

Local Advisory Council (LAC) Meeting Minutes

Tuesday, February 16, 2021



LAC Member Attendance

District One	Andre Bryant	Present
District Two	Celia Collins	Excused
District Three	James Jones	Present
District Four	Tammy Black	Excused
District Five	Sabrina Simmons	Present
District Six	Yvonne Roundtree	Present
District Seven	Fayne Chennault	Present
DAAA	Rick Spivey (pending)	Present
DAAA	Anita Owen	Present

Note: This was a virtual meeting. Seven LAC members and approximately twenty-five other people were in attendance.

Call to Order

Yvonne Roundtree, Chairperson, 10:03 a.m.

Opening Remarks/Chairperson

Ms. Roundtree welcomed everyone to the meeting. She is concerned that the elderly community isn't getting transportation information. They don't have computers and it would be good if PSAs could be shared on TV since the elderly rely on TV for their information.

Approval of November 17, 2020, Meeting Minutes

Motion to approve was initiated by Andre Bryant. Seconded by James Jones. The ayes carried as there were no nays.

Chairperson's Report

Nothing to report

DDOT Administrative Reports

- A. Administrative Director's Report.** Zaundra Wimberley stated that a new Customer Service Representative has been hired. The additional position should help the department to work more efficiently.
- B. Chief of Transit Police.** Chief Ricky Brown asked everyone to wear a mask consistently.
- C. Assistant Director - Vehicle Maintenance.** Five mechanics have been hired. Buses continue to be sanitized.
- D. Assistant Director - Operations.** Larry Smith stated drivers have received training on conflict resolution in November, as mentioned in the last meeting, and drivers received FTA and other refresher training in December and January.
- E. Manager of Data.** Riki Yamakura stated the problems with the annunciator and app are improving, but it will take time to work everything out. There are plans to have data on the webpage for all to review.
- F. General Manager, MetroLift.** There are weather delays today. Drivers are being safe and taking their time because of the snow. Transdev received a one-year extension to provide MetroLift services. Eligibility issues have arisen as Jackie Payne retired in late December. MetroLift does provide transportation to get a COVID-19 vaccination. One must call 313-208-7364 and use option #2 to make a reservation. The trip cost \$2. The driver will wait for you and then take you home. Rides are to the TFC Center, Fellowship Chapel, and Second Ebenezer Baptist Church.
- G. Service Development and Manager.** Geena Schofield reported that the #5 Van Dyke and #9 Jefferson expanded back to a weekday schedule. The #38 Plymouth added two buses to accommodate workers going to the plants on Plymouth Road.
- H. Transit Ambassador Manager.** Mikki Taylor-Hendrix gave an update on the State Fair Transit Center.
- I. ADA Coordinator.** Don Lozen reported that all DDOT drivers received an FTA Refresher Training by the Compliance Department including a review of all regulations related to ADA. An ADA Manual is being developed so riders know the regulations and the rules related to bus usage. On February 5th the LAC met in Executive Session to review and approve the 2021 Transit Accessibility Plan. Since the drivers received training in December and January, ADA complaints have declined significantly.

Old Business

No old business

New Business

No new business

Public Comments

1. **Arthur Vardiman.** Stated that the service has been good. He wanted to know if mechanics were being trained at WCCC. (There have been no classes since the pandemic started. New hires have come from other departments and experienced outside hires.) He asked Mr. Luckett if the new buses have transmission problems, and Mr. Luckett will investigate.
2. **Renard Monczunski.** Suggested that ADA information is sent to the public via old fashioned mailers, maybe emails. He didn't want to see fares returning until the economy improves; he also stated that 25% of the fare boxes don't work, and that management is rushing into bringing back fares.
3. **Marguerite Maddox.** Wanted to make sure drivers were trained on service animals and general concerns with people with disabilities. Don Lozen outlined the ADA training that was presented.
4. **Jaime Junior.** Wants to see people with disabilities be used in future training. (COVID-19 restricts such activities right now.) She suggested that there be other verification of disability be used so timely approval can be made. Pam King gave an update on eligibility. Currently, the process is current.
5. **Sabrina Simmons.** Discussed concerns she has heard about MetroLift renewals, waiting for centers, extensions, and other accessibility concerns regarding the application process. Pam King addressed concerns as needed. Regarding waiting areas for people who transfer between SMART and DDOT on the paratransit systems, there is no place to wait, especially in the cold. Pam King discussed the work that went into finding places and the resolution that was found. A list of waiting places will be sent to Don Lozen to distribute.
6. **Darryl Rice.** Had a complaint about the online application not being accessible for the blind community to read, download or fill in online. Suggested Sabrina Simmons assist Pam.
7. **Victoria Bennett.** She appreciated the effort put into finding waiting spots for paratransit riders. She suggested erecting tents with heaters if possible. Pam King reiterated the waiting spots that are available across the city.
8. **Lisa Franklin.** She suggested that both DDOT and SMART extend their pickup radius by ¼ mile to accommodate riders. She wanted a copy of the 2021 Transit Accessibility Plan, and she wanted to know more about the new monies for New Freedom.



Other

Don Lozen thanked everyone for the wonderful discussion of issues and concerns. He said it was one of the best discussions held at a LAC meeting in the last four years.

Adjournment

The meeting was adjourned by acclamation at 11:28 a.m. The next meeting is Tuesday, May 18, 2021.

Respectfully submitted,
Donald C. Lozen
Regulatory Compliance Officer-ADA