



City of Detroit

CITY COUNCIL

MARY SHEFFIELD
CITY COUNCIL PRESIDENT
DISTRICT 5

MEMORANDUM

TO: David Whitaker, Director, Legislative Policy Division
FROM: Mary Sheffield, President, Detroit City Council
DATE: October 17, 2022
RE: Request for Resolution in Support of the Proposed DDOT Bill of Rights

Please prepare a resolution in support of the DDOT Bill of Rights presented by the Detroit People's Platform. The text of the Bill of Rights was derived from focus groups and community meetings with essential bus riders (those that use transit as their sole or primary means of transportation) and has been advanced