Title VI Complaint Form is shown in Appendix A and is available on DDOT's website at www.detroitmi.gov/ddot.

Title VI Investigations, Complaints, and Lawsuits

DDOT has evaluated three (3) Title VI complaints in the period of the 2018-2020 Title VI Program. A full record of Title VI complaints and investigations is summarized in Table 2.

Table 2 - Title VI Investigations, Complaints, and Lawsuits

CASE NUMBER	COMPLAINANT	RESPONDENT	DATE FILED	SUMMARY OF ALLEGATIONS	TYPE	DATE CLOSED	DECISION
DDOT-2019-1	B. Barrow	B. Barrow	05/24/19	Racial discrimination - driver would not lower the bus for an African American passenger but lowered the bus for a Caucasian passenger.	Complaint	Closed 7/11/19	Unable to contact complainant. Complaint closed.
DDOT-2019-02	Donald Rand	Donald Rand	11/19/19	Race, color, and national origin discrimination due to mid-city loop route is not a two-way route.	Complaint	Closed 12/20/19	The title vi and ada coordinator made several attempts to contact the complainant for clarity and resolution, however, they were unsuccessful and administratively closed the complaint.
DDOT-2020-01	Catherina Jones Jackson	Catherina Jones Jackson	02/09/20	Low-income community discrimination against student and seniors' community due to schedule monitors and text my bus app not working. Also, service delays.	Complaint	Closed 2/12/20	No violation found administratively closed

Title VI Training

The City of Detroit's Human Rights/Resources Department provides Title VI training to all employees during new employee orientation training. All DDOT employees are required to read and sign an "Acknowledgement of Title VI Plan Policy" form during the onboarding process. The Acknowledgment of Title VI Plan Policy form is shown below in Appendix B. DDOT's Office of Compliance Division conducts Title VI Awareness training for all safety-sensitive and non-safety sensitive employees.

DDOT Non-Elected Advisory Committees

DDOT has three non-elected advisory committees:

- DDOT Advisory Commission Council (DACC)
- Local Advisory Council (LAC)
- Paratransit Appeals Board (PAB)

DDOT actively encourages minority representation on the LAC, PAB, and DAC. We directly reach out to community-based organizations to increase awareness of the committees and solicit applications for new members. DDOT's Office of Compliance and the Executive Office solicit applications during general public meetings, committee meetings, and community-based organizations events. DDOT encourages all interested individuals to apply via a downloadable application (Appendix C) and return it to us by email at DDOTTitle6@detroitmi.gov or mail (see address below). The application is also available in Spanish and Arabic. For committee openings, please call (313) 933-1300.

Mailing Address:

Detroit Department of Transportation
Attention: Office of Compliance
100 Mack
Detroit, MI 48201

Local Advisory Council (LAC)

The LAC serves as a liaison to the disabled community. This advisory body advises DDOT in areas relating to the planning, delivery, and operation of fixed route and Detroit MetroLift paratransit services. The meetings provide a forum for comments on proposed changes in service, policies, and procedures.

The purpose of the LAC is to review and comment on DDOT's Section 10E plans, Americans with Disabilities Act Accessibility plan, and proposed service changes and policies. The LAC is composed of nine (9) members, with at least one (1) member being a resident of each of the seven (7) City Council Districts and two (2) at-large members, who shall represent the Detroit Area Agency on Aging. Meetings are held four (4) times a year on the third Tuesday of the months of February, May, August, and November.

Paratransit Appeals Board (PAB)

The PAB is a requirement of the Americans with Disabilities Act of 1990 (ADA) (49 Part 37 Subpart F, Section 37.125), that DDOT will accept appeals from its determinations of eligibility. The PAB shall hear the appeals of individuals who were denied paratransit eligibility, service suspension, or limitations or conditions placed on eligibility.

The Appeals Board consists of six (6) members, three (3) members that have disabilities, and have significant knowledge of both the fixed-line and paratransit bus systems. The other three (3) members may be agency representatives who have the same body of knowledge, and it is preferred that they have knowledge of disabilities. It is also desired that the Appeals Board members either live or work in Detroit, Hamtramck, or Highland Park. Their appointments do not expire. The Paratransit Appeals Board meets monthly, unless otherwise noted, on the fourth Wednesday at 10:00 a.m. in the DDOT administration building. This meeting is closed and not open to the public.

DDOT Advisory Commission Council (DACC)

The DACC improves transit services planning, and programs by advising DDOT’s staff members and the executive director of concerning transit policy and service issues. The DACC ensures that the public transit system meets the needs of the community.

The DACC is composed of a minimum of seven (7) members, who are residents of each of the seven (7) City Council Districts. Meetings are held four (4) times a year on the third Monday of the months of March, June, September, and December. Occasionally, there are special meetings in the intervening months. A quorum of four (4) members constitute the majority. Members are appointed by the director of DDOT.

Minority Representation on Committees

Table 3 compares the racial breakdown for each of DDOT’s three committees to the approximated rider profile of DDOT’s service area. All three committees have a high percentage of minority representation.

Table 3 – Minority Representation on Committees

NAME	CAUCASIAN	LATINO	BLACK	ASIAN AMERICAN	NATIVE AMERICAN	OTHER	TOTAL
Population of Detroit	10%	8%	80%	1%	0%	1%	100%
DDOT Advisory Commission	15%	15%	70%	0%	0%	0%	100%
Paratransit Appeal Board	14%	0%	86%	0%	0%	0%	100%
Local Advisory Council	0%	0%	100%	0%	0%	0%	100%

Title VI Public Participation Plan

Introduction

The Detroit Department of Transportation (DDOT) developed this Public Participation Plan (PPP) to guide the decision-making process for all transit planning activities that require public outreach. The DDOT PPP is designed to meet the Federal Transit Administration's (FTA) Title VI regulations to provide "early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions." With this in mind, DDOT developed the PPP with the flexibility to adjust appropriately and as needed to accommodate public involvement.

DDOT is the largest public transit provider in Michigan, and serves the City of Detroit, surrounding suburbs, and neighboring cities, including Highland Park and Hamtramck. DDOT prides itself on providing reliable, clean, safe, and efficient service to an average of 85,000 riders daily.

This PPP complies with Title VI of the federal Civil Rights Act of 1964 (42 U.S.C. 2000d), the Americans with Disabilities Act (as defined in Title 49, Part 37, of the United States Code), Executive Order 12898, Federal Actions on Environmental Justice, Executive Order 13166 on Limited English Proficiency, and other relevant laws and guidance to ensure consideration of social equity, environmental justice, and accessibility. DDOT is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs, or activities on the basis of race, color, creed, national origin, sex, age, or disability as provided in state and federal law.

Lastly, the PPP is an ongoing working document that will be updated and adjusted every three years in response to issues and circumstances throughout the planning process per FTA Circular 4702(b).

Goals & Objectives

The goal of this PPP is to create a variety of opportunities for minority, low income, limited English proficient (LEP) populations, individuals, organizations, agencies, and other stakeholders to provide meaningful input about DDOT's transit-related services and programs.

DDOT will use the following objectives to achieve this goal:

- **Input and Participation** – Public comments received by DDOT are reviewed and considered during the planning stage of projects and policies.
- **Consistent Communication** – DDOT staff will communicate with communities in our service areas to develop trust and to allow for public input.
- **Diversity** – DDOT will monitor that participants represent minorities, low incomes, and LEPs by conducting voluntary public involvement surveys at public meetings.

- **Accessibility** – DDOT will ensure opportunities to participate by selecting venues that are physically, geographically, linguistically, and culturally accessible.
- **Partnerships Satisfaction** – DDOT will provide meaningful outlets for people who take the time to participate to join the discussion and provide feedback.

Public Participation Strategies

The following strategies will be used to reach the PPP goal. Each strategy includes those used to inform (Public Information), reach out to invite participation (Outreach), and those to seek input (Public Input). Each strategy could best be used and is based on input collected from the community and DDOT staff experience.

Printed Materials Produced by DDOT (Public Information and Outreach)

Outreach information is publicized in printed materials and produced by DDOT such as rider notices, flyers, posters, and interior cards (Appendix D). Based on experience, DDOT has found a combination of these strategies along with social media notifications, to be the most effective forms of notification. Per the Language Assistance Plan, vital information in printed materials are translated into Spanish and Arabic, and into additional languages by request. Vital documents are defined as those documents without translation a person would be unable to access services.

The following are written communications that are printed in both Spanish and Arabic:

1. Complaint Procedure
2. Compliant Forms
3. Public Meeting Notices

DDOT Website (Public Information, Outreach, and Public Input)

DDOT's website, www.detroitmi.gov/ddot is a communication tool providing substantial information about DDOT policies, strategies, and plans. DDOT's website provides the option to translate many of the web pages into a number of languages.

Letters and Postcards Distributed by Mail (Public Information, Outreach, and Public Input)

Participation strategies are occasionally publicized by letter or postcard distributed by mail. It is an effective strategy for reaching a specific geographic area or population group.

Transit Information Resources (Public Information and Outreach)

Bus schedules and service updates are available in the Rosa Parks Transit Center to provide transit information and to conduct outreach.

Media Targeted to Ethnic Communities (Public Information and Outreach)

Participation opportunities may be publicized through newspaper publications serving English, Spanish, and Arabic speaking audiences.

Coordination with Community Events (Public Information, Outreach, and Public Input)

In cooperation with the City of Detroit, local community groups, small businesses, and a host of other external stakeholders, DDOT hosts information booths to provide materials regarding DDOT service and outreach strategies at community events.

Communication with Elected Officials (Public Information and Outreach)

DDOT's executive staff and the Marketing Division provide updates about DDOT's plans and projects to federal, state, and local elected officials. The executive staff sends letters and/or emails summarizing DDOT's decisions and potential decisions in advance of public notification to ensure elected officials are aware of transit issues in the event they receive comments from their constituents and to offer the opportunity to provide their input.

Meeting with Civic and Community Organizations (Public Information, Outreach, and Public Input)

DDOT provides updates on its policies, projects, and strategies by accepting invitations to participate in scheduled meetings of local, civic, and community organizations. These gatherings provide an opportunity to make a presentation, answer questions, and to address transit issues.

Informational Public Meetings (Public Information, Outreach, and Public Input)

DDOT conducts Community Input, Detroit Advisory Commission Council, Local Advisory Council, and several different types of meetings throughout the year. The meetings are designed to share information about upcoming initiatives, services, or programs. Other meetings are designed to engage the public to provide their input, feedback, or comments about proposed service changes. Meeting agenda and minutes are provided to attendees.

Meeting Formats & Logistics

Open House and Workshops (Public Information, Outreach, and Public Input)

This format provides opportunities for participants to receive information at their own pace by visiting a series of informational meetings that may include table-top displays, maps, Power Point presentations, photographs, visualizations, and other tools. Participants have the opportunity for one-on-one conversations with the appropriate DDOT staff. Occasionally, these forums include a short educational presentation followed by a forum. Participants are given comment forms to provide written comments. DDOT staff is available to take verbal comments and transcribe them to provide a written record. The open house and workshop format is effective when DDOT is seeking to propose service changes.

Informational Meeting (Public Information, Outreach, and Public Input)

These meetings are usually focused on a specific topic and feature an informational presentation followed by a discussion and/or a question and answer and comment period. The comment

period can be formal or informal depending on the number of participants and the type of meeting. Individual comments are often limited to two minutes.

Meeting Venues (Public Information, Outreach, and Public Input)

Venues for meetings are selected to be fully accessible for persons with disabilities, and in general, served by public transit. DDOT considers the best areas or communities to conduct meetings and hearings by first examining the topic and/or issues that may affect riders and communities. DDOT secures meeting venues with consideration to time of day, length of time required for the meetings, and the number of expected attendees. Venues include public libraries, local schools, colleges, and state or city-owned buildings.

Meeting Times (Public Information, Outreach, and Public Input)

Public participation meetings are scheduled at varying times of the day and preferably on different days of the week. Typically, meetings are conducted on weeknights after traditional work hours.

Number of Meetings (Outreach and Public Input)

Some transportation decisions require more meetings than others. DDOT has held a minimum of one (1) meeting to more than twenty (20) meetings for system-wide decisions affecting community members.

Community Meeting Considerations

Scheduling (Outreach and Public Input)

Community meetings are scheduled to allow a minimum of two (2) weeks between the last meeting and the next phase of the project.

Virtual Meetings (Public Information, Outreach, and Public Input)

Meetings will be conducted using Zoom (www.zoom.us) in that participants can join via a smartphone, tablet, or computer via the Zoom app and join the meeting with an ID number or by phone with the dial-in number. Participants will be able to submit questions or comments in advance to the meeting to DDOTComments@detroitmi.gov. DDOT virtual meetings will follow a similar format as in-person meetings.

Surveys (Public Information, Outreach, and Public Input)

On-board ridership surveys are completed once every three years to hear and learn concerns from our customers and communities regarding DDOT services. These surveys also provide DDOT with a snapshot of ridership demographics to service them better. Surveys are compiled and analyzed utilizing expert, experienced third-party contractors to ensure that the results are fair, unbiased, inclusive, and address all markets that could be affected by the results of the survey.

Telephone Information and Comment Line (Public Information, Outreach, and Public Input)

DDOT Call Center agents and other DDOT Departments may receive complaints alleging violation of Title VI and are responsible for forwarding such complaints to DDOT's Office of Compliance for processing and monitoring. DDOT welcomes suggestions, questions, compliments, or complaints at any time via DDOT Customer Service at (313) 933-1300 or by email to DDOTComments@detroitmi.gov.

Public Hearing Process

DDOT is required to conduct public hearings when proposing the following actions:

- Prior to raising or decreasing fares
- Implementing a major service change in transit service
- If there is any reduction in service of 20 percent or more, the number of miles of a route, or 20 percent or more of the number of 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 route
- When a new route is established
- New facilities

Procedures for Planning Public Hearings

DDOT follows a set of established procedures for planning public hearings, which are described in the following bullet points:

- Secure venues with ADA accessibility for in-person hearings.
- Prepare written material to promote public involvement.
- Translate vital documents for LEP populations within the service area affected by the proposed changes.
- Notify elected officials whose constituents may be affected by the proposed service changes.
- Fifteen (15) days prior to the first hearing date begin public outreach:
 - Post hearing notices at transit centers and hubs affected by the proposed change.
 - Post the proposal of changes in, English, Spanish, and Arabic at DDOT headquarters in the lobby of 100 Mack and on the DDOT website.
 - Disseminate hearing information and proposed changes.
 - May publish hearing notices in any of the following: major newspapers, Spanish and Arabic language newspapers, local/community newspapers, and newsletters.
- Share published material with local community groups and organizations.
- Notify community and neighborhood leaders and advocates, in addition to groups or organizations that may be affected by the proposed changes.
- Arrange for a stenographer, audio system, and language interpreters (when requested).

- Secure hearing teams, outreach employees, and staff for registration and customer assistance.
- Prepare additional printed materials for distribution at the in-person public hearings:
 - Copies of the proposed changes (English, Spanish, and Arabic)
 - Copies of the hearing announcements (English, Spanish, and Arabic)
 - Comment forms for written testimony
- Fifteen (15) days comment period following the final public hearing:
 - Collect and document comments received at the hearing and via USPS and email.
 - Once the comment period concludes, the DDOT office responsible for proposing the change and making the final decision will provide copies of all written comments and verbal testimony from the hearing.
 - File all hearing documents: transcripts, sign-in sheets, written testimony, letters received, and documentation of publication.
 - Provide comment forms for written testimony (English and Spanish).

Options for Submitting Input

Official comment forms are available at public hearing registration tables, DDOT headquarters, and online at www.detroitmi.gov/ddot. All comments, verbal and written, receive the same consideration when making decisions. Interested persons may choose one of the following four (4) methods to submit their comments, which are recorded in the official hearing documentations:

- Verbal testimony at a public hearing;
- Submit written statement at a public hearing using a specific DDOT comment form;
- Submit written statements via email;
- USPS with or without the specific DDOT comment form.

Ongoing Efforts

Partnerships with Community Based Organizations

DDOT’s marketing and transit ambassador divisions have partnerships with local businesses and community associations. These departments are responsible for planning public hearings, workshops, informational meetings, and inviting public involvement in the decision-making processes.

Translation and Interpretive Services

DDOT is committed to reducing the barriers encountered by persons with limited English proficiency (LEP) when accessing services and benefits. To minimize or eliminate any language barrier, the Marketing Department works with the City of Detroit’s Civil Rights Inclusion & Opportunity department to provide on-demand language interpretation via telephone, on-site at specified locations, and written documents.

Translation and interpretation vendors are available 7 days per week, 24 hours per day. Printed public information is translated into Spanish and Arabic. However, requests for translations into other languages are accommodated. Onsite language interpretation service is provided upon request for public meetings/hearings. The use of informational posters, videos, or other visual aids are used to reduce barriers for LEP persons.

