

Public Notifications

September 2020



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DDOT By the Numbers



September 2020

75%

Weekday on-time performance

96%

AM pull out time percentage
for buses in the city

97%

PM pull out time percentage
for buses in the city

814,901

Total riders in September

1.01%

Percent of runs with incidents (monthly)



Local Advisory Council



Council's Objectives

The purpose of the Local Advisory Council (LAC) is to serve as the foundation for assessing, planning and strengthening public transportation services in the community and to provide recommendations and input to local public transportation providers and other governing entities.

There are a few things every LAC must have:

- Every transit system in Michigan must have an LAC.
- At least half of the LAC must be people representing seniors and people with disabilities.
- It must meet at least once a year.
- It must review and comment on the transit system's accessibility plan.



LAC Membership List

District One	Andre Bryant
District Two	Celia Collins
District Three	James Jones
District Four	Tammy Black
District Five	Sabrina Simmons
District Six	Yvonne Roundtree
District Seven	Fayne Chennault
DAAA	Tamara Perrin and Anita Owen

Board Membership

LAC Board Members are appointed by the DDOT Director. If you are interested in serving as a LAC Board Member, call **(313) 833-3655** or email **DDOT-ADA@detroitmi.gov**.

Next Meeting

Tuesday, November 17
10 a.m.

Zoom Call in Number: 1 (312) 626-6799
Meeting ID: 921 3524 3347
Password: 111720

For more information, call **(313) 833-3655** or email **DDOT-ADA@detroitmi.gov**.



Accessibility



ADA

DDOT makes reasonable accommodations in order for individuals with disabilities to fully use transit services. All requests should be made in advance by submitting a completed Reasonable Accommodation Request form.

For more information on Reasonable Accommodations, visit **detroitmi.gov**.

Title VI

Title VI of the Civil Rights Act of 1964 states that “No Person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

For more information on Title VI, visit **detroitmi.gov**.



ARTICLE I: NAME AND OFFICES

Section 1.1: Name. The official name of the LAC is the “Detroit Department of Transportation Local Advisory Council.”

Section 1.2: Offices. The principle offices of the LAC are located at the DDOT departmental headquarters, 1301 East Warren Avenue, Detroit, Michigan 48207.

Section 1.3: Definitions. For the purpose of these Bylaws, the following terms have the meaning provided herein:

- A. “Older Adults” means persons who are sixty-five (65) years of age or older.
- B. “Persons with Disabilities” means persons who have disabilities, as set forth in Michigan Administrative Code R. 247.4101(m).
- C. “Mayor” means the Mayor of the City of Detroit.
- D. “City Council” means the City Council of the City of Detroit.

E. “Detroit Area Agency on Aging” means the designated area agency on aging for the City of Detroit.

ARTICLE II: AUTHORITY

Section 2.1: Purpose. The purpose of the DDOT LAC is:

- A. To review and comment upon DDOT Section 10E plans to provide demand actuated services for Older Adults and Persons with Disabilities prior to DDOT’s submission of such plans for approval by the Michigan Department of Transportation (“MDOT”).
- B. To review and comment upon DDOT’s Americans with Disabilities Act accessibility plan and related documents.
- C. To review and advise DDOT on proposed changes to policies that pertain to or otherwise affect Older Adults and Persons with Disabilities prior to their adoption by DDOT.

D. To advise DDOT on the impact of proposed changes to service levels and fares on Older Adults and Persons with Disabilities.

E. To advise DDOT on transit related issues that may pertain to or otherwise affect Older Adults and Persons with Disabilities.

Section 2.2: Authority. The LAC is authorized to perform activities necessary to serve its purpose, as stated herein.

ARTICLE III: MEMBERSHIP AND APPOINTMENT

Section 3.1: Composition. The LAC shall be 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. No fewer than half of the LAC membership must be composed of Older Adults and Persons with Disabilities. The remainder of the LAC membership must represent social services organizations or

governmental agencies that serve Older Adults and Persons with Disabilities.

Section 3.2: Appointment. Members are appointed by the DDOT Director, with the concurrence of the Mayor. The LAC may recommend prospective Members for consideration by the DDOT Director for possible appointment.

