



**Local Advisory Council (LAC)
Meeting Minutes
Tuesday, November 15, 2022
10:00 am – 12:00 pm**

LAC Member Attendance

District One	Andre Bryant	Present
District Two	Tamara Perrin	Present
District Three	James Jones	Present
District Four	Tammy Black	Present
District Five	Sabrina Simmons	Present
District Six	Yvonne Roundtree	Present
District Seven	Faye Chennault	Absent
DAAA	Rick Spivey	Present
DAAA	Anita Owen	Present

This was a virtual meeting. Eight of Nine LAC members were in attendance and twelve administrative staff members attended.

Call to Order

Andre Bryant, LAC Chairman, called the meeting to order at 10:05 am

Opening Remarks/LAC Chairman

Mr. Bryant stated that Don Lozen has retired.

Approval of the August 16, 2022 Minutes

A motion was made by Tamara Perrin to postpone the approval of the August 16, 2022 minutes until Ms. Simmons receives an accessible format. Sabrina Simmons second and the motion was approved.

2023 Accessibility Plan Approval

Tamara Perrin, District Two: The LAC should be able to review the ADA and paratransit complaints and suggested that drivers receive ADA Sensitivity training biannually.



DDOT Response: Mr. Barkley stated that our drivers receive Refresher Training once a year. If a driver receives a complaint, they are sent back for additional training. We'll look into having bi-annual training and see if is something that can be done.

Sabrina Simmons, District Five: Asked what is the plan for vehicle accessibility?

Tammy Black, District Four: The community needs to be made aware that they have representation from the LAC members in each district.

A motion was made by Tamara Perrin not to approve the 2023 Accessibility Plan until the Transdev contract is approved. Motion was seconded by James Jones and the motion carried.

Chairperson's Report

Nothing to report.

DDOT Administrative Reports

A. Executive Director – Mikel Oglesby

Excused due to meeting with City Council regarding paratransit Transdev contract.

B. Assistant Deputy Director of Administration – Melvin Barkley

- We are moving forward with the new Paratransit contract. We did get thirty percent of the contract with People's Choice approved. We are going before the city council today to get the seventy percent with Transdev approved.
- We are continuing to hire drivers. There are forty students in our training class, we are hiring for our road supervision and dispatch. We have a strong team we are just trying to get stronger.
- Introduced the new Assistant Director of Operations Tony Vinson.

C. Assistant Director of Operations – Tony Vinson

- Fourteen of the forty students mentioned by Melvin Barkley started class on Monday.
- Seventeen of the forty students are driving in revenue service and have been driving for a while and will soon be badged to become full time drivers.



- Eight of the forty students will be promoted to operators next week and nine students are working on their CDL license.
- Currently hiring new drivers
- Developing Standard Operating Procedures (SOP) to provide better service to the public.

D. Detroit MetroLift - Simone Moore

- The conditions of the vehicles and drivers training is something Transdev plan to target more intensely in the future, only higher performing providers will be carried over to the new contract, and the Transdev Call Center is transitioning over to DDOT.

E. Paratransit Division – Michael Staley

- We are in the process of hiring call center employees and training will be on November 21, 2022.
- DDOT employees will be booking the trips, scheduling the service, dispatching, responsible for customer complaints intake, investigation, and resolution.
- DDOT employees will be responsible for the eligibility certification process.
- We have hired managers for the call center and eligibility.
- The Paratransit Outreach Direct Service Specialist will act as a liaison between DDOT and the disabled community to oversee customer complaints.
- DDOT's tentative go live date for the reservations and dispatch functions is Tuesday, December 13, 2022.
- Paratransit application for conditional eligibility will be available during the third or fourth quarter of 2023.
- We would like to develop a full functional eligibility assessment process.
- The Mobile App pilot program will be launched in the second quarter of 2023.
- DDOT is exploring a paratransit electronic payment system for cash, debit, and credit card payments. LAC members are invited to participate in the mobile app user's group.



- **Tammy Black, District Four** – Stated providers need to be held responsible and suggested that a listing of ADA complaints received by DDOT be sent to the LAC.
- **Tamara Perrin, District Two** – Requested a copy of DDOT’s complaint process flowchart for the paratransit call center, an invite to attend the software vendors meeting, and would like to receive the paratransit scorecard reports prior to the quarterly meeting. **DDOT Response:** Mr. Staley stated that a mobile app invite will go out to the LAC. DDOT will provide a listing of complaints without the complainant’s information but rather the complaint ID number.
- **Sabrina Simmons, District Five** – Asked if Transdev Call Center employees are transitioning to DDOT and stated concerns regarding the length of time to schedule, canceled trips, and safety of elderly or disable riders being left somewhere alone. **DDOT Response:** Mr. Staley stated eighty percent of employees are new hires. Richard Czeck stated DDOT’s Safety Division will provide support to the Paratransit Division to conduct safety investigations and provide best practices, if needed.
- **Mr. Spivey, DAAA via chat** – Requested a copy of the paratransit presentation that was presented on Monday, November 14, 2022.