DDOT's Continuing Public Participation Strategies

DDOT continues to promote and enhance the use of its ongoing public participation strategies to reach minority, low income, and LEP populations. DDOT will conduct proactive outreach to expand the reach, inclusivity, and effectiveness of these ongoing strategies. Examples of existing strategies include:

- DDOT website: www.detroitmi.gov/ddot and www.RideDetroitTransit.com
- DDOT Facebook page: www.facebook.com/rideddott
- DDOT Twitter page: www.twitter.com/rideddott
- DDOT Instagram page: www.instagram.com/rideddott
- DDOT LinkedIn: www.linkedin.com/company/Detroit-department-of-transportation
- Email: DDOTComments@detroitmi.gov
- Dart (Detroit Transit) Mobile Payment App: www.thedartapp.com
- Customer Service: (313) 933-1300 Monday through Friday from 6 a.m. to 6 p.m., or by mail at 100 Mack, Detroit, MI 48201
- Email subscription: sign up to receive emails at DDOTComments@detroitmi.gov
- Public information: written materials, public notices, reports, presentations
- Web-Based Communications: website, social media platforms, email updates, text messaging
- Media: earned and paid media
- Community Input Meetings: 5 p.m. every third Thursday of each month
- Local Advisory Council (LAC): 10 a.m. every third Tuesday of the month quarterly
- DDOT Advisory Commission Council: 10:30 a.m. every third Monday of the second month quarterly
- Public workshops and hearings
- Informational posters at the Transit Center and Hub
- American Sign Language (ASL) interpreters and translation professionals in attendance at meetings to provide content in Spanish, Arabic, or other languages (available upon request)
- Language line assistance: 1-855-393-4432
- Staff language assistance
- Audio recording: devices to obtain feedback and comments at meetings
- Research: gained from public opinion focus groups, roundtable discussions, and surveys

- Public Information: Flyers, posters, and brochures, email and website, presentations, meetings, events, community locations, media, and other notices and advertisements
- Multimedia Presentations
- Public Notices
- Frequently Asked Questions (FAQs)
- Presentations to City Officials
- Participation in Community Events
- Outreach to Major Employers and their Employees
- Outreach to Local Colleges and Universities
- Outreach to Community-Based Organizations
- Outreach to Local Transit Partners and Travel Groups
- Wi-Fi Menu
- Email Alerts
- Micro-Surveys
- Distribute News Releases/Media Alerts to Local Media
- Press Conferences
- Paid Media: Newspaper advertising, public service announcements, and online ads

Overview of Outreach Strategies

Listed below are steps representative of the strategy used to encourage public participation for a variety of DDOT projects. The list provides guidance towards developing a tailored strategy distinctive to each project identified as having impacts on minority, low income, and LEP communities. This demonstrates the level of specificity DDOT could provide when developing outreach strategies for public participation regarding transportation decisions. At the community level, DDOT may utilize the following steps to develop and implement a geographically focused public participation strategy:

1. Identify Target Populations and Public Participation Needs
 - Identify significant populations for targeted outreach.
2. Coordinate Internally
 - Marketing and Planning and Scheduling Development will determine the most appropriate form of outreach as well as the goals and objectives for meetings.
 - Develop draft public participation strategies.
 - Identify the best way to publicize the public participation strategies, select meeting dates and venues, and determine translation needs.
3. Coordinate with Community-Based Organization Partners (CBO)
 - Identify CBO partners in the areas affected by a project or proposed service changes.

- Consider the following types of CBOs to reach minority, low income, and LEP populations within the affected areas: faith-based, geographic-specific such as neighborhood and community associations, education, social services, recreation, environmental, political, youth and senior oriented organizations.
 - Explain the desired outcomes for the different public participation strategies such as sharing information, collection input, and setting community priorities.
4. Conduct Outreach
 - Ensure all printed material clearly describe the issue and purpose of meetings or public participation activities.
 - Publicize the activities.
 5. Identify Language Interpretation Needs
 - Identify possible language interpretation needs, translate outreach documents, and provide language interpretation services at activities when requested.
 6. Implement Public Participation Strategies
 - Implement the strategies identified in the public participation strategy.
 7. Compile, Review, and Report Results of Public Feedback
 - Continue to review the participation objectives established at the beginning of PPP strategy development and monitor progress and performance.
 - Communicate the results back to the community.

Public Participation Measurement

DDOT evaluates the public involvement strategies and techniques to make adjustments as needed. These evaluations may include:

- A summary of all outreach efforts (Appendix E).
- An assessment of how effective the efforts are to obtain input from minority, low income, LEP populations reached and the type of input provided.
- An assessment of the public involvement effort, including the number of meetings/events participated, survey responses, number of comments received, and the number of media impressions.

Language Assistance Plan

Introduction

The Detroit Department of Transportation (DDOT) is committed to serving individuals who may require language assistance. This Language Assistance Plan (LAP) includes measures that are currently provided by DDOT to ensure meaningful access to its transit services. The plan is an in-depth language study which was designed to reduce barriers to transit usage by individuals who may require language assistance. Individuals who have a limited ability to read, write, speak, or understand English are characterized as limited English proficient (LEP).

This LAP may use a combination of data sources – including Census figures, ridership surveys, frontline staff interviews or surveys, and data on riders’ requests for translation or interpretation – to understand the use of DDOT services. DDOT, language accommodation resources are housed under the Office of Compliance. The Title VI Coordinator and ADA Coordinator are responsible for coordinating across departments to ensure resources are made available and that staff trained in the appropriate protocol.

LEP Four Factor Analysis

The Four Factor Analysis provides a framework through which recipients of federal funding can determine the extent of their obligation to provide services to LEP individuals. The FTA requires that all recipients use the Four Factor Analysis to ensure their programs, policies, and activities comply with Title VI regulations, and to aid in Language Assistance Planning. The following factors were taken into account when developing DDOT’s Language Assistance Plan:

Factor 1: The number and proportion of LEP persons eligible to be served or encountered by a program, activity, or service of DDOT.

How LEP Persons Interact with DDOT

DDOT LEP riders interact with DDOT through the usage of the fixed route and paratransit bus services. LEP persons interact with bus operators, security officers, and customer service agents. They provide trip planning aids, including system maps, route schedules, directions, and other printed materials or online resources. Riders interact with DDOT staff in the Reduced Fare office, Transit Center, and administrative office when seeking assistance with relevant programs. In addition, they solicit help from and provide feedback to DDOT staff at public outreach activities. Finally, LEP riders interact with DDOT’s transit police force.

Frontline Staff Interviews or Surveys

To further address the questions of how, why, and where LEP persons interact with DDOT, in October 2019, the Office of Compliance conducted interviews with frontline staff while monitoring service standards. DDOT planned to conduct an “Operators” survey during the fiscal year of 2020; however, due to the COVID-19 pandemic the survey was not conducted.

The staff interviewed offered insight on languages frequently encountered during LEP interactions, common LEP rider boarding locations along routes, and issues commonly arising (such as directions or fare payment). Table 4 highlights language groups most commonly encountered; and routes most likely to serve LEP riders (as identified by DDOT Office of Compliance personnel). Spanish and Arabic were identified consistently.

Table 4 – 2019 DDOT Staff Interviews Summary

2019 DDOT STAFF INTERVIEWS SUMMARY	
Language Groups Most Commonly Encountered	Routes Where LEP Speakers Most Commonly Encountered
<ul style="list-style-type: none"> • Spanish • Arabic • African Languages 	<ul style="list-style-type: none"> • 1-Vernor • 2-Michigan • 10-Greenfield • 40-Russell • 42-Mid-City Loop • 89-Southwest Direct

Source: DDOT Office of Compliance Staff

LEP Communities and English Proficiency

Census Data

Table 5 summarizes, by number of households, primary language groups spoken at home with at least 1,000 LEP speakers living in the DDOT service area. DDOT’s service area includes Detroit, Hamtramck, Highland Park and bordering cities located in Macomb, Oakland, and Wayne counties.

The analysis determined that 85% of DDOT’s service area population speaks only English. The analysis identified nine (9) languages in DDOT’s service area that meet the Safe Harbor threshold of 1,000 speakers. Arabic households who speak English less than “very well” represent 33,690 (2.04%) of DDOT’s population. Spanish households who speak English less than “very well” represent 25,055 (1.52%) of DDOT’s service area population. The other seven (7) languages that speak English less than “very well” was less than 0.2% of DDOT’s service area population. Figures 5-14 shows the total number LEP populations for each language that met the Safe Harbor threshold within DDOT’s service area.

Table 5 – Speak English Less Than “Very Well”

2018 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATE – C16001 SPEAK ENGLISH LESS THAN “VERY WELL”		
Total Population of 5 Years and over	1,645,986	
Speak Only English	1,410,073	85%
Arabic	33,690	2.04%
Spanish	25,055	1.52%
Other Indo-European Languages	17,025	1.03%
Russian, Polish, and other Slavic Languages	3,857	0.23%
Chinese	2,644	0.16%
Other Asian and Pacific Island Languages	2,169	0.13%
Other and Unspecified Languages	1,266	0.08%
Vietnamese	1,164	0.07
Korean	1,058	0.06%

Source: U.S. Census American Community Survey 2018 “Language Spoken at Home 5-Year Estimates” (Table C16001)

Ridership Survey

Ridership survey data offers additional insight into LEP status in the DDOT service area. DDOT’s 2018 Title VI On-Board Ridership Survey was completed in September 2019 ([Appendix F](#)). A total of 1602 riders was surveyed on weekdays and weekends throughout various times of the day. The surveys was collected between July 18, 2018 and August 5, 2018.

The survey results in Table 6, shows that the primary language spoken by DDOT’s ridership is English. Two percent (2%) of DDOT’s riders surveyed speaks Spanish in the home, while one percent (1%) speaks Farsi (Arabic). Participants were also asked if they speak English; ninety-eight (98%) answered yes, while one percent (1%) answered Spanish.

In sum, the ridership survey results largely reinforce findings from data obtained from the Census: While LEP ridership of DDOT services is relatively quite low, Spanish and Arabic are the predominant LEP language groups among the DDOT rider base.

Table 6 – 2018 Title VI On-Board Ridership Survey Results

PRIMARY LANGUAGE SPOKEN IN THE HOME	97%-English 2%-Spanish 1%-Farsi
ENGLISH SPEAKING	98%-English 1%-Spanish

Literacy Skills of LEP Populations in their Native Languages

DDOT takes into account that not all LEP riders are literate in their home language. To ensure language access for non-literate LEP individuals, DDOT may choose to incorporate universal visuals and graphics into outreach materials. Such an intervention can effectively reach riders with low literacy. In addition, DDOT will strive to collect data on literacy in native languages via future surveys.