Section 3.3: Terms. Appointments are for a term of four (4) years. No Member may be appointed for more than two (2) consecutive complete terms. Members’ terms shall be staggered, such that approximately half of the membership is appointed every two (2) years.

Section 3.4: Removal. A Member may be removed from the LAC by either the DDOT Director or the Executive Committee for cause. A Member’s unexcused absence from any two (2) consecutive LAC meetings can constitute cause for removal.



Section 3.5: Vacancies. Any vacancy on the LAC is filled by appointment of new Member in accordance with the procedures set forth in Section 3.2 herein, who will serve for the remainder of the unexpired term of the vacant position. For the purposes of term limits, appointment to fill a vacancy for an unexpired term of two (2) years or less do not constitute a complete term.

Section 3.6. Compensation. As reasonable compensation for their costs associated with serving on the LAC, including costs for transportation to attend LAC meetings, Members may receive one (1) DDOT monthly ridership pass corresponding with each month of their LAC service.

ARTICLE IV: OFFICERS AND COMMITTEES

Section 4.1: Officers. The Officers of the LAC consist of a Chairperson, a Vice-Chairperson, and a Secretary, each of whom must be a Member of the LAC. No single Member may serve in more than any one Officer position at any given time.

Section 4.2. Term of Office. The term of office for each of the Chairperson, Vice-Chairperson, and Secretary is two (2) years. A Member may serve in any given Office for no more than two (2) consecutive terms.

Section 4.3: Election. The Chairperson, Vice-Chairperson, and Secretary will each be elected by the Members during the first LAC meeting following each biennial appointment of new Members. Each Member shall be entitled to one (1) vote for each of the Chairperson, Vice-Chairperson, and Secretary, and all voting must be conducted by secret ballot. During the election, the Members will first elect the Chairperson, who shall be the Member receiving the highest number of votes cast. Upon election of the Chairperson, the Members shall elect the Vice-Chairperson, who shall be the Member, other than the Chairperson, receiving the highest number of votes cast. Upon election of the Vice-Chairperson, the Members shall elect the Secretary, who shall be the Member, other than the Chairperson or Vice-Chairperson, receiving the highest number of votes

cast. If multiple Members each receive the highest number of votes for any given Officer position, a run-off election amongst only those Members having received the highest number of votes will be held.

Section 4.4: Duties. The duties of the Officers are:

The Chairperson is responsible for:

- Setting the schedule for LAC meetings;
- Establishing the agenda for each LAC meeting, upon consultation with the Vice-Chairperson;
- Chairing each LAC meeting;
- Appointing Members to LAC committees;
- Serving as liaison between the LAC and DDOT; and
- Representing the LAC at events and activities.

The Vice-Chairperson is responsible for:

- Consulting with the Chairperson on LAC meeting agendas; and
- Discharging the duties of the Chairperson in the event of the Chairperson's absence or inability to discharge its duties.

The Secretary is responsible for:

- Taking minutes of LAC meetings;
- Maintaining the official attendance record of Members at LAC meetings; and
- Maintaining documents, correspondence, and other records of the LAC.

Section 4.5: Executive Committee.

The Executive Committee is composed of the Chairperson, the Vice-Chairperson, and one (1) at-large Member. The at-large Member is appointed to the Executive Committee by the Chairperson. The purpose of the Executive Committee is to oversee the management of the LAC and to make recommendations to the LAC membership regarding issues within its authority.



Section 4.6: Ad Hoc Committees. The Chairperson may at its discretion establish an ad hoc committee to study a specific issue pertinent to the purpose of the LAC and provide recommendations regarding that issue to the LAC membership. In establishing an ad hoc committee, the Chairperson shall identify (A) the purpose and goals of the committee, (B) the Members who are appointed to the committee, and (C) the period during which the committee is authorized to perform its goals and provide its recommendations.

Section 4.7: Staff. Upon request by the Chairperson and approval by the DDOT Director, the LAC may utilize staff assistance of DDOT personnel to the extent that may be necessary to execute activities within its authority.