F. Transit Police - Chief Ricky Brown

- There are four to five new hire candidates in various stages of hire.
- A Crisis Intervention Team member was able to talk a suicide person down from the Motor City Casino roof and will be presented with an award.
- **Tamara Perrin, District Two** – Does transit police conduct special training on mental illness? **DDOT Response:** Chief Brown stated the transit police division has been trained in mental first aid by DPD and Wayne Mental Health.

G. Safety Division – Richard Czeck

- During DDOT’s Joint Safety meeting the Transit Police Sergeant will be nominated for a Champion of Safety Award which is going above and beyond the call of duty of safety actions, he talked a person down from a suicide attempt.



- Safety is in daily contact with Transit Police with law enforcement matters.

H. Scheduling and Planning Director – Steve Patrinick

- In January DDOT will start the next phase of the Reimagined Project and will need public involvement. The draft of the new network is ready for public review and comment.
- Detours coming up this weekend and next week for the Christmas Tree Lighting, the Thanksgiving Parade, and the Turkey Trot.
- **Tammy Black, District Four** – Requested a list of all the phone numbers and email addresses for all DDOT leadership. **DDOT Response:** Mrs. Sheffield stated the list will be provided.

I. Vehicle Maintenance Division – Robert Grainger

- Two coach service attendants were hired this week and more will start next week.
- New trainers were hired to train mechanics on all new vehicle technology.
- Ten new buses will be delivered the first quarter of 2023.

J. ADA Coordinator – Lakenya Sheffield

- Provided contact information: Phone at 313-590-2939 and email address lakshe@detroitmi.com.
- Reduced Fare ID Cards are available at the Rosa Parks transit Center Cashier's Office Monday – Friday 8:30 am – 3:30 pm
- MetroLift ID Cards – current and expired cards are still being accepted, if you don't have a MetroLift ID card your state driver's license and or ID will be accepted.
- For special accommodations such as the yellow mitt, large print documents, or braille contact the ADA coordinator.
- Paratransit Appeals Board members are needed, contact the ADA Coordinator for more information.

Old Business



New Freedom – Mr. Barkley stated there is no new information about the new freedom program at this time. Once DDOT receives extra funding to extend the plan would be given to the LAC members and other riders.

Sabrina Simmons asked if New Freedom is scheduled to end December 31st. If so, when will we get an answer about extending that service past December 31st?

DDOT Response: Mr. Barkley stated the New Freedom program is scheduled to end December 31, 2022.

Sabrina Simmons made a general statement that LAC members would like to be informed of DDOT new projects so that the members can inform the public.

New Business

A motion was made by Sabrina Simmons to extend the public comments to three minutes. Tammy Black seconded the motion, and the motion was approved.

Public Comments

Darryl Rice - How many vehicles will People Express provide under the new contract? He suggested that DDOT Executive staff secretly ride the paratransit service to actually see what's going on with the service. He stated that Transdev has struggled for the last six years to get it right so why are we still trying to partner with them now. DDOT Response: Lakenya Sheffield will send the requested information to Mr. Rice's email.

Robert Pawlowski - Southeastern Michigan Citizens Advisory Committee - Agreed with mostly all the LAC members regarding this issue of paratransit. Thinks a two-year contract would be better. Rosa Parks Transit Center needs transit police presence due to the criminal activity and excited to see the DDOT Reimagined Plan starting again. DDOT Response: Ricky Brown responded stating DDOT is aggressively recruiting and hiring to deploy additional officers to Rosa Parks. DDOT Transit Police is working with Downtown Detroit Police Services to assist with any request for police presence or assistance at Rosa Parks.

Andre Bryant – LAC Chairman - Stated customer service and dispatch is getting worse. He was on hold for a whole hour. Transdev drivers required him to pay fare to attend DDOT's Paratransit Appeal Board hearings when it is a free ride.



Transdev Response: Simone Moore stated extended wait times in the call queue is due to being short staffed. Transdev encourages those who have the capabilities to use the mobile app or use our callback option. The LAC and Appeal Board members ride to and from 1301 Warren for free. The policy will be reiterated to staff.

Next meeting Tuesday, February 21, 2023.

A motion to adjourn the meeting was made by Sabrina Simmons and Ricky Spivey seconded the motion, and the motion was approved.

Meeting adjourned at 11: 39 am.

Respectfully submitted by:

LaKenya Sheffield
Regulatory Compliance Officer - ADA

Andre Bryant
Chairperson, Local Advisory Council