Figure 5 - Total English-Speaking Population in DDOT's Service Area

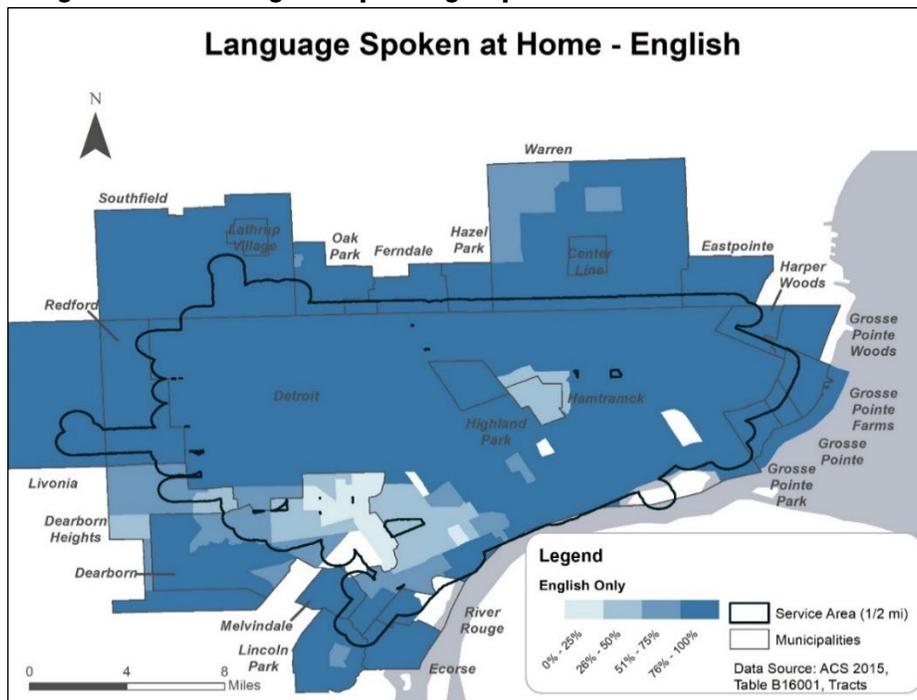


Figure 6 - Total Arabic Speaking Population in DDOT's Service Area

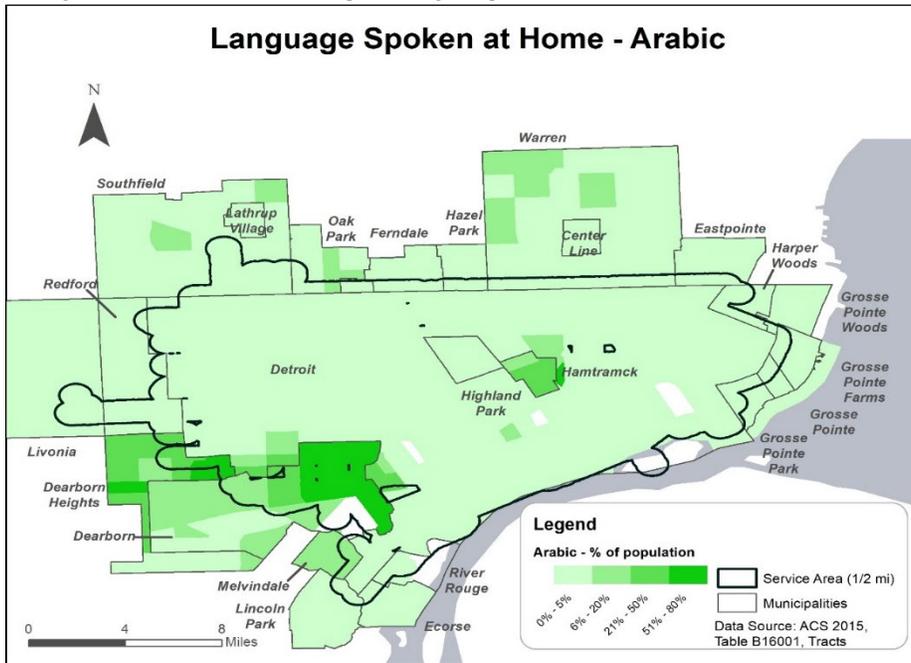


Figure 7 - Total Spanish Speaking Population in DDOT's Service Area

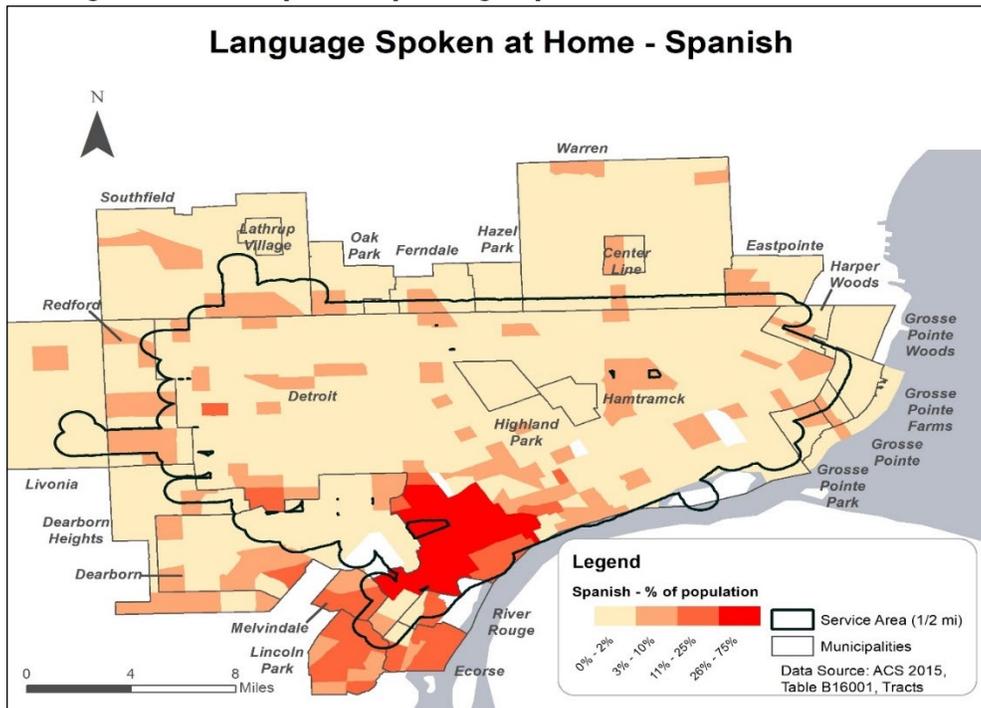


Figure 8 - Total Other Indo-European Speaking Population in DDOT's Service Area

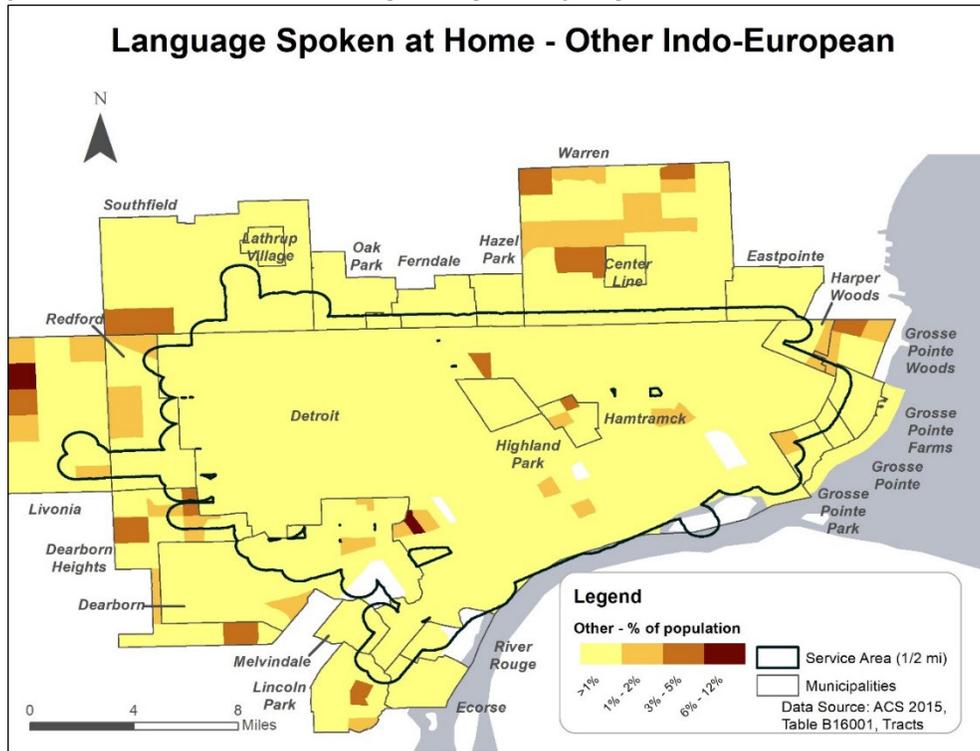


Figure 9 - Total Russian Speaking Population in DDOT's Service Area

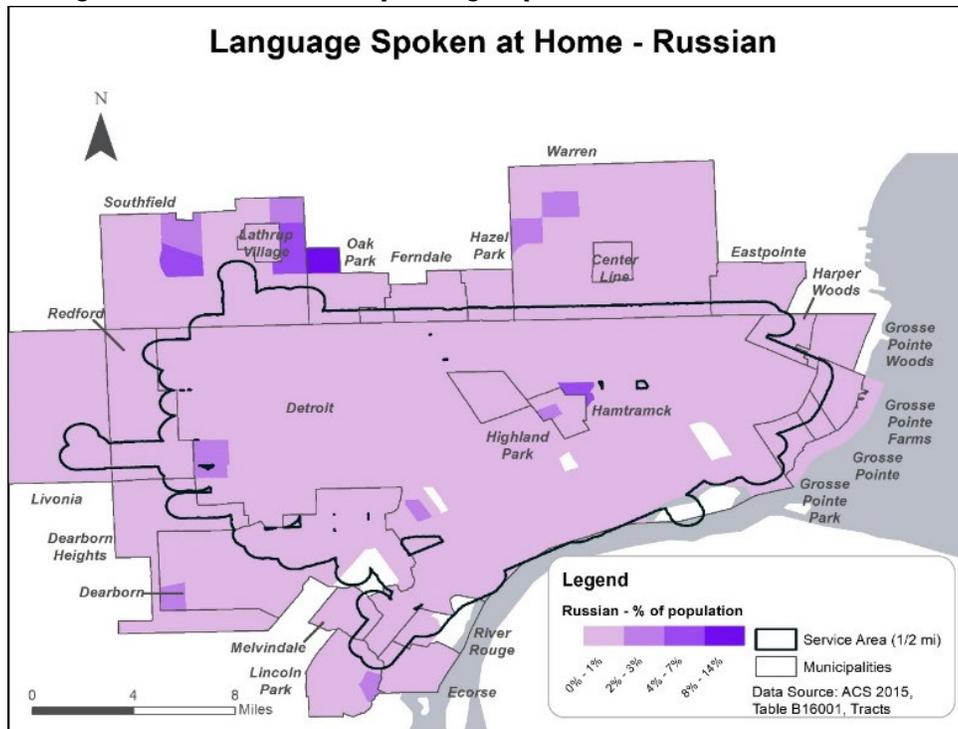


Figure 10 - Total Chinese Speaking Population in DDOT's Service Area

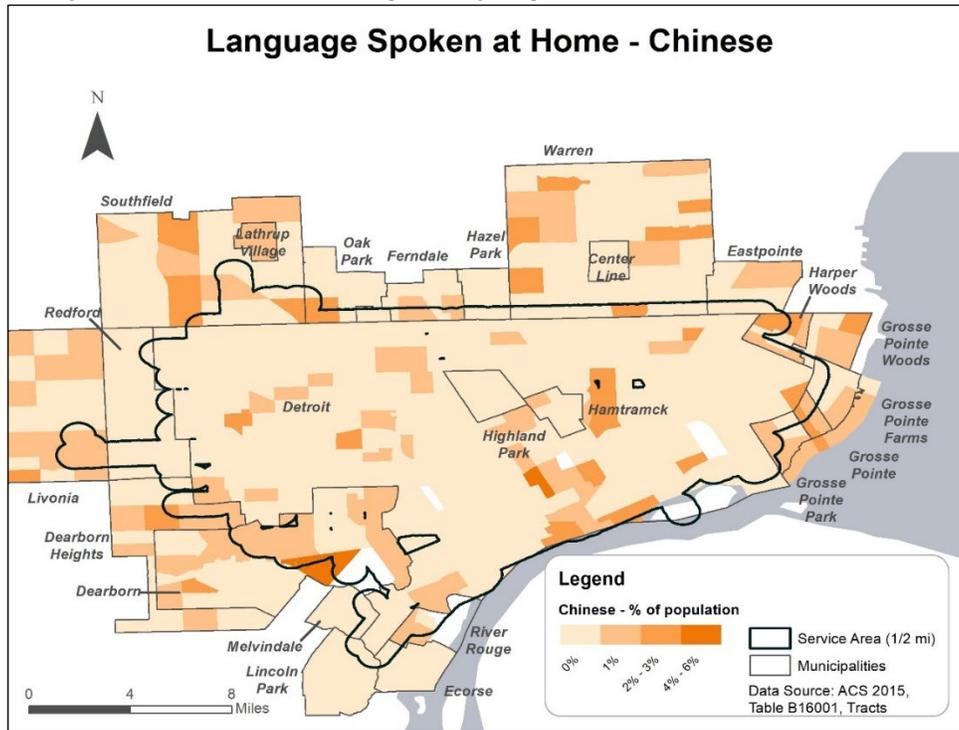


Figure 11 - Total Other Asian Speaking Population in DDOT's Service Area

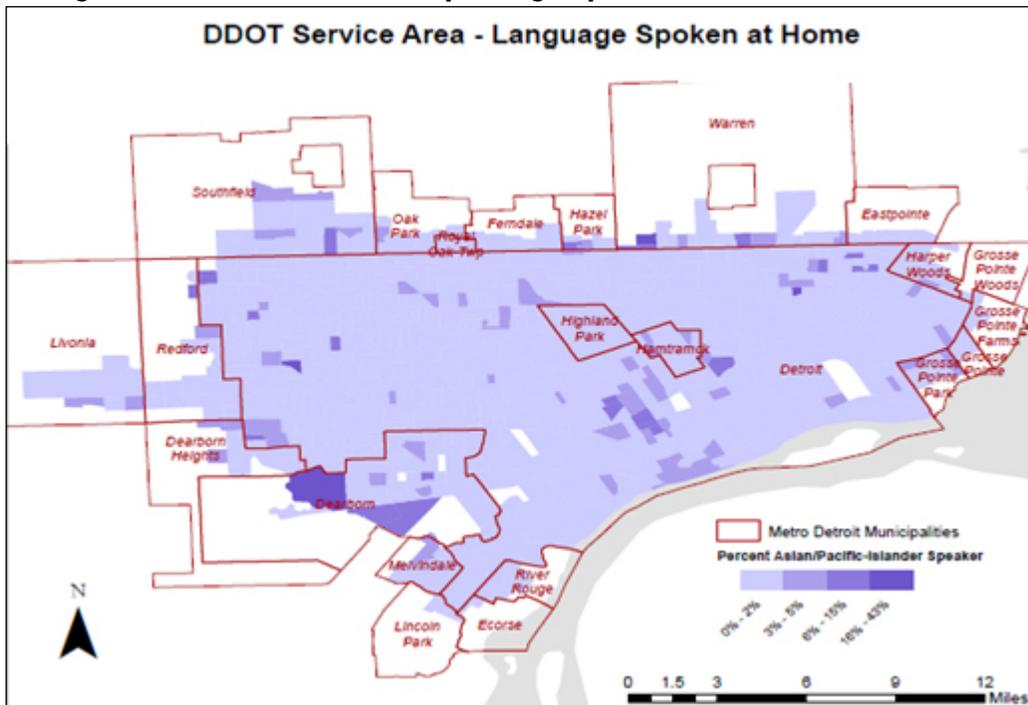


Figure 12 - Total Other or Unspecific Speaking Population in DDOT's Service Area

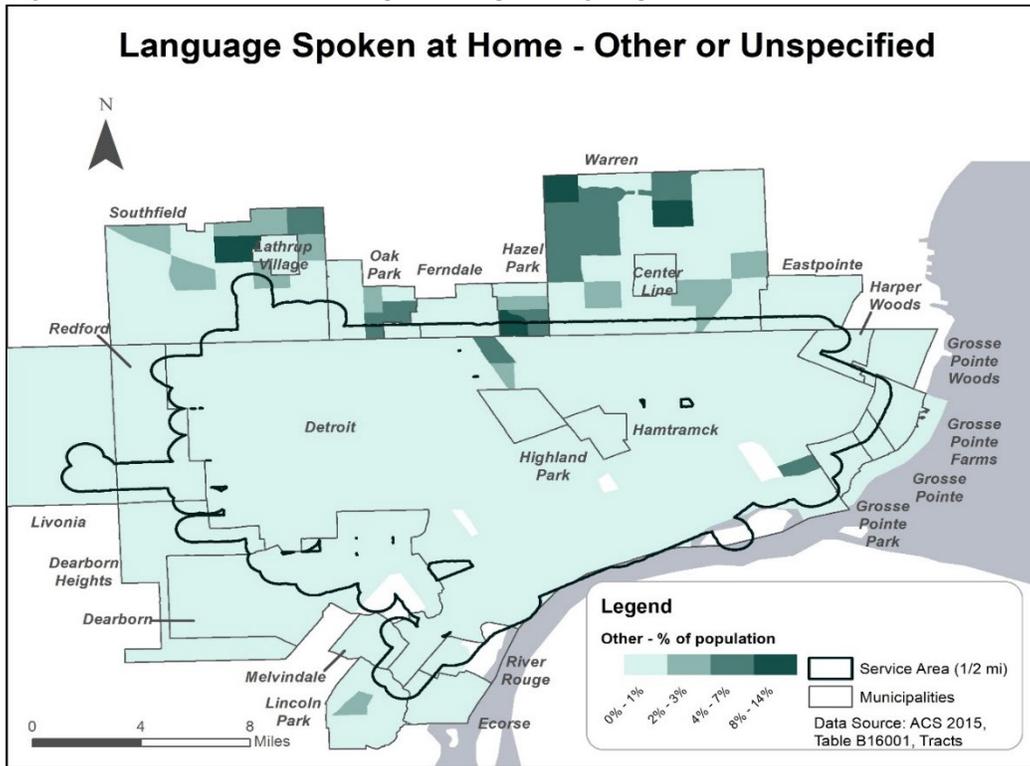


Figure 13 - Total Vietnamese Speaking Population in DDOT's Service Area

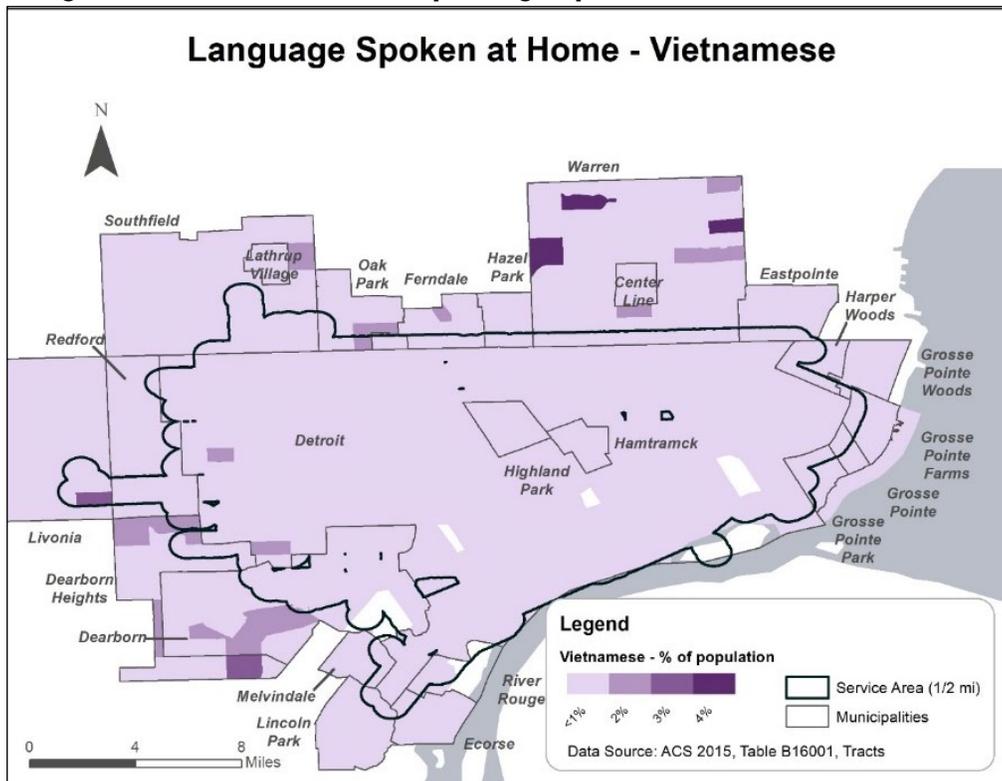
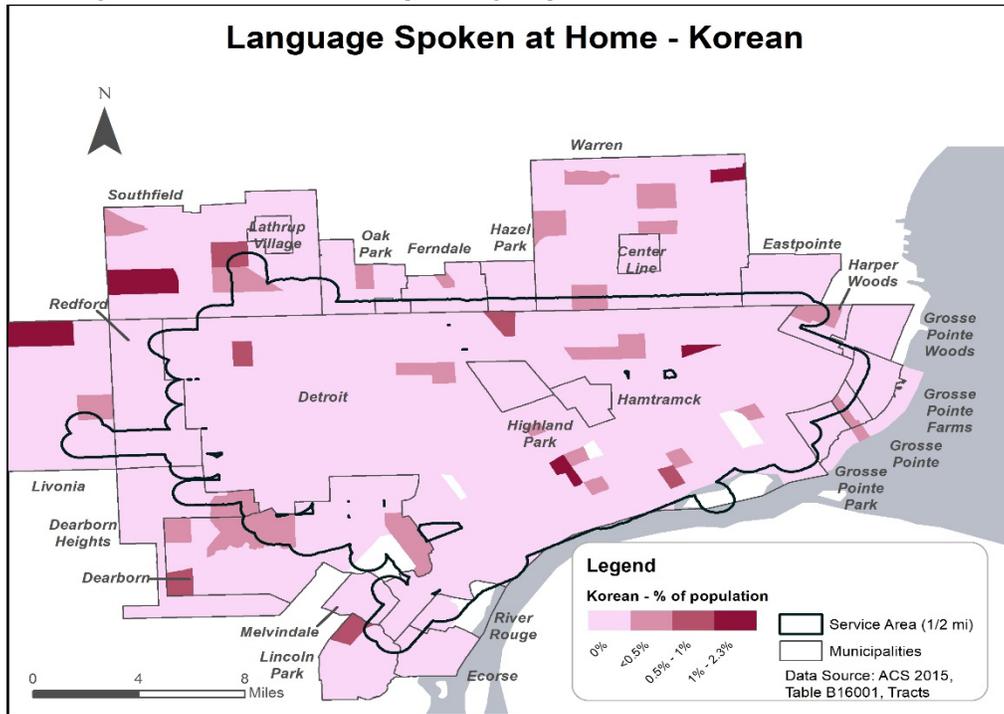


Figure 14 - Total Korean Speaking Population in DDOT's Service Area



Factor 2: The frequency with which LEP individuals come in contact with DDOT programs and services

Language Phone Line Usage

During the period spanning October 2018 through August 2020, DDOT’s customer service agents used the language phone line twice to assist customers requiring language assistance in Spanish. There is no cost for providing language line services. The total cost of providing the translation of documents or interpreter services during this period was \$6,204.