ARTICLE V: MEETINGS

Section 5.1: Meetings. The LAC must hold no fewer than four (4) meetings per year on a quarterly basis. Up to three (3) of these meetings may be held at the LAC's principal offices. At least one (1) meeting each year must be held at a location in the City to be determined by

the Chairperson and to be rotated among the City Council districts.

Section 5.2: Quorum. A quorum of Members is required for the conduct of business at meetings. A quorum must consist of no fewer than five (5) Members then serving.

Section 5.3: Voting. Unless otherwise stated herein, actions taken by the LAC are subject to approval by vote of the Members. Proposed actions may be approved only with the support of a majority of the Members present, but in no case fewer than four (4) Members.

Section 5.4: Recommendations to DDOT. In order to submit a formal recommendation to DDOT, the LAC shall adhere to the following procedure:

- A. The LAC shall approve submission of a proposed recommendation to the DDOT Director and Deputy Director
- B. As part of its submission, the LAC shall request DDOT to comment upon such proposed recommendation prior to the LAC's next meeting.

C. The LAC shall consider DDOT's comments in any action to approve its proposed recommendation or a modification of its proposed recommendation.

D. Upon approval of a formal recommendation, the LAC shall submit such recommendation to the DDOT Director and Deputy Director.

Section 5.5: Minutes. The LAC must keep minutes of its actions and other proceedings at its meetings, and upon approval by the LAC at the subsequent meeting, shall cause such minutes to be distributed to the Mayor and the City Council.

ARTICLE VI: AMENDMENTS

Section 6.1: Amendments. These bylaws, and any Amendments hereto, may be approved only by the affirmative vote of a majority of all LAC Members then serving. Every amendment must identify the specific existing or new sections of these Bylaws that are subject to revision or inclusion by the amendment. Upon approval of an

amendment, the LAC shall cause such amendment to be distributed to the DDOT Director and Deputy Director.

Section 6.2: Severability. These bylaws and all amendments hereto are subject to Michigan Public Act 51 of 1951, the ordinances of the City of Detroit, among other state and local laws, regulations, and orders. If any article, section, or other provision of these bylaws, as amended, if found by an appropriate authority to be in violation of such applicable law or otherwise invalid, such provision shall be severed from these bylaws, the remainder of which shall continue in effect and shall be construed so as to enable the LAC to achieve its purpose as stated herein.

Originally Adopted: September 2015
Revised: September 2015



LAC Meeting Minutes

Date:
Tuesday, August 18, 2020

LAC MEMBER ATTENDANCE

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

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

CALL TO ORDER

Sabrina Simmons, Vice-Chairperson,
10:04 am

MEETING PROCESS

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

OPENING REMARKS/ CHAIRPERSON'S REPORT

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

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

APPROVAL OF MAY 20, 2020, MEETING MINUTES

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

DDOT ADMINISTRATIVE REPORTS

Chief of Transit Police – Ricky Brown
Chief Brown stated that his Officers are enforcing social distancing and wearing masks. He also reported that riders are getting frustrated and are maliciously destroying property when issues arise, such as the bus is full or doesn't stop to

pick up riders. Many windows have been broken on buses.

Administration Manager – Josh Reid
Executive Manager of Administration Joshua Reid discussed social distancing and PPE requirements for MetroLift.

Assistant Director of Maintenance – Larry Lockett

Larry Lockett outlined the various ways, and times, buses are being cleaned and sanitized. He also asked riders to only take one mask at a time.

Assistant Director of Operations - Larry Smith

Larry Smith stated many of the Connect 10 routes are now on an M-F schedule. Buses will run every 15 minutes. More Road Supervisors are available to handle problems. He encouraged rider feedback so that issues can be addressed and resolved. Reviewed ways drivers are being oriented to COVID-19 protocols, and how some drivers have been disciplined for infractions.

Manager of Data and Reporting – Riki Yamakura

Riki Yamakura stated that Ridership is being measured by stop and route, as well as overcrowding, and the number and types of Customer Service call. Tech upgrades to the fixed-line system are progressing. There have been few changes because of the pandemic but features are being rolls out as feasible. He gave kudos to Operations, Customer Service, and Vehicle Maintenance for asking good and poignant questions of the Data team.

