



Memorandum

TO: Council President Brenda Jones

FROM: Mikel Oglesby
Executive Director of Transit

CC: Honorable Colleagues
Janice Winfrey, City Clerk
Avery Peeples, City Council Liaison

DATE: July 27, 2020

SUBJECT: Resident Concerns on DDOT Buses

In response to the concerns raised by residents regarding DDOT buses “consistently passing them because they are further down on the route,” DDOT is prepared to continue implementing the following procedures with an emphasis placed on high ridership lines. With the help of real time data, the department has been closely monitoring ridership daily on all routes. This includes:

- Total ridership by day, route
- Ridership during peak hours
- Instances of overcrowding reported by:
 - APC data (Amount of passengers boarding at each stop)
 - Road Supervision/Dispatch
 - Transit Police
 - Customer Service
 - Customer Feedback/Social Media

By monitoring our service daily with the aforementioned methods of communication and data, DDOT will continue making “real time” service adjustments as needed. To ensure adequate service while maintaining social distancing on all buses, DDOT will continue to implement the following:

- Buses to start their run in intervals, with half starting further down the line, thus minimizing the frequency of passengers being passed up.
 - This also raises an additional challenge of longer wait times for those at the beginning of the line waiting for a bus to come back around.



Detroit Department of Transportation

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- Road Supervision will monitor the high ridership lines, with an emphasis placed on bus stops with high boarding rates
- Dispatch will continue to monitor on-time performance to make the necessary service adjustments and prevent long wait times between runs.

Please do not hesitate to contact my office if there are additional questions.

Best,

C. Mikel Oglesby, Executive Director of Transit

Cc: Hakim Berry, City of Detroit (COO)
Honorable Detroit City Council
Avery Peebles, Mayor's Liaison
City Clerk