Factor 3: The importance of the programs, activities, and services provided by DDOT to the LEP population

DDOT understands that providing public transportation access to LEP individuals is crucial, and denial or delay of access to such services could have serious or even life-threatening implications for LEP populations. An LEP individual’s inability to utilize public transportation effectively may adversely affect her or his ability to access health care, education, or employment.

DDOT recognizes the significance of transit services and it is that consideration which underscores DDOT’s commitment to accommodating the LEP population. DDOT reviews survey data from a number of different perspectives and, on an ongoing basis, uses it to assess a variety of transit service provisions. Independent of language considerations, DDOT sorts and

monitors data relating to portions of the DDOT Service Area that contain high concentrations of transit-dependent households.

DDOT takes all language-based considerations into account when providing transit or transit-related services for the LEP population.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach

The City of Detroit provides DDOT with translation and interpreter services free of charge through the Department of Civil Rights, Inclusion, & Opportunity. Due to the low volume of translation/interpreter calls received via the Customer Service Center, interpretation services have been free of charge. DDOT’s Marketing Division’s annual budget includes funds to translate written documents and provide interpreters during public meetings; however, minimal requests are made by the LEP population. A bilingual staff member(s) assist with translating from English to the appropriate language at no cost. Title VI Notices are posted at all facilities in English, Spanish, and Arabic. DDOT may also place public ads in Arab American News and El Central Hispanic News. Community Input meetings are held every third Thursday of each month to receive customer feedback.

Vital documents are defined as those documents without a person would be unable to access services. The following are written communications that are printed in both Spanish and Arabic:

1. Complaint Procedure
2. Compliant Forms
3. Public Meeting Notices

DDOT has concluded that Spanish and Arabic are the most prevalent languages spoken by LEP persons in DDOT’s service area and should be the primary focus of any translation of vital documents or language assistance activities.

There are seven (7) additional LEP populations in the DDOT’s service area that meet the “Safe Harbor” law. Therefore, DDOT will translate vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered when public meetings are held in those communities. DDOT will also provide meaningful access to LEP individuals through language assistance when language services are requested.

All requests can be made by email to DDOTComments@detroitmi.gov or by mail to Detroit Department of Transportation, ATTN: Customer Services, 100 Mack, Detroit, MI 48201.

DDOT is committed to reducing the barriers encountered by LEP persons when accessing services and benefits. This section summarizes strategies DDOT employs to accomplish this

goal. DDOT does not anticipate that any strategy listed in this document will be cost prohibitive in terms of resources, staff, or dollars.

1. **Translation services via phone:** DDOT has access to interpreters who can assist riders with bus schedule information in more than 50 languages.
2. **Interpretation services:** DDOT has access to Arabic and Spanish interpretation services.
3. **Language Identification Cards:** "I Speak" language identification are available to quickly identify a LEP individual's spoken language.
4. **Vital documents:** Title VI complaint procedure, complaint form, and public hearing meeting notices are available upon request in Arabic and Spanish.
5. **DDOT website:** DDOT's Title VI Program and a Title VI complaint form are available in Spanish and Arabic and other documents on DDOT's website (future implementation).
6. **Direct engagement with LEP population and community organizations:** Through working with various community organizations, DDOT will seek to identify and engage LEP populations in the community and inform them of available public transportation services and related language assistance mediums.
7. **Workshop/public hearing:** If a staff member knows that they will be presenting a topic that could be of potential importance to a LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, they will have meeting notices, fliers, advertisements, and agendas printed in an alternative language, such as Arabic and/or Spanish.

Training of Staff

There are three (3) primary staff groups who come into contact with LEP individuals: Transit Equipment Operators, Customer Service Representatives, and Administration Staff.

1. Transit Equipment Operators have the greatest potential to interact with LEP person, through daily interaction with passengers.
2. Customer Service Representatives are also likely to come into contact with LEP persons by telephone or when direct contact with passengers.
3. Administration Staff are also likely to come into contact with LEP persons by telephone or in person during public outreach and engagement events.

LEP training all for all groups occurs during their initial training and orientation. This training includes what procedures to follow when encountering an LEP person. See [Appendix G](#) for the LEP training handout.

Monitoring and Updating the LEP Plan

DDOT will routinely review and update its LEP plan as necessary. A full review of the LEP Plan will occur with each triennial Title VI Program submission. DDOT's Office of Compliance

Division will be responsible for collecting and analyzing requested information, and assisting in investigating external complaints of discrimination.

LEP Contact:

Any questions or comments regarding this plan should be directed to the DDOT Title VI Coordinator at the address listed below:

Detroit Department of Transportation
Alicia Miller - Title VI Coordinator
100 Mack
Detroit, MI 48201
Phone: (313) 833-3658 or Fax: (313) 833-1496
Email: DDOTTtitle6@detroitmi.gov

Approval Signature Page

Language Assistance Plan

I have received, considered, and approve the Detroit Department of Transportation Language Assistance Plan.

C. Mikel Oglesby, Executive Director of Transit

Date

Subrecipient Assistance & Monitoring Plan

All Subrecipients who receive payments from DDOT where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contracts shall contain non-discrimination language, either directly or through the bid specification package that becomes an associated component of the contract.

DDOT had no Subrecipients during this Title VI reporting period.

Determination of Site or Location Facilities

In determining the site or location of facilities, DDOT will comply with the Title 49 CFR Section 21.9(b) (3) regulation by:

- Completing a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.
- DDOT will engage in outreach to persons potentially impacted by the siting of facilities.
- DDOT should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result.
- If determined that the location of the project will result in a disparate impact, DDOT will only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

No facilities covered by these requirements were developed since the last Title VI Program submission in November 2018.

REQUIREMENTS FOR FIXED-ROUTE TRANSIT PROVIDERS

Service Standards and Policies

Service Standards

This document outlines transit service standards for Detroit Department of Transportation. All standards regard the motor bus mode; the Department does not operate any other modes.

As outlined by Title VI, this document covers these required standards:

- Vehicle Load
- Vehicle Headways
- On-Time Performance
- Transit Amenities
- Service Availability
- Service & Fare Equity Analysis
- Vehicle Assignment

Vehicle Load

Vehicle load can be expressed as the ratio of passengers to the total numbers of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times.

DDOT's standard load factor for bus service is **1.25**, not to exceed **1.50** on a regular basis.

AVERAGE PASSENGER CAPACITIES				
Vehicle Type	Seated	Standing	Total	Maximum Load Factor
40 Foot Standard Bus	38	48	57	1.50
60 Foot Standard Bus	57	71	86	1.50

DDOT does not distinguish load standards for peak vs off-peak times. School dismissal times may cause short-term load surges. Staff will assess if school-related loads are consistent enough to warrant additional scheduled service.

The Service Development & Scheduling staff review monthly ridership for each route. If overcrowding is identified Service Development & Scheduling group will monitor the route

and/or trips affected. If overcrowding can be documented on five (5) separate occasions over a period of one month, Service Development & Scheduling will consider adding service at the next available opportunity, pending the availability of equipment and operators.

Vehicle Headways

Vehicle headway is described as the amount of time between two (2) vehicles traveling in the same direction on a given route.

Standard headways are as follows:

- Weekday morning and afternoon peak period: **no less frequent than every 45 minutes**
- Weekday off-peak, weekends: **no less frequent than every 75 minutes**

Off-peak standards apply to routes that maintain the same frequency during peak and off-peak periods. No route shall have headways wider than every 75 minutes. If a route has a headway wider than every 75 minutes, Service Development & Scheduling will remedy the headway routes by adjusting frequency times at the next quarterly schedule change.

These factors determine the establishment of headways:

- Load factor
- Customer demand
- Ridership trends
- Proximity to other routes
- Standard “start and end” times of major destinations along the route
- Population trends
- Population density

On-Time Performance

On-time performance refers to “schedule performance,” Schedule performance is measured by comparing if a vehicle completes a scheduled run between zero and five (5) minutes late in comparison to the established schedule. Mid-route on-time performance checks actual departure times against scheduled departure times. Departures that are six (6) or more minutes behind schedule are considered late. The count of on-time departures is divided by the total number of scheduled departures; the resulting percentage is the on-time performance rate. Using AVL data, DDOT Service Development & Scheduling produces an AVL On-Time report every week.

Standards measured by AVL Data are as follows:

1. On-target: **85% or better**
2. Needs improvement: 75% to 84%
3. Fail: below 75%

Routes that fall below target for six (6) consecutive weeks shall be reviewed. Service Development & Scheduling will remedy poorly performing routes by adjusting running times at the next quarterly schedule change.

Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area. As a municipal department, DDOT's transit service area is coterminous with Detroit city limits. Selected DDOT services operate beyond city limits. Such services may exist for these reasons:

- Linear routing along the border of Detroit
- Irregularly shaped municipal boundaries, causing incidental coverage to a neighboring jurisdiction that sits between different areas of Detroit
- Legacy transit routing never assumed by a suburban provider
- Route extensions to connect Detroit residents to major activity centers or transfer points that are outside of city limits (such services shall not be "free-standing" suburban routes, but rather suburban extensions of regular city-focused routes)
- Cross-municipal routes funded by regional agencies and operated by DDOT

These types of routes enter the service area of neighboring transit systems. DDOT does not set out to provide full coverage to suburban areas; as such, for the purposes of this standard, suburban areas receiving DDOT service are not considered part of the service area.

Standard service availability is as follows:

- Service area residents within 1/4 mile of a bus stop: 80%
- Service area residents within 1/2 mile of a bus stop with weekday all-day service: 95%

Analysis of Service Policies

This section analyzes DDOT service policies among minority and non-minority routes. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This is not intended to impact funding decisions for transit amenities. Rather, this applies after a transit provider has decided to fund an amenity.

Transit Amenities

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system.

In regards to specific amenities, DDOT has established the following standards:

- **Seating:** DDOT does not have a bench or seating program. Benches exist only as part of shelters.
- **Escalators & Elevators:** DDOT operates only one elevator at a revenue facility. The elevator is located at a downtown bus station served by routes from all over the service area. All interaction with transit vehicles takes place on the ground floor of the bus station; the elevator is only useful for occasional events on the second floor of the building.
- **Information:** DDOT does not have an active program for on-street customer information. Limited maps and digital displays are provided at two transit hubs.
- **Waste Receptacles:** In partnership with Department of Public Works (DPW), DDOT places waste receptacles at high-ridership bus stops. A stop qualifies if it averages seven (7) or more boardings and alights per day. Such stops are distributed evenly throughout the service area.
- **Bike Rack:** DDOT installs bicycle racks on all transit buses. The bicycle racks are available on a first-come, first-served basis.
- **Shelters:** DDOT has developed standards for placement of shelters. They are as follows:
 - **Level of Service** - Level of service is measured in frequency (time between buses) and span (hours of operation per day). Bus stops with higher levels of service will be given higher priority for shelters.
 - **Stability of Route within Service Network** - Some routes run on corridors where service will always be needed. Others are located in areas where demand for service is likely to evolve over time, and where there may be a need to restructure the route to meet customer needs. Shelters are a long-term infrastructure investment, and as such will be directed toward bus stops whose locations and levels of service are likely to be constant over time.
 - **Site Dimensions and Pavement Characteristics** - Shelters must be safely sited and anchored, and installation sites must conform to the federal Americans with Disabilities Act and all other applicable laws and regulations. Sidewalk width, type and condition of pavement, and the presence or absence of driveways, crosswalks, and obstacles in the right of way may determine where and how shelters can be installed.
 - **Position on Route** - Bus shelters are an amenity for customers and are most useful at stops where customers tend to board rather than alight. Stops located

within 1 mile of the end of the route will be deprioritized for shelter installation. However, since different routes generate traffic at different points based on the destinations they serve, each route will be evaluated independently to determine which segments of the route should be prioritized for shelter installation.

- **Transfer Points** - Where two or more bus routes intersect, it is desirable to provide a pleasant waiting environment for customers seeking to transfer between them. Transfers between stable routes with high levels of service will be prioritized for shelter installation.
- **Stops Shared by Multiple Routes** - Where two or more routes share a bus stop location, the same amenity can be utilized by customers on different routes. Stops shared by stable routes with high levels of service will be prioritized for shelter installation.
- **Proximity to Major Destinations** - Many routes serve destinations where large numbers of people travel by bus. Destinations include schools, hospitals, and large retail outlets. Bus stops within 500 feet of such destinations will be prioritized for shelter installation.
- **Distribution of Shelters on Route** - To maintain an equitable distribution of amenities throughout the DDOT service area, locations within 1/2 mile of other shelter stops on the same route will be deprioritized for shelter installation.
- **Legacy Shelters** - Some existing DDOT shelters may not meet the above criteria, either because demand for service has shifted over time, or because they were evaluated according to earlier sets of criteria. In most cases, these shelters will be left in place until the end of their useful lives, but will not be replaced with new shelters once they become deteriorated or damaged beyond repair. Where necessary, legacy shelters may be moved to new locations where they will meet the needs of larger numbers of customers.
- **Shelter Requests from Customers and the Community** - DDOT will evaluate all shelter requests according to the above criteria, and will consider and prioritize them accordingly. While we will not accommodate every request we receive, we welcome customer input to help us recognize where unmet needs may exist.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's service area.

DDOT's vehicles assignment policy is to distribute bus vehicles relatively evenly among the two operating facilities with an aim to keep the average fleet age at each division as equal as possible, and as close as possible to the system average vehicle age. This ensures that no one division has a predominantly new or old fleet at a given time. The Vehicle Maintenance Division staff assigns buses to routes and operators. Assignment is often based on estimated route ridership by time of day; thus, vehicle size plays a role in vehicle assignment.

DDOT's fleet consists of 40-foot buses and 60-foot buses of varying ages. **The 60-foot articulated buses** are assigned based on ridership levels. Service Development & Scheduling selects high-ridership trips for coverage by articulated buses. The **40-foot hybrid buses** are assigned to both operating facilities and may be used on any route. DDOT will receive 40-foot electric buses in 2023 and will assign them to route based on the road infrastructure.

Otherwise, DDOT does not assign specific vehicles or vehicle types to specific routes. Any vehicle type, old or new, may appear on any route at any time. A review of daily vehicle assignments will exhibit this vehicle assignment technique.

Service Standards Monitoring Report

As part of the Title VI Program update, the Federal Transit Administration (FTA) requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and policies not less than every three years to remain in compliance with Title VI requirements. DDOT will monitor its service standards and policies every three years in order to ensure that potential problems are found and rectified in a timely fashion. DDOT will submit the results of its monitoring program as well as documentation verifying the Department Director's approval of the monitoring results to the FTA as part of its Title VI Program.

DDOT's service monitoring results are divided into six (6) sections corresponding to the four (4) standards and two (2) policies established in Circular 4702.1B for service monitoring:

- Standards
 - Vehicle Load
 - Vehicle Headway
 - On-Time Performance
 - Service Availability
- Policies
 - Distribution of Transit Amenities
 - Vehicle Assignment

Using the methodology and standards developed for each of these metrics in the Service Standards and Policies, DDOT concludes that there are no disparate impacts to minority or low-income populations in the levels of service that it provided. DDOT's October 2019 Service Standard Monitoring Report is provided in [Appendix H](#).

Service & Fare Equity Analysis

Transit agencies are required to evaluate service and fare changes. The written procedures and results of service and/or fare equity analyses shall be included in transit provider's Title VI Program. DDOT developed standards and policies to meet this requirement. Measurements for service change are revenue hours and revenue miles.

Major Service Change Policy

A service equity analysis will be conducted whenever DDOT implements a major service change to the bus system. A major service change is defined as the addition of, or reduction in, more than 20% of revenue hours and/or revenue miles on any one route.

What does a Major Service Change mean?

A major service change is analyzed by route and does not include pilots lasting less than one year, detours, or seasonal routes coming on or off their normally scheduled season. In order to be considered in an equity analysis, the route change must meet at least one of the following criteria:

1. New coverage area that is more than 1/5 mile from the original location. For example, if a route is redirected from 2nd St. to 3rd St., then it does not meet the qualification because the streets are less than 1/4 mile from each other.
2. A new route. This excludes identity changes such as name and number for existing service.
3. An elimination of a route. This excludes identity changes.
4. An extension or shortening of a route by 1/5 mile.
5. A 20% change in revenue miles or hours.