Marketing Manager - Jennifer Frye

Jennifer Frye Reported Communication issues are being addressed by Senior Management.

General Manager of Detroit MetroLift – Simone Lowe

Simone Lowe reported that Ridership is down 50%. Two providers haven't serviced MetroLift since March, Wrightway, and Comfort Care. Drivers are hard to hire and keep. Riders are required to wear a mask. Training is needed for some drivers to provide door to door service safely.



LAC Meeting Minutes

Date:
Tuesday, August 18, 2020

Scheduling and Service Department – Geena Schofield

Geena Schofield reported Scheduling is working with Operations to increase service for Connect 10 routes by returning to an M-F schedule.

Regulatory Compliance Officer, ADA – Don C. Lozen

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

OLD BUSINESS

Ongoing MetroLift Issues and Concerns

Simone Lowe was asked questions

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

NEW BUSINESS

DDOT Fixed Line Service Update

Terminal meetings are being held to help educate drivers on the COVID-19 protocols and to discuss situations of safety while picking up ADA riders. There have been many incidents of vandalism to the buses because of overcrowding and riders not wanting to wait. There was a 60% reduction in overcrowding the first day the M-F schedule was reintroduced. Tamara

Perrin, LAC Member, suggested that the Mayor record a PSA to be broadcasted through the city's media. Other suggestions were made to communicate to the ridership why service at the level it is.

PUBLIC COMMENTS

- Mr. Bernard asked about how to obtain a Yellow Mitt and commented that issues related to accessibility on the fixed-line are protected by the ADA and FTA regulations. Mr. Lozen referred Mr. Bernard to the website for information on the Yellow Mitt program. He also stated Mr. Bernard could call him to discuss the Yellow Mitt program and to obtain a mitt if qualified.
- Mr. Rice asked about the policy regarding face masks while riding MetroLift. Simone Lowe stated that a policy is being written but the policy has been communicated consistently that you must wear a mask to ride.
- Mr. Bryant asked for the procedure to renew his MetroLift eligibility. He

also volunteered to trial the new email reservation system.

- Ms. Maddox wanted to make sure that the Service Animal policy was still being enforced on the fixed-line service. Mr. Smith, Operations, stated nothing has changed. She wanted to know the total number of ADA riders who can ride on a fixed-line bus. Mr. Smith stated two, to maintain social distancing. Ms. Maddox also stated that drivers still aren't approaching the bus stop correctly so those not needing a ramp to board, but do have challenges, can board without problems. They don't get close enough to the curb.
- Ms. Franklin wanted to know more about the Yellow Mitt, the purpose, and who can get one. She was also concerned that accessibility standards remain as they have been and ADA riders will be able to ride.



LAC Meeting Minutes

Date:
Tuesday, August 18, 2020

PUBLIC COMMENTS (cont.)

- Mr. Handschu stated that the rumor on the streets is that Enjoy was going to provide services again for DDOT. He and several in the disabled community are opposed to them ever providing services. He also wanted to know about technological advances that are on the market to combat COVID-19 are being looked at by DDOT. Mr. Lockett, Vehicle Maintenance, stated that a clear air circulating system is being piloted.

NEXT MEETING

The next meeting is on November 17, 2020.

*Minutes Submitted By Regulatory Compliance Officer-ADA,
Donald C. Lozen*

OTHER COMMENTS

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

ADJOURNMENT

The meeting was adjourned at 11:38 a.m. by consent.



DDOT Fares*



Regional Passes

The Dart Passes allow unlimited rides on DDOT and SMART buses and the QLINE streetcar.

	Full	Reduced*
4-Hour Dart Pass	\$2	\$0.50
24-Hour Dart Pass	\$5	\$2
7-Day Dart Pass	\$22	\$10
31-Day Dart Pass	\$70	\$29

DDOT Passes

The DDOT Passes allow unlimited rides on DDOT buses.

	Full	Reduced*
7-Day DDOT Pass	\$17	\$8
31-Day DDOT Pass	\$50	\$17

DDOT Student ID Card

Applies to students in grades 9-12 who do not have a school-issued ID.

\$2

*Fares are waived until further notice.