Analysis Data

Data used for determining Title VI route classifications and service area is based on the latest available census data for race (minority) and poverty (low-income) at the block-group level. Minorities are considered all population counts not under the "white only" race/ethnicity classification. While some agencies expand their low-income thresholds to capture people above the poverty line, they tend to serve populations with a median income well above the poverty line. Detroit's median income is at the federal poverty line and similar sized agencies use the same threshold.

Table 7 - DDOT's Service Area Demographics

DEMOGRAPHICS FOR DDOT'S SERVICE AREA		
Type	Total	Percent
Total		
Population	883,346	100%
Race		
White	223,327	25%
Black	575,781	64%
Latino	57,618	6%
Native American	2,378	0%
Asian	23,537	3%
Pacific Islander	376	0%
Other	20,420	2%
Minority	680,110	75%
Income		
Lower-Income	229,694	22%
Higher-Income	818,325	78%
Language		
English	686,027	84%
Spanish	44,655	5%
Indo-European	22,682	3%
Asian	4,647	1%
Other	61,766	8%

Fare Change Analysis

Any change in DDOT's fare cost or structure will be analyzed. For fares, the total cost burden is analyzed rather than the hours, trips, and miles by any route. Calculations are based on pass cost and pass type used by minority/non-minority and low-income/non-low-income classifications. All costs are summed and compared between the populations. If the percent difference between the protected populations and their counter population is over more than 20%, then alternatives and justifications need to be made. If the percent difference does not exceed 20%, then we may proceed with the changes.

Methodology of the analysis

1. Determine if the routes match the criteria for major service change on an individual basis.
2. Classify the routes that meet the criteria for a major service change as minority and/or low-income using census data and GIS software.
3. Compare new service benefits.
 - a. For Criteria A: if the new service area has 20% less minority or low-income populations than the original service area, then there may be an adverse impact.
 - b. For Criteria B through E, group the routes by classification and find the cumulative percent changes for revenue hours and miles between minority/non-minority and low-income/non-low-income. Compare the percent changes in revenue hours and miles between the minority and income classifications.
 - i. If Title VI specified populations see less than 80% of the cumulative benefits for their counterpart populations, then there may be an adverse impact.
 - ii. If Title VI specified populations see a reduction in service that is greater than 20% compared to what their counterpart population lost, then there may be an adverse impact.
 - c. If there is an adverse impact, then DDOT staff must do at least one of the following before proceeding to the next step:
4. Change the original proposal to add benefits or reduce service losses to the specified populations.
 - a. Mitigate any reductions with alternatives.
 - b. Provide justification as to why the proposal is the fairest option or the best one available.
5. If there is no adverse impact, then proceed to the next step
6. Submit the analysis for approval.

Equity Analysis - Definitions

Due to Metro Detroit's unique racial and economic makeup, the percent of minorities and the percent of people living under the poverty line are higher than the national average. 75% of DDOT's service area population are minorities and 22% are low-income. The analysis used ArcMap for Desktop, American Community Survey 2016 population characteristics data, and TIGER 2018 block groups.

This methodology relies on these definitions:

- **Service area** – The service area for this analysis is any block group with a centroid within a half-mile of a stop, or intersect DDOT stops with a search distance of 60 meters to account for street width.
- **Minority population** – Minority counts are based on all individuals classified not as "white only" for race in the ACS 2016 block group data. This methodology does not

account for the large concentration of Arab populations in Southwest Detroit and Dearborn who have historically counted as “white” in the census.

- **Low-income population** – Low-income counts are based on all individuals classified as below poverty for income in the 2016 ACS block group data.
- **Minority and low-income averages** – The total minority population and the total low-income population are each divided by the total population in the system service area to find the system average. The population characteristics are based on ACS 2016 data. The minority average is 80% and the low-income average is 38%.
- **Minority route** – A route that has at least 1/3 (33%) of its total revenue mileage in census blocks, block groups, or traffic analysis zone(s) with a percentage of minority population that exceeds the system wide average. DDOT uses block group level data.
- **Low-income route** – The FTA defines this as a route that has at least 1/3 (33%) of its total revenue mileage in census blocks, block groups, or traffic analysis zone(s) with a percentage of below-poverty population that exceeds the system wide average. DDOT uses block group level data.
- **Disparate impact** – Refers to a neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
- **Disproportionate burden** – Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Disparate Impact Policy

A major service change to the bus system will be deemed to have a disparate impact on minority populations if 20% or more of the affected service falls in census block groups with minority populations higher than the DDOT service area average.

Disproportionate Burden Policy

A major service change to the bus system will be deemed to have a disproportionate burden if 20% or more of a service reduction falls in census block groups with low-income populations higher than the DDOT service area average.

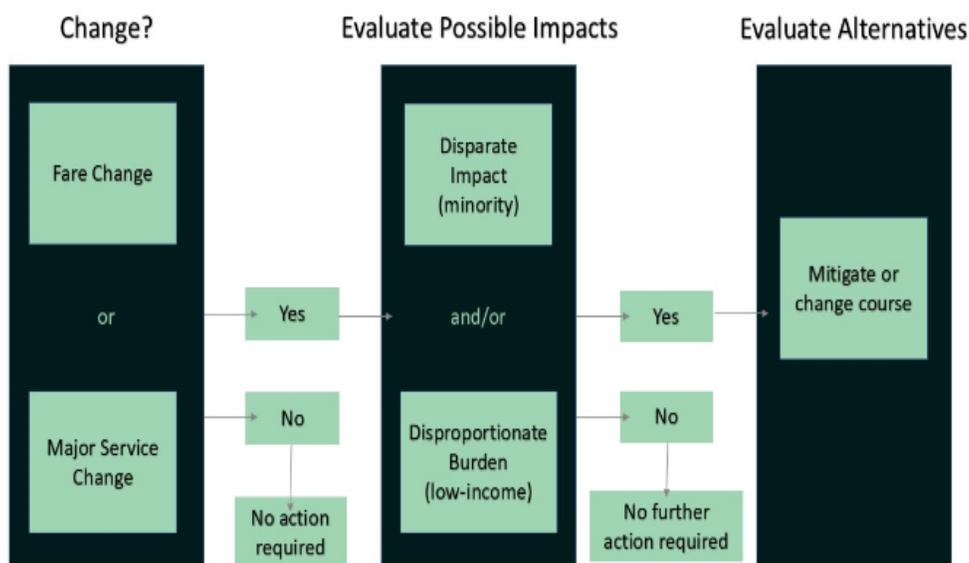
In any instance where the service change reaches or exceeds 20%, staff conducts an equity analysis.

Most census block groups in DDOT’s service areas are low-income and/or minority; as such, the transit routes that serve these areas are often classified as low-income and/or minority. As part of a commitment to fair, equitable and accessible service planning, staff may conduct an equity analysis even when the change does *not* reach the 20% threshold.

Disparate Impact and Disproportionate Burden Evaluation

The impact on these vulnerable populations should be no less than 20% of the impact on non-vulnerable populations. For example, if the percent change in improved service for non-protected populations is 100%, the percent change for protected populations should be no less than 80%. If the percent of change for vulnerable populations is less than the threshold, there may be a disparate impact or disproportionate burden. If either occur, DDOT must present legitimate justification, and mitigation efforts, and discuss alternatives that were not pursued.

Table 8 – Disparate Impact and Disproportionate Burden Evaluation



Fare Equity Analysis Procedure

A fare equity analysis/evaluation will be conducted whenever DDOT implements a fare change, regardless of the amount of increase or decrease. A fare change includes system-wide fare changes, a change on certain routes and/or a change to fare payment type or fare media.

Promotional fare programs are not subject to a fare equity analysis/evaluation. Such instances may include:

- Clean air promotions, where a local governmental entity or DDOT itself makes free fare available for all riders;
- Temporary fare reductions that are mitigating measures for other actions, such as construction activities that close a segment of the bus system;
- Promotional fare reductions that last less than 60 months.

Public Engagement Process for Major Service Change Policy

To satisfy the public participation process requirement for the Service and Fare Equity Policy, DDOT staff will host an event on October 7, 2020. DDOT invited members of local community groups focused on the interests of minority and low-income populations to learn more about the proposed policies and discuss any questions or concerns with DDOT staff. In addition, a written comment period is scheduled for October 8, 2020, to October 23, 2020, for attendees to submit comments regarding the proposed policy to DDOT staff via electronic mail or U.S. Mail.

Approval Signature Page

Service Standard Approval Signature Page

I have received, considered, and approve the Detroit Department of Transportation 2021-2023 Service Standards Plan and Policies.

C. Mikel Oglesby, Executive Director of Transit

Date

Results of Service and Fare Equity Analyses Conducted 2018-2020

2018 Fare Equity Analysis

DDOT simplified its fare structure by implementing a fare increase for the fixed-route bus service, decreased the reduced fare for Medicare recipients and students, eliminated transfers, changed period passes to rolling passes, and introduced a 4-hour ticket, 24-hour pass, and new mobile fare payment option.

The analysis found that the proposed changes did not create a disparate impact on the minority population. Neither did it create a disproportionate burden for the low-income population. Therefore, DDOT implemented the new fare structure to help improve the transit rider's experience in the City of Detroit. The full analysis is found in [Appendix I](#).

January 2019 Service Change Equity Analysis

The analysis found the service changes affected routes, 13-Conner and 68-Chalmers. The changes reached or surpassed the major service change threshold of 25%. Route 99-Fresh Wagon (Eastern Market) is seasonal bus service that operated April to January and did not warrant an analysis. The full analysis is found in [Appendix J](#).

June 2019 Service Change Equity Analysis

The analysis found the service changes to 10-Greenfield, 11-Clairmount and 16-Dexter had no disparate impact or disproportionate burden on minority or low-income population. However, a disparate impact or disproportionate burden was found on the minority or low-income populations for the service elimination of 99-Fresh Wagon. To mitigate the disparate impact and disproportionate burden on minority or low-income populations, alternate established service routes 8-Gratiot and 31-Mack were identified as alternate routes that can take riders directly to Eastern Market. The full analysis is found in [Appendix K](#).

November 2019 Service Change Equity Analysis

The analysis found that of the five affected routes, 11-Clairmount and 26-Junction reached or surpassed the major service change threshold of 25%. However, both 11-Clairmount and 26-Junction are classified as both minority and low-income. Therefore, any increase in service benefits those populations and do not create a disparate impact or disproportionate burden for either according to the FTA Title VI requirements. The full analysis is found in [Appendix L](#).

September 2019 Amenities Equity Analysis

All shelter sites will get new structures. Sixteen (16) of the 58 sites already have structures and the benefit to riders will not change by much. However, 42 sites will get new shelters, giving riders who use those stops a significantly better experience. Minority and low-income

populations will receive the most benefit from this program; 88% to 90% of the stops serve those protected populations, respectively. The full analysis is found in [Appendix M](#).

In conclusion, DDOT's new ad shelter program does not impose a disparate impact or disproportionate burden on the FTA Title VI protected populations. The new and updated shelters will enhance the transit experience of those populations who use the ad-funded bus stops. By trading ad space for shelter maintenance, DDOT hopes to lessen the costs of bus stop maintenance and improve the user experience.

Demographic and Service Profile Maps and Charts

DDOT regularly evaluates demographic information as part of any proposed service or fare change, as required by the FTA. In addition, DDOT conducted an additional analysis using Census data for this program submission.

DDOT's Service profile maps based on 2010 census tract data and American Community Survey (ACS) 2016 census tract data are used to examine the extent of transit service available to minority and low-income populations within the DDOT service area (Figure 15-17). Maps displaying the geographic coverage of transit service in relation to the census tracts identified as minority and non-minority and low income and non-low-income level populations based on the service area threshold can be found in maps below.

Figure 15 – DDOT Service Area in Metro Detroit

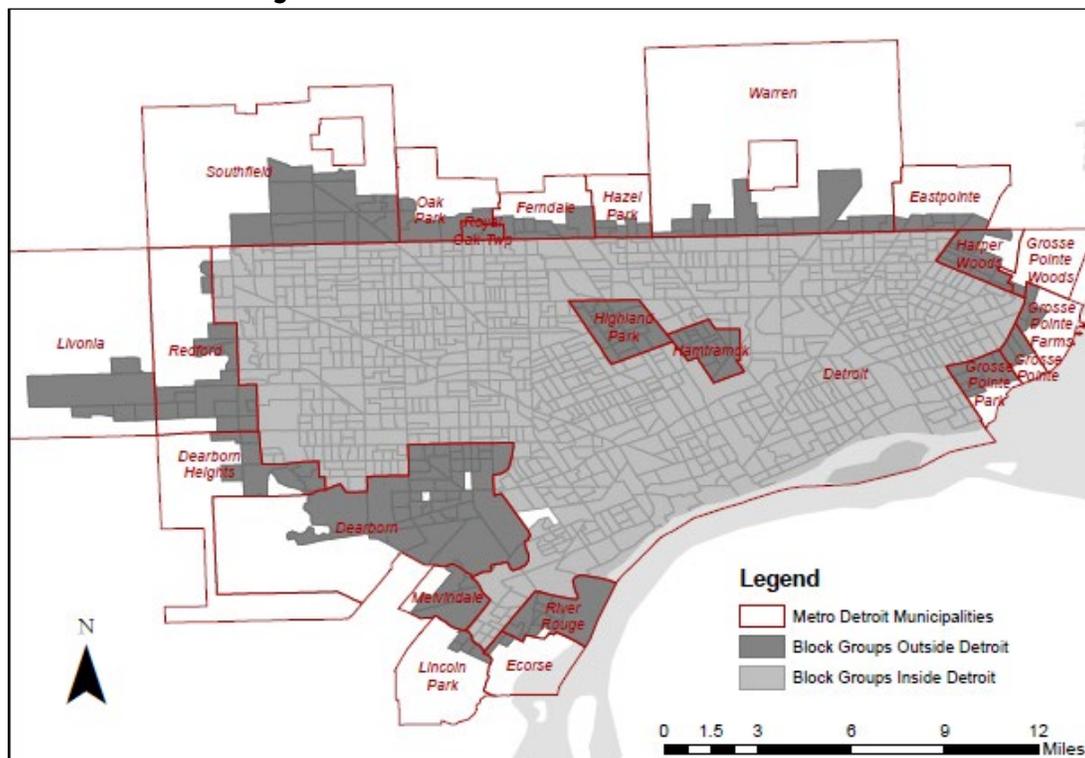


Figure 16 – DDOT Service Area Minority Population

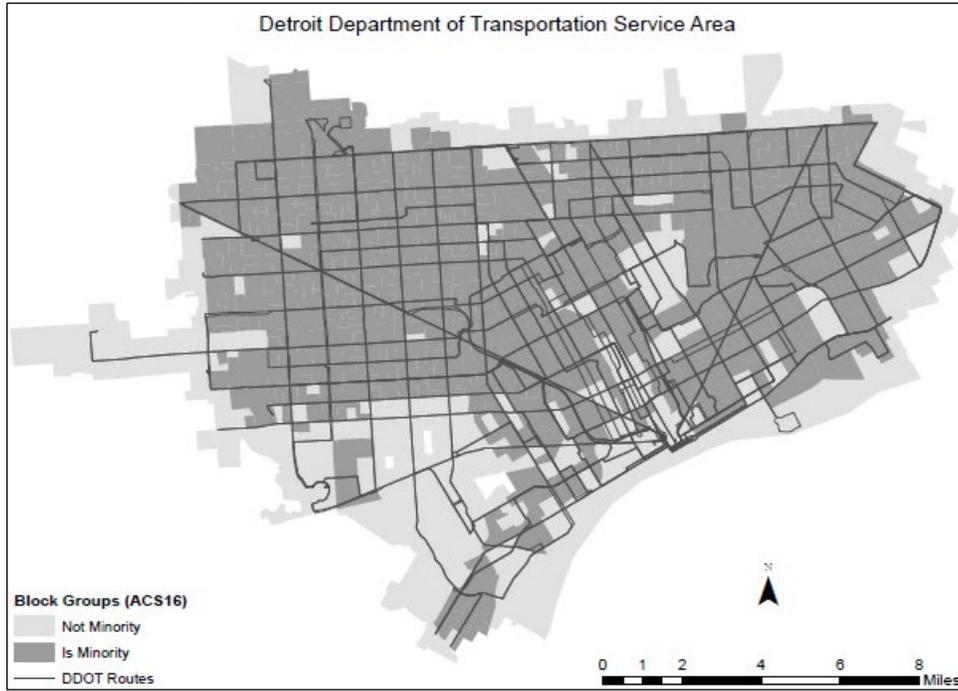
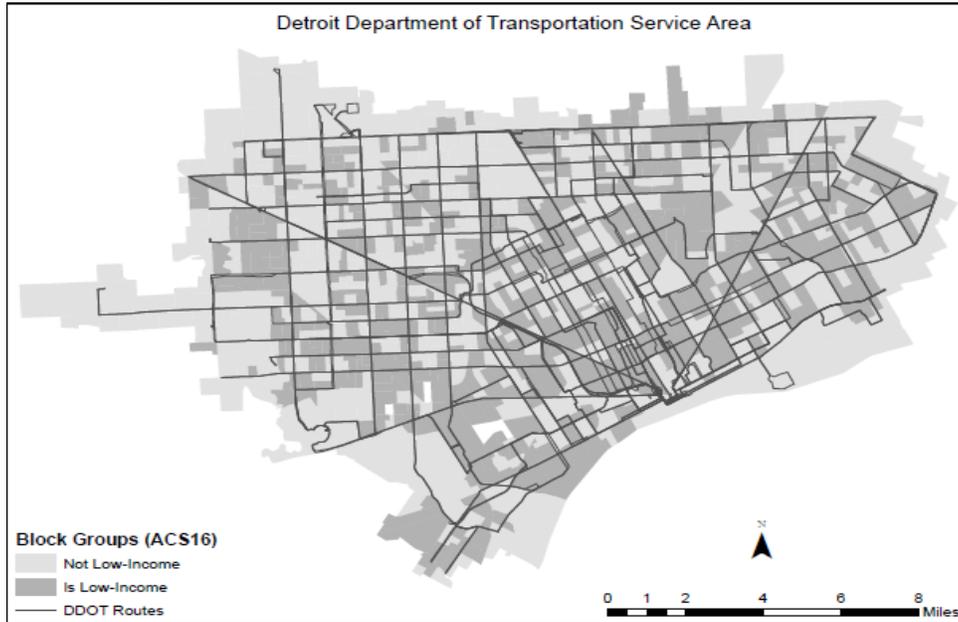


Figure 17 – DDOT Service Area Low-Income Population



Demographic Ridership and Travel Patterns, Collected by Surveys

DDOT conducted an On-Board Ridership Survey in September 2018 ([Appendix F](#)). The charts below characterize the demographics of the entire service area. Additional surveys may be conducted prior to a major service or fare change.

RACE OR ETHNICITY	
Black or African American	86%
White/Caucasian	9%
Hispanic/Latino	4%
Asian	1%
Native Hawaiian or Pacific Islander	1%
Native American or Alaska Native	1%
Other	1%

HOW OLD ARE YOU?	
13-17	5%
18-25	17%
26-34	27%
35-54	26%
55-64	17%
65 and over	8%

WHERE ARE YOU GOING ON THIS TRIP?	
Home	30%
Work	29%
Errands	12%
Visiting Family/Friends	9%
Shopping	6%
Doctor/Dentist	6%
Entertainment	5%
School/College	2%
Other	1%

WHAT WAS YOUR TOTAL HOUSEHOLD INCOME IN 2017 BEFORE TAXES?	
Under \$10,000	34%
\$10,000-\$14,999	24%
\$15,000-\$24,999	19%
\$25,000-\$34,999	12%
\$35,000-\$49,000	7%
\$50,000-\$74,999	3%
\$75,000-\$99,999	1%
Over \$100,000	1%

	HOW MANY DAYS PER WEEK DO YOU USUALLY RIDE THE BUS?				
	WHERE ARE YOU GOING ON THIS TRIP?				
	6-7 Day/Week	3-5 Day/Week	1-2 Day/Week	A few times per month	A few times per year
Home	24%	29%	42%	34%	44%
Work	37%	31%	18%	11%	8%
Shopping	5%	7%	6%	4%	3%
Errands	15%	9%	14%	12%	13%
Doctor/Dentist	4%	5%	5%	9%	10%
Visiting Family/Friends	7%	11%	10%	11%	7%
Entertainment	3%	4%	3%	15%	15%
School/College	3%	3%	0%	3%	0%
Other	2%	1%	2%	1%	0%

Transit Service Monitoring Program Report & Governing Entity Approval

DDOT's service standards and policies provide benchmarks to ensure that service design and operations practices do not result in discrimination on basis of race, color, or national origin. DDOT performs on-going monitoring and evaluation of the existing service. Results of service monitoring will be submitted triennially (in conjunction with the Title VI Program Update submission to the FTA.) In accordance with FTA Circular 4702.1B, the Service Monitoring Report must be reviewed and approved by the Executive Director, and included in the next Title VI Program update.

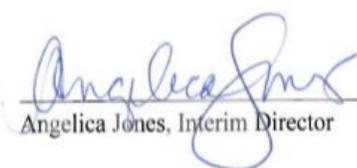
[Appendix H](#) summarizes the 2019 Service Monitoring results. No disparate impacts on minority populations were identified during the evaluation.

Approval Signature Page

Transit Service Monitoring Approval Signature Page

DDOT's Executive Director approved the 2019 Service Standards Monitoring Results. Figure 1 is the approval signature page for DDOT's 2019 Title VI Program.

Figure 1 –2019 Service Standards Monitoring Results

<p>Service Standards Monitoring Results Executive Approval</p> <p>FTA requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in FTA Circular 4702.1B, to monitor their service standards and policies.</p> <p>Service standards and policies provide the framework for monitoring and assessment of service to compare service provided in areas with a percentage of minority populations that exceeds the percentage of minority populations in the service area to service provided in areas with a percentage of minority populations that is below the percentage of minority population in the service area.</p> <p>The regulation also states, "Transit providers shall brief and obtain approval from the transit providers' policy-making officials, generally the Board of Directors or appropriate governing entity responsible for policy decisions regarding the results of the monitoring program".</p> <p>DDOT conducted an assessment of its service standards compared to service provided in October 2019. The assessment found that there was no disparate impact to minority populations in any of DDOT's current service standards and policies. This service standard monitoring report is submitted for your consideration, awareness, and approval.</p> <p>I, the Detroit Department of Transportation Director, hereby acknowledge the receipt and approve DDOT's 2019 Title VI Service Standards Monitoring Results Report.</p> <p> _____ Angelica Jones, Interim Director</p> <p>_____ Date 11-4-2019</p>
--

Approval Signature Page

Title VI Program Plan Approval Signature Page

I am committed to ensuring that no person is excluded from participation in, or denied the benefits of transportation-related programs on the basis of race, color, or national origin, as protected by Title VI according to the Title VI requirements and guidelines for Federal Transit Administration recipients (FTA Circular 4702.1B).

I hereby acknowledge the receipt and approve the Detroit Department of Transportation 2021-2023 Title VI Program Plan.

C. Mikel Oglesby, Executive Director of Transit

Date

APPENDIX A: DDOT'S TITLE VI COMPLAINT FORM

Detroit Department of Transportation Title VI Complaint Form



SECTION I

Name: _____

Address: _____

City: _____ State: _____ Zip code: _____

Primary phone: _____ Secondary phone (optional): _____

Email: _____

Accessible format requirements? Large Print Audio Tape TDD Other

SECTION II

Are you filing this complaint on behalf of someone else? Yes* No

If the answer is yes, go to Section III.

If the answer is no, what is the name and relationship of the person you are filing this complaint?

Name: _____ Relationship: _____

Please explain why you have filed for a third party:

I confirm that I have obtained the permission to complete this portion of the application by the aggrieved party. Yes No

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REV 9.2020 | PAGE 1

APPENDIX A: DDOT'S TITLE VI COMPLAINT FORM (CONT.)

Detroit Department of Transportation Title VI Complaint Form



SECTION IV

Have you previously filed a Title VI complaint with this agency? Yes No

SECTION V

Have you filed this complaint with any other Federal, State, or local agency or with any Federal or State court? Yes No

If yes, check all that apply:

<input type="checkbox"/> Federal agency: _____	<input type="checkbox"/> State agency: _____
<input type="checkbox"/> Federal court: _____	<input type="checkbox"/> State court: _____
<input type="checkbox"/> Local agency: _____	

Please provide information about a contact person at the agency/court where the complaint is filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Phone number: _____

SECTION VI

Name of agency complaint is against: _____

Contact person: _____

Title: _____

Phone number: _____

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REV 9.2020 | PAGE 3

APPENDIX A: DDOT'S TITLE VI COMPLAINT FORM (CONT.)

Detroit Department of Transportation Title VI Complaint Form



A signature and date are required to complete and submit the form.

Signature: _____

Date: _____

Please submit completed form by:

1. Email to DDOTtitle6@detroitmi.gov; or
2. Mail to: Detroit Department of Transportation
ATTN: Office of Compliance – Title VI
100 Mack Ave
Detroit, MI 48201

APPENDIX B: TITLE VI NEW HIRE ACKNOWLEDGEMENT FORM



Detroit Department of Transportation
1301 East Warren Ave. | Detroit MI 48207 • 313.933.1300 • www.RideDetroitTransit.com

TO: ALL DEPARTMENT OF TRANSPORTATION EMPLOYEES

RE: TITLE VI PROGRAM PLAN

The Detroit Department of Transportation (DDOT) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Toward this end, it is the objective of all DDOT employees to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

All employees share the responsibility for carrying out DDOT's commitment to Title VI. The Title VI Coordinator is responsible for the day-to-day operation of the program and receives and investigates Title VI complaints that come through the complaint procedures process. For additional information on DDOT's nondiscrimination obligations, please email to: DDOT-Title6@detroitmi.gov. DDOT is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services.

I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE DDOT TITLE VI PROGRAM, TRAINING AND MY SIGNATURE APPEARS BELOW.

SIGNATURE OF EMPLOYEE

LAST FOUR DIGITS OF SS#

DATED AT DETROIT, MICHIGAN THIS ____ DAY OF _____ 20 ____

WITNESS: _____

TITLE: _____

12/28/18 - DDOT OFFICE OF COMPLIANCE

APPENDIX C: COMMITTEE MEMBERSHIP APPLICATION

Committee Membership Application



Please select the committee of interest:

Advisory Commission Local Advisory Councils Paratransit Appeal Board

Name: _____

Address: _____

City: _____ State: _____ Zip code: _____

Home phone: _____ Cell phone: _____ Work phone: _____

Email: _____

How often do you use public transit? Daily Weekly Sometimes Rarely Not at all

What type of public transit service do you use? Bus Paratransit

When you use public transit, please tell us which bus route you ride most often.

Please provide a brief statement telling us why you want to serve on this committee.

Please tell us how you, as a member of the committee, will solicit input and feedback from DDOT riders and community residents.

APPENDIX D: PROMOTIONAL CONTENT

Public Hearings



PUBLIC HEARINGS

UPCOMING DATES

Wednesday, September 25
Joseph Walker Williams Center
Room 120
8431 Rosa Parks Blvd.
Detroit, MI 48209
11 a.m. – 12:30 p.m.

Thursday, September 26
PIZZAplex
4458 W. Vernor
Detroit, MI 48209
6 – 7:30 p.m.

Tuesday, October 1
Cimino Detroit Public Library
4600 Martin
Detroit, MI 48210
5:30 – 7 p.m.

Learn about the following proposed service changes to take effect on Saturday, November 16:

3 Grand River	11 Clairmount
6 Gratiot	18 Fenkell
26 Junction	

Submit all comments about any of the proposed changes by Friday, October 18 to ddotcomments@detroitmi.gov.

Any person who needs accommodation to participate in this meeting, including persons with disabilities, may contact Customer Service at (313) 933-1300 or ddot-ada@detroitmi.gov to request assistance at least five (5) days in advance of the meeting.

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SUMMER 2019

Flyer, English Version



AUDIENCIAS PÚBLICAS

PRÓXIMAS FECHAS

Miércoles, 25 de septiembre
Centro Joseph Walker Williams
Sala 120
8431 Rosa Parks Blvd.
Detroit, MI 48209
11 a.m. – 12:30 p.m.

Jueves, 26 de septiembre
PIZZAplex
4458 W. Vernor
Detroit, MI 48209
6 – 7:30 p.m.

Martes, 1 de octubre
Biblioteca pública de Detroit Cimino
4600 Martin
Detroit, MI 48210
5:30 – 7 p.m.

Conozca los siguientes cambios propuestos en el servicio que entrarán en vigencia el sábado 16 de noviembre:

3 Grand River	11 Clairmount
6 Gratiot	18 Fenkell
26 Junction	

Enviar todos los comentarios sobre cualquiera de los cambios propuestos antes del viernes, 18 de octubre a ddotcomments@detroitmi.gov.

Cualquier persona que necesite alojamiento para participar en esta junta, incluyendo personas con discapacidad, puede dirigirse con servicio al cliente al (313) 933-1300 o ddot-ada@detroitmi.gov para pedir asistencia al menos cinco (5) días antes de la reunión.

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SUMMER 2019

Flyer, Spanish Version



قسم جلسات الاستماع العامة لخدمات النقل في ديترويت

المواعيد القادمة

الأربعاء 25 أيلول
مركز جوزيف ووكر ويليامز - غرفة 120
8431 Rosa Parks Blvd., Detroit, MI 48209 11:00 صباحاً - 12:30 ظهراً

الخميس 26 أيلول
بيزا بليكس
4458 W. Vernor
Detroit, MI 48209
6 مساءً - 7:30 مساءً

الثلاثاء 1 من تشرين الأول
مكتبة كيمينو العامة
4600 Martin
Detroit, MI 48210
5:30 مساءً - 7 مساءً

تعرف على تغييرات الخدمات المقترحة التالية والتي ستصبح سارية المفعول في يوم السبت 16 من تشرين الثاني:

11 Clairmount	3 Grand River
18 Fenkell	6 Gratiot
26 Junction	

إذا كان لديك أي أسئلة أو تحتاج مساعدة في فهم التغييرات المقترحة، يمكنك الاتصال بخدمات العملاء بـ (313) 933-1300 أو إرسال بريد إلكتروني إلى ddotcomments@detroitmi.gov قبل يوم الجمعة 18 من تشرين الأول.

إذا كنت بحاجة إلى ترتيبات خاصة للمشاركة في هذا الاجتماع، يمكنك الاتصال بخدمات العملاء بـ (313) 933-1300 أو إرسال بريد إلكتروني إلى ddot-ada@detroitmi.gov قبل خمسة أيام على الأقل من موعد الاجتماع.

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صيف 2019

Flyer, Arabic Version

APPENDIX D: PROMOTIONAL CONTENT (CONT.)

Public Workshops



DETROIT DEPARTMENT OF TRANSPORTATION
PUBLIC WORKSHOPS

UPCOMING DATES

Wednesday, August 14 | 5-7:30 p.m.
St. Hedwig Park
2900 Junction St. Detroit, MI 48210

Wednesday, August 21 | 5-7 p.m.
Detroit Main Library
5201 Woodward Ave. Detroit, MI 48202

Wednesday, August 28 | 5-7:30 p.m.
Bridging Communities
6900 McCraw Ave. Detroit, MI 48210

Learn about the following proposed service changes to take effect on **Saturday, November 16:**

- 3 Grand River**
- 6 Gratiot**
- 11 Clairmount**
- 18 Fenkell**
- 26 Junction** NEW!
Serving McCraw, Junction, Michigan Department of Health and Human Services, Southwest Service Center, Clark Park, and Southwest Public Safety Center

If you have any questions, contact DDOT at DDOTComments@detroitmi.gov.

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Flyer, English Version



DEPARTAMENTO DE TRANSPORTE DE DETROIT
TALLERES PÚBLICOS

PRÓXIMAS FECHAS

Miércoles, 14 de agosto | 5-7:30 p.m.
St. Hedwig Park
2900 Junction St. Detroit, MI 48210

Miércoles, 21 de agosto | 5-7 p.m.
Detroit Main Library
5201 Woodward Ave. Detroit, MI 48202

Miércoles, 28 de agosto | 5-7:30 p.m.
Bridging Communities
6900 McCraw Ave. Detroit, MI 48210

Conozca los siguientes cambios propuestos en el servicio que entrarán en vigencia el **sábado 16 de noviembre:**

- 3 Grand River**
- 6 Gratiot**
- 11 Clairmount**
- 18 Fenkell**
- 26 Junction** NEW!
Serving a McCraw, Junction, Departamento de Salud y Servicios Humanos de Michigan, Southwest Service Center, Clark Park y Southwest Public Safety Center

Si tiene alguna pregunta, comuníquese DDOT al DDOTComments@detroitmi.gov.

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Flyer, Spanish Version

APPENDIX D: PROMOTIONAL CONTENT (CONT.)

Outreach



MONTHLY COMMUNITY INPUT MEETINGS

DATES
 Thursday, January 16
 Thursday, February 20
 Thursday, March 19

LOCATION
 Rosa Parks Transit Center
 360 Michigan Ave.
 Detroit, MI 48226

TIME
 5-6:30 p.m.

SHARE YOUR DDOT EXPERIENCE!

You're invited to participate in an open forum about the Detroit Department of Transportation's services, fares, routes, and much more. Your feedback is valuable to help make DDOT a system of choice for everyone.

If you have any questions, contact DDOT by email at DDOTcomments@detroitmi.gov.

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Community Input Meeting Flyer



FREE DDOT BUS RIDES 

ON SMALL BUSINESS SATURDAY
Nov. 30

The Detroit Department of Transportation Supports Small Businesses!

Board any DDOT bus on Saturday, November 30 to shop small in your neighborhood. Discover local coffee shops, boutiques, and more when you ride any bus route.



SHARE YOUR SHOP SMALL EXPERIENCE
 Tag @RideDDOT on Facebook, Twitter, and Instagram and use the hashtag #RideDDOT and #ShopSmallDetroit.




Small Business Saturday, Flyer

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

Community Outreach events FY 2019–2020

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED PROVIDED RESOURCES	# OF ATTENDEES	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR
1	Commuter Challenge	SEMCOG	Cadillac Square	Tuesday, April 30, 2019 11:30 a.m.- 1p.m.	Attended	25+	No	No	N/A
2	Community Round Table	District 2	11000 Meyers	Tuesday, April 30, 2019 6 p.m.	Resources and Angelica attended	n/a	Yes	Yes	N/A
3	Public Hearing	DDOT	Wilder Branch Library	Tuesday, May 7, 2019 10:30 a.m. - Noon	Attended	4	Yes	Yes	Available
4	Touch a Truck	Detroit Riverfront Conservancy	West Riverfront Park	Saturday, May 11, 2019 10 a.m-3 p.m.	Attended	100+	No	Yes	N/A
5	National Police Week Student Career Fair	City of Detroit	11th Precinct	Wednesday, May 15, 2019 10 a.m. -2 p.m.	Resources	n/a	No	Yes	N/A
6	Community Input Meeting	DDOT	RPTC	Thursday, May 16, 2019 5-7 p.m.	Attended	30	Yes	Yes	N/A
7	Career Day at Gompers Elementary	Gompers Elementary	14450 Burt Rd	Friday, May 17, 2019 8:30a.m. -2:30 p.m.	Resources and Bus	30+	Yes	Yes	N/A
8	Motor City Makeover	City of Detroit	7310 Greenview 48228	Saturday, May 18, 2019 9a.m.-Noon	Attended	10	No	Yes	N/A
9	Aging Consortium	Bridging Communities	Hannan House	Wednesday, June 5, 2019 9-11a.m.	Attended	7	No	Yes	N/A
10	Marshmallow Drop and Resource Fair	District 3 Scott Benson	Heilmann Recreation Center	Saturday, June 8, 2019 Noon- 3:30 p.m.	Resources	100+	Yes	Yes	N/A
11	2019 Metro Detroit Regional Travel & Tourism Update	Detroit Visitors Bureau	Doubletree Bloomfield Hills	Tuesday, June 18, 2019 1:30-4 p.m.	Attended	50+	No	No	N/A
12	Community Input Meeting	DDOT	RPTC	Wednesday, June 19, 2019 5-7 p.m.	Attended	30	Yes	Yes	N/A
13	Occupy the Corner	District 5 Mary Sheffield	Coleman A Young Park	Friday, June 21, 2019 4-8 p.m.	Attended	100+	Yes	Yes	N/A
14	Anti-Trafficking Community Coalition	Amanda	DPD 3rd Precinct	Wednesday, June 26, 2019 4p.m.	Attended	20	No	Yes	N/A
15	Community Resource Fair	District 3	Farwell Community Center	Thursday, June 27, 2019 4:30-6:60 p.m.	Attended	50+	Yes	Yes	N/A
16	District 1 City Council Community Meeting	Detroit City Council	18445 Scarsdale	Tuesday, July 16, 2019 7-8:30 p.m.	Attended	50+	Yes	Yes	N/A

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

Community Outreach events FY 2019–2020 (cont.)

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED PROVIDED RESOURCES	# OF ATTENDEES	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR
17	Russell Woods and Nardin Park Resource Fair	City of Detroit Planning Dept.	Broadstreet Presbyterian Church 12065 Broadstreet Ave. 48204	Thursday, July 18, 2019 4-6 p.m.	Attended	15	Yes	Yes	N/A
18	Senior Citizens Summit and Lunch	Council Pres. Brenda Jones	Erma Henderson Park 8800 E. Jefferson	Thursday, July 25, 2019 11 a.m.-3 p.m.	Attended	100+	No	Yes	N/A
19	Detroit Moves	Bedrock	One Woodward	Thursday, July 25, 2019 4-7 p.m.	Attended	30	No	No	N/A
20	District 6 Quarterly Meeting	District 3	Patton Park Recreational Center	Thursday, August 8, 2019 5:30 -7 p.m.	Attended	40	Yes	Yes	Available
21	Public Workshop (Service Changes)	DDOT	St. Hedwig Park	Wednesday, August 14, 2019 5-7:30 p.m.	Attended	5	Yes	Yes	Available
22	Community Input Meeting	DDOT	RPTC	Thursday, August 15, 2019 5-7 p.m.	Attended	49	Yes	Yes	N/A
23	Back to School Bazaar	The Children's Center	The Children's Center of Wayne County 90 Selden 48201	Thursday, August 15, 2019 10 a.m. -1 p.m.	Attended	100+	No	Yes	N/A
24	Transportation Fair	The Villages	Pewabic Pottery	Saturday, August 17, 2019 Noon-2 p.m.	Bus was there and Volunteers: Dion Williams 12:30p until close (313-303-5842)	Not well attended	No	No	N/A
25	Back to School Fair	The Youth Connection	Belle Isle 1 Casino Way 48209	Saturday, August 17, 2019 Noon- 4 p.m.	Attended-additional volunteers Artee and Brian	100 +	No	Yes	N/A
26	Public Workshop (Service Changes)	DDOT	Detroit Main Library (Friends Conference Room)	Wednesday, August 21, 2019 5-7 p.m.	Attended	15	No	Yes	N/A
27	Detroit Job Corp Presentation	Detroit Job Corp	Detroit Job Corp	Thursday, August 22, 2019 9:30 -10a.m.	Attended-Presented with Mikki	100	Yes	Yes	N/A
28	EDV Back 2 School Fair	Global Detroit and East Davison Village Community Group	Davison Elementary-Middle	Saturday, August 24, 2019 10 a.m.-2 p.m.	Attended/ Mikki volunteered from Noon-2 p.m.	30	Yes	Yes	N/A
29	Occupy the Corner Finale	District 5 Mary Sheffield	Joseph Walker Williams Recreation	Monday, August 26, 2019 3-6 p.m.	Attended	100+	Yes	Yes	N/A
30	Wayne State Univ. Festifall	Wayne State Univ.	Wayne State	Saturday, August 27, 2016 10a.m. -2 p.m.	Attended	100+	No	No	N/A
31	Public Workshop (Service Changes)	DDOT Public Workshop	Bridging Communities	Wednesday, August 28, 2019 5-7:30 p.m.	Attended	low turnout	No	Yes	Available

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

Community Outreach events FY 2019–2020 (cont.)

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED PROVIDED RESOURCES	# OF ATTENDEES	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR
32	Supporting Small Business Saturday	DDOT and GRDC	19120 Grand River	Wednesday, September 4, 2019 11 a.m. - Noon	Attended	pre-planning meeting only	No	No	N/A
33	Dart App Media Opportunity	DDOT and City of Detroit	Woodward bus stop (Main Library)	Thursday, September 5, 2019 10:30 a.m. - Noon	Attended	Interview with Fox 2 News	No	No	N/A
34	How to Ride Transit for STEP	DDOT and STEP	4700 Beaufait St. Detroit	Tuesday, September 10, 2019 10 - 11:30 a.m.	Presented with Mikki	5	Yes	Yes	N/A
35	Gilbert Terminal Engagement	DDOT	Gilbert	Wednesday, September 11, 2019 11:30 a.m.	Attended	25+	No	No	N/A
36	Shoemaker Terminal Engagement	DDOT	Shoemaker	Thursday, September 12, 2019 11:45 a.m.	Attended	25+	No	No	N/A
37	Welcome Back Day	Henry Ford College	Henry Ford College 5101 Evergreen Road, M-105 Dearborn, MI 48128	Thursday, September 19, 2019 11 a.m.-1 p.m.	Attended	30+	No	Yes	N/A
38	Bedrock Mobility Event	Bedrock and DDOT	Outside 1001 Woodward Ave.	Friday, September 20, 2019 Noon - 2 p.m.	Attended	25+	No	No	N/A
39	District 7 meeting	Councilman Gabe Leland	Third New Hope 12850 Plymouth Rd Detroit 48227	Tuesday, September 24, 2019 6:30 - 7:30 p.m.	Attended	25+	No	Yes	N/A
40	Public Hearing	DDOT	Joseph Walker Williams Recreation 8431 Rosa Parks Blvd. Detroit 48206	Wednesday, September 25, 2019 11 a.m. - 12:30 p.m.	Canceled. The building was closed due to no water.		No	No	N/A
41	Senior Appreciation Day	SHPD- Senior Housing Preservation Detroit	Capitol Park	Thursday, September 26, 2019 11 a.m. - 3 p.m.	Attended	50+	No	Yes	N/A
42	Citywide Charter	City of Detroit	CAYMC 13th Floor	Thursday, September 26, 2019 6 p.m.	Attended	Big meeting turnout, but not many visiting the table	No	Yes	Available
43	Public Hearing	DDOT	PizzaPlex 4458 W Vernor Detroit 48209	Thursday, September 26, 2019 6-7:30 p.m.	This will be Scheduling only. Marketing will ensure materials are in place.	3	No	Yes	Available
44	District 1 Meeting	District 1 - Councilman James Tate	Detroit Delta Sigma Theta House	Saturday, September 28, 2019 10 a.m. - Noon	Attended	40+	No	Yes	N/A
45	Public Hearing	DDOT	Conely Library	Tuesday, October 1, 2019 5-7 p.m.	Attended	3	Yes	Yes	N/A
46	SEMCOG Working with the Media	SEMCOG	1001 Woodward Ave., Suite 1400 Detroit 48226	Wednesday, October 2, 2019 9 a.m. - 12:30 p.m.	Attended	20	No	No	N/A

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

Community Outreach events FY 2019–2020 (cont.)

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED PROVIDED RESOURCES	# OF ATTENDEES	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR
47	Public Hearing	DDOT	Joseph Walker Williams Recreation 8431 Rosa Parks Blvd. Detroit 48206	Wednesday, October 2, 2019 11-12:30 p.m.	Scheduling Team Only	5	Yes	Yes	Requested
48	Dearborn Open Streets	Healthy Dearborn	Near bus stop at 9200 Vernor Hwy	Sunday, October 6, 2019 11 a.m. - 3 p.m.	Attended	25+	No	No	N/A
49	District 3 Quarterly Meeting	District 3	Heilmann Recreation Center	Tuesday, October 8, 2019 5-6:30 p.m.	Attended	15	Yes	Yes	N/A
50	District 3 City Council Meeting	District 3	2341 E. Seven Mile Solomon's Temple church	Tuesday, October 15, 2019 7-8:30 p.m.	Attended	50+	No	Yes	Available
51	Metro Lift Meeting	Wayne County System of Care Advisory Council	Southwest Solutions 5716 Michigan Ave. 4th Floor Detroit MI 48201	Monday, October 21, 2019 10 -11:30 a.m.	Attended	20	No	Yes	Available
52	Transit Community Meeting	Development Centers	19750 Burt Rd	Monday, October 28, 2019 Noon- 2 p.m.	Attended with Mikki	10	Yes	No	N/A
53	101 Bus Event for ROCK FOC Members	DDOT/SMART /BEDROCK	Cadillac Square	Tuesday, October 29, 2019 Noon - 1 p.m.	Attended with Bus	30	No	No	N/A
54	Halloween in the D	DPD 10th Precinct	10th Precinct	Saturday, October 31, 2009 4-8 p.m.	Mikki attended	Candy Drive completed	No	No	N/A
55	Jump On it	Wayne Rides/TRU/D DOT	WSU Student Center	Tuesday, November 12, 2019 6:30 - 7:30 p.m.,	Mikki presented	25	No	No	N/A
56	Community Input Meeting	DDOT	Rosa Parks Transit Center	Thursday, November 21, 2019 5-6:30 p.m.	Attended	35	Yes	Yes	N/A
57	Small Business Saturday	DDOT/ GRBSB	Grand River Work Place 19120 Grand River Ave. Detroit, 48223	Saturday, November 30, 2019 11 a.m. - 12:30 p.m.	Jennifer and Mikki	low turnout/shoppers	No	No	N/A
58	Community Input Meeting	DDOT	Rosa Parks Transit Center	Thursday, December 19, 2019 5-6:30 p.m.	Attended	25	Yes	Yes	N/A
59	Community Input Meeting	DDOT	Rosa Parks Transit Center	Thursday, January 16, 2020 5-6:30 p.m.	Attended	35	Yes	Yes	N/A
60	Wayne Rides	DDOT and Wayne Rides	Wayne State	Thursday, January 23, 2020 3-5 p.m.	Attended	10 engagement , but good crowd	No	No	N/A
61	Osborn Neighborhood Mobility Series Meeting	Osborn Neighborhood Alliance	Meeting Changed to a Conference Call	Monday, January 27, 2020 2-2:30 p.m.	Attended	n/a	Yes	No	N/A

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

Community Outreach events FY 2019–2020 (cont.)

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED PROVIDED RESOURCES	# OF ATTENDEES	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR
62	Welcome Back Days	Henry Ford College	Henry Ford College Student and Culinary Arts Center pavilion 5101 Evergreen Road Dearborn, MI 48128	Thursday, January 30, 2020 11 a.m. -1 p.m.	Did not attend due to I2 Care	n/a	No	Yes	N/A
63	Community Input Meeting	DDOT	DDOT	Thursday, February 20, 2020 5-6:30 p.m.	Attended	Approx. 20-25 (everyone did not sign-in)	Yes	Yes	N/A
64	Wayne Rides and DDOT	Wayne Rides and DDOT	Wayne State Student Center	Thursday, February 27, 2020 3-5 p.m.	Attended	10-15 engagement , several students also picked up free passes and a few completed comment cards	No	No	N/A
65	FCA	FCA	Straight Gate Church 10100 Grand River Ave. Detroit, 48204	Wednesday, March 11, 2020 2-5 p.m.	Attended	20	Yes	Yes	N/A
66	Community Input Meeting	DDOT	DDOT	Thursday, March 19, 2020 5-6:30 p.m.	Canceled	N/A	N/A	N/A	N/A
67	Wayne Rides and DDOT	Wayne Rides and DDOT	Wayne State Student Center	Thursday, March 26, 2020 3-5 p.m.	Canceled	N/A	N/A	N/A	N/A
68	March of Dimes Walk	DDOT/ March of Dimes	Detroit Zoo	Sunday, April 12, 2020 8:30 a.m.	Canceled	N/A	N/A	N/A	N/A
69	Local Advisory Council (LAC) Meeting	DDOT	Zoom Meeting	Tuesday, May 19, 2020 10 a.m. - Noon	Attended	N/A	N/A	N/A	N/A
70	Community Input Meeting	DDOT	Zoom Meeting	Thursday, May 21, 2020 5-6:30 p.m.	Attended	N/A	N/A	N/A	N/A
71	DDOT Advisory Commission Meeting	DDOT	Zoom Meeting	Monday, June 15, 2020 10:30 a.m. - Noon					
72	Community Input Meeting	DDOT	Zoom Meeting	Thursday, June 18, 2020 5-6:30 p.m.					

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

DDOT Public Hearing and Workshops FY 2015–2019

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED/ PROVIDED SERVICE	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR	ROUTES AFFECTED	SERVICE CHANGE EFFECTIVE DATE
1	Public Hearing	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Tuesday, July 28, 2015 10a - 11:30a	Attended	No	Yes	n/a	19, 25, 49, 21, 34, & 53	9/5/2015
2	Public Hearing	DDOT	Wayne Cty. Comm. College 5901 Conner, Detroit, MI 48201	Wednesday, July 29, 2015 6:00 p - 7:30p	Attended	Yes	Yes	n/a	19, 25, 49, 21, 34, & 53	9/5/2015
3	Public Hearing	DDOT	Robert Clemente Rec. Center 2631 Bagley, Detroit, MI 48216	Thursday, July 30, 2015 6:00 p - 7:30p	Attended	Yes	Yes	n/a	19, 25, 49, 21, 34, & 53	9/5/2015
4	Public Hearing -Follow- up Meeting	DDOT	DDOT - Adm. Bldg. 1301 E. Warren, Detroit, 48207	Tuesday, August 25, 2015 10a - 11:00 a	Attended	No	Yes	n/a	19, 25, 49, 21, 34, & 53	9/5/2015
5	Communi ty Worksh op	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Tuesday, November 10, 2015 10a-11:30a	Attended	No	Yes	n/a	Major - 17, 31, 34 Minor - 16, 18, 19, 21, 23, 25, 27, 29, 32, 41, 45, & 53	1/23/2016
6	Communi ty Worksh op	DDOT	Heilmann Community Ctr. 19601 Crusade Detroit, MI 48205	Thursday, November 12, 2015 6:00 p - 7:30p	Attended	Yes	Yes	n/a	Major - 17, 31, 34 Minor - 16, 18, 19, 21, 23, 25, 27, 29, 32, 41, 45, & 53	1/23/2016
7	Public Hearing	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Wednesday, December 9, 2015 10:00 a-12:00 p	Attended	No	Yes	n/a	Major - 17, 31, 34 Minor - 16, 18, 19, 21, 23, 25, 27, 29, 32, 41, 45, & 53	1/23/2016
8	Public Hearing	DDOT	Heilmann Community Ctr. 19601 Crusade Detroit, MI 48205	Wednesday, December 9, 2015 6:00 p-8:00 p	Attended	Yes	Yes	n/a	Major - 17, 31, 34 Minor - 16, 18, 19, 21, 23, 25, 27, 29, 32, 41, 45, & 53	1/23/2016
9	Public Hearing	DDOT	Rosa Parks Transit Ctr. 1310 Cass Detroit MI 48226	Sunday, December 20, 2015 5:30p - 7:30 p	Attended	Yes	Yes	n/a	Major - 17, 31, 34 Minor - 16, 18, 19, 21, 23, 25, 27, 29, 32, 41, 45, & 53	1/23/2016
10	Communi ty Worksh op	DDOT	Butzel Family Center 7737 Kercheval Detroit, MI 48214	Monday, March 14, 2016 5:00 p - 6:30 p	Attended	Yes	Yes	n/a	7, 10, 12, 14, 18, 21, 30, & 48	4/23/2016

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

DDOT Public Hearing and Workshops FY 2015–2019 (cont.)

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED/ PROVIDED SERVICE	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR	ROUTES AFFECTED	SERVICE CHANGE EFFECTIVE DATE
11	Public Hearing	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Tuesday, March 29, 2016 10:30 a - 12 p	Attended	No	Yes	n/a	7, 10, 12, 14, 18, 21, 30, & 48	4/23/2016
12	Public Hearing	DDOT	Rosa Parks Transit Ctr. 1310 Cass Det. MI 48226	Wednesday, March 30, 2016 5:30 p - 7:00 p	Attended	Yes	Yes	n/a	7, 10, 12, 14, 18, 21, 30, & 48	4/23/2016
13	Community Workshop	DDOT	Northwest Activities Ctr 18100 Meyers Rd. Detroit, MI 48235	Tuesday, April 5, 2016 6:00 p - 7:30p	Attended	Yes	Yes	n/a	7, 10, 12, 14, 18, 21, 30, & 48	4/23/2016
14	Community Workshop	DDOT	Patton Recreational Ctr. 2301 Woodmere Detroit, MI 48209	Wednesday, April 13, 2016 6:00 p - 7:30 p	Attended	Yes	Yes	n/a	7, 10, 12, 14, 18, 21, 30, & 48	4/23/2016
15	Community Workshop	DDOT	Knapp Library 13330 Conant Hamtramck, MI 48212	Wednesday, July 13, 2016 5:30 p - 7:00 p	Attended	Yes	Yes	n/a	92, 89, 19, 80, 49, 48, 42, 37, 25, 22 & 96, 99, 95, 45, 17, 16, 14, 9, 25, & 498	9/03/2016 1/28/2017
16	Community Workshop	DDOT	Edison Library 18400 Joy Rd. Detroit, MI 48228	Thursday, July 14, 2016 4:30 p - 5:45 p	Attended	Yes	Yes	n/a	92, 89, 19, 80, 49, 48, 42, 37, 25, 22 & 96, 99, 95, 45, 17, 16, 14, 9, 25, & 498	9/03/2016 1/28/2017
17	Community Workshop	DDOT	Chaney Library 16101 Grand River Detroit, MI 48219	Thursday, July 14, 2016 6:00 p - 7:30 p	Attended	Yes	Yes	n/a	92, 89, 19, 80, 49, 48, 42, 37, 25, 22 & 96, 99, 95, 45, 17, 16, 14, 9, 25, & 498	9/03/2016 1/28/2017
18	Public Hearing	DDOT	Patton Recreational Ctr. 2301 Woodmere, Detroit, MI 48209	Monday, July 18, 2016 10:00 a - 12:00 p	Attended	Yes	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	9/03/2016 1/28/2017
19	Public Hearing	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Tuesday, July 19, 2016 10:00 a - 12:00 p	Attended	No	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	9/03/2016 1/28/2017
20	Public Hearing	DDOT	East Lake Baptist Church; 12400 E. Jefferson Detroit, MI 48215	Tuesday, July 19, 2016 5:30 p - 7:00 p	Attended	Yes	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	9/03/2016 1/28/2017
21	Public Hearing	DDOT	Rosa Parks Transit Ctr. 1310 Cass Detroit MI 48226	Wednesday, July 20, 2016 5:00 p - 7:00 p	Attended	Yes	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	9/03/2016 1/28/2017
22	Public Hearing	DDOT	Redford Branch Library 21200 Grand River Detroit, MI 48219	Monday, July 25, 2016 5:30 p - 7:00 p	Attended	Yes	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	9/03/2016 1/28/2017

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

DDOT Public Hearing and Workshops FY 2015–2019 (cont.)

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED/ PROVIDED SERVICE	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR	ROUTES AFFECTED	SERVICE CHANGE EFFECTIVE DATE
23	Community Workshop	DDOT	Joseph Walker Williams Center Room 120 8431 Rosa Parks Blvd. Detroit, MI 48206	Tuesday, April 11, 2017 5:30 p - 7:00 p	Attended	Yes	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	4/22/2017
24	Community Workshop	DDOT	Campbell Library 8733 Vernor Hwy Detroit, MI 48209	Wednesday, April 12, 2017 5:30 p - 7:00 p	Attended	Yes	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	4/22/2017
25	Community Workshop	DDOT	SER Metro-Detroit 9301 Michigan Ave Detroit, MI 48210	Thursday, April 13, 2017 5:30 p - 7:00 p	Attended	Yes	Yes	n/a	9, 14, 16, 19, 25, 34, 42, 49, 53, 80, & 89	4/22/2017
26	Community Meeting for Service Changes	DDOT	Rosa Parks Transit Ctr. 1310 Cass Detroit MI 48226	Tuesday, June 13, 2017 10 a.m. - Noon	Attended	Yes	Yes	n/a	53 Woodward End of Detour/ Downtown Stops	6/24/2017
27	Community Meeting for Service Changes	DDOT	Detroit Main Library 5201 Woodward Ave Detroit, MI 48202	Tuesday, June 13, 2017 5-7 p.m.	Attended	Yes	Yes	n/a	53 Woodward End of Detour/ Downtown Stops	6/24/2017
28	Open House	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Wednesday, April 19, 2017 6:00 p - 8:00 p	Attended	No	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
29	Open House	DDOT	Northwest Activities Ctr 18100 Meyers Rd. Detroit, MI 48235	Monday, April 10, 2017 5:00 p - 7:00 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
30	Community Workshop	DDOT	Providence Hosp. 16001 W. Nine Mile Rd. Southfield, MI 48075	Thursday, June 22, 2017 6:30 p - 7:45 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
31	Community Workshop	DDOT	Rosa Parks Transit Ctr. 1310 Cass Detroit MI 48226	Tuesday, June 27, 2017 10:00 a - 11:30 a	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
32	Community Workshop	DDOT	Oakland Comm. College; 22322 Rutland Dr Southfield, MI 48075	Tuesday, June 27, 2017 6:30 p - 7:45 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
33	Community Workshop	DDOT	Northwest Activities Ctr 18100 Meyers Rd. Detroit, MI 48235	Thursday, June 29, 2017 6:30 p - 7:45 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017

APPENDIX E: SUMMARY OF OUTREACH EFFORTS OCTOBER 2018–OCTOBER 2020

DDOT Public Hearing and Workshops FY 2015–2019 (cont.)

ITEM	EVENT	HOSTED/ SPONSORED BY	LOCATION	DATE & TIME	ATTENDED/ PROVIDED SERVICE	LOW INCOME AREA	MINORITY GROUPS SERVED	TRANS LATOR	ROUTES AFFECTED	SERVICE CHANGE EFFECTIVE DATE
34	Open House	DDOT	Providence Hosp 16001 W. Nine Mile Rd Southfield, MI 48075	Thursday, April 20, 2017 4:00 p - 6:00 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
35	Public Hearing	DDOT	Rosa Parks Transit Ctr. 1310 Cass Detroit MI 48226	Tuesday, July 18, 2017 10:00 a - 12:00 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
36	Public Hearing	DDOT	Oakland Comm. College; 22322 Rutland Dr. Southfield, MI 48075	Tuesday, July 18, 2017 6:00 p - 8:00 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
37	Public Hearing	DDOT	Providence Hosp 16001 W. Nine Mile Rd Southfield, MI 48075	Wednesday, July 19, 2017 6:30 p - 8:30 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
38	Public Hearing	DDOT	Northwest Activities Ctr 18100 Meyers Rd. Detroit, MI 48235	Thursday, July 20, 2017 6:30 p - 8:30 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
39	Open House	DDOT	Oakland Comm. College 22322 Rutland Dr Southfield, MI 48075	Tuesday, August 29, 2017 6:00 p - 7:30 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
40	Open House	DDOT	Rosa Parks Transit Ctr. 1310 Cass Detroit MI 48226	Wednesday, August 30, 2017 10:00 a - 12:00 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
41	Open House	DDOT	Northwest Activities Ctr 18100 Meyers Rd. Detroit, MI 48235	Thursday, August 31, 2017 6:00 p - 7:30 p	Attended	Yes	Yes	n/a	Major - Northland Closure 16, 17, 22, 23, 46, & 60	9/2/2017
42	Service Change Meeting	DDOT	Joseph Walker Williams Center Room 120 8431 Rosa Parks Blvd Detroit, MI 48206	Tuesday, January 23, 2018 6-7:30 p.m.	Attended	Yes	Yes	n/a	15,21,34,42, 45,92, & 99	1/27/2018
43	Service Change Meeting	DDOT	DMC Harper Hospital Kresge Auditorium 3990 John R St Detroit, MI 48201	Thursday, January 25, 2018 4-5 p.m.	Attended	Yes	Yes	n/a	15,21,34,42, 45,92, & 99	1/27/2018
44	Informal Workshop	DDOT	Northwest Activities Ctr 18100 Meyers Rd. Detroit, MI 48235	Monday, February 19, 2018 7-9 p.m.	Attended	Yes	Yes	n/a	Fresh Wagon Route 99	4/1/2019
45	Informal Workshop	DDOT	Waterfall Missionary Baptist Church 12040 Visger St Detroit, MI 48217	Tuesday, February 20, 2018 6-8 p.m.	Attended	Yes	Yes	n/a	Fresh Wagon Route 99	4/1/2019

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46	Informal Worksh op	DDOT	Samaritan Center 5555 Conner St #2210 Detroit, MI 48213	Thursday, February 22, 2018 6-7:30 p.m.	Attended	Yes	Yes	n/a	Fresh Wagon Route 99	4/1/2019
47	Public Hearing	DDOT	SEMCOG 1001 Woodward Ave Detroit, MI 48226	Tuesday, April 3, 2018 6-7:30 p.m.	Attended	Yes	Yes	n/a	Discontinue 498 Reflex/ 24 hour service added to 17 Eight Mile	4/21/2018
48	Public Hearing	DDOT	WCCD Center for Learning Technology 19191 Vernier Harper Woods, MI 48225	Thursday, April 5, 2018 6-8 p.m.	Attended	Yes	Yes	n/a	Discontinue 498 Reflex/ 24 hour service added to 17 Eight Mile	4/21/2018
49	Public Hearing	DDOT	Ferndale Public Library 222 E Nine Mile Rd Ferndale, MI 48220	Tuesday, April 10, 2018 10:30 a.m. - Noon	Attended	Yes	Yes	n/a	Discontinue 498 Reflex/ 24 hour service added to 17 Eight Mile	4/21/2018
50	Service Change Worksh op	DDOT	Farwell Recreation Center 2711 E. Outer Drive Detroit, MI 48234	Monday, June 25, 2018 10 a.m. - Noon	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
51	Service Change Worksh op	DDOT	Redford Branch Library 21200 Grand River Detroit, MI 48219	Monday, June 25, 2018 6-7:30 p.m.	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
52	Service Change Worksh op	DDOT	Samaritan Center 5555 Conner St #2210 Detroit, MI 48213	Tuesday, June 26, 2018 10 a.m. - Noon	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
53	Service Change Worksh op	DDOT	Northwest Activities Ctr 18100 Meyers Rd. Detroit, MI 48235	Tuesday, June 26, 2018 6-7:30 p.m.	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
54	Service Change Worksh op	DDOT	The Matrix Center 13560 E McNichols Detroit, MI 48205	Wednesday, June 27, 2018 10 a.m. - Noon	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
55	Service Change Worksh op	DDOT	Detroit Main Library 5201 Woodward Ave Detroit, MI 48202	Wednesday, June 27, 2018 6-7:30 p.m.	Attended	No	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
56	Service Change Worksh op	DDOT	Campbell Library 8733 Vernor Hwy Detroit, MI 48209	Thursday, June 28, 2018 10 a.m. - Noon	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018

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57	Service Change Workshop	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Thursday, June 28, 2018 6-7:30 p.m.	Attended	No	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
58	Public Hearing	DDOT	SEMCOG 1001 Woodward Ave Detroit, MI 48226	Monday, July 9, 2018 10 a.m. - Noon	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
59	Public Hearing	DDOT	Considine Little Rock Family 8904 Woodward Ave Detroit, MI 48202	Monday, July 9, 2018 6-7:30 p.m.	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
60	Public Hearing	DDOT	Rosa Parks Transit Ctr 1310 Cass Det. MI 48226	Tuesday, July 10, 2018 10 a.m. - Noon	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
61	Public Hearing	DDOT	Rosa Parks Transit Ctr 1310 Cass Det. MI 48226	Tuesday, July 10, 2018 6-7:30 p.m.	Attended	Yes	Yes	n/a	New Connect Ten Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	9/1/2018
62	Public Hearing	DDOT	DDOT - Adm. Bldg.; 1301 E. Warren, Detroit, 48207	Wednesday, December 12, 2018 5-6:30 p.m.	Attended	No	Yes	n/a	4,8,10,13,38, 68,99	1/26/2019
63	Public Hearing	DDOT	Salvation Army Conner Center 3000 Conner Detroit, MI 48215	Thursday, December 13, 2018 11 a.m. - 12:30 p.m.	Attended	Yes	Yes	n/a	4,8,10,13,38, 68,99	1/26/2019
64	Public Hearing	DDOT	Wilder Branch Public Library 7140 E 7 mile	Tuesday, May 7, 2019 10:30 a.m.	Attended	Yes	Yes	n/a	10,11,16,99	6/22/2019
65	Public Hearing	DDOT	Detroit Achievement Academy 7000 W Outer Dr	Tuesday, May 7, 2019 6 p.m.	Attended	Yes	Yes	n/a	10,11,16,99	6/22/2019
66	Public Workshop	DDOT	St. Hedwig Park 2900 Junction St Detroit, MI 48210	Wednesday, August 14, 2019 5-7:30 p.m.	Attended	Yes	Yes	Available	3,11,6,18 and New 26 Junction	11/16/2019
67	Public Workshop	DDOT	Detroit Main Library 5201 Woodward Ave Detroit, MI 48202	Wednesday, August 21, 2019 5-7 p.m.	Attended	No	Yes	n/a	3,11,6,18 and New 26 Junction	11/16/2019
68	Public Workshop	DDOT	Bridging Communities 6900 McGraw Ave Detroit, MI 48210	Wednesday, August 28, 2019 5-7:30 p.m.	Attended	Yes	Yes	Available	3,11,6,18 and New 26 Junction	11/16/2019

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69	Public Hearing	DDOT	Pizza Plex 4458 W Vernor Detroit, MI 48209	Thursday, September 26, 2019 6-7:30 p.m.	Attended	No	Yes	Available	3,11,6,18 and New 26 Junction	11/16/2019
70	Public Hearing	DDOT	Conely Detroit Public Library 4600 Martin Detroit, MI 48210	Tuesday, October 1, 2019 5:30 - 7 p.m.	Attended	Yes	Yes	n/a	3,11,6,18 and New 26 Junction	11/16/2019
71	Public Hearing	DDOT	Joseph Walker Williams Center 8431 Rosa Parks Blvd, Room 120 Detroit, MI 48206	Wednesday, October 2, 2019 11 a.m. - 12:30 p.m.	Attended	Yes	Yes	n/a	3,11,6,18 and New 26 Junction	11/16/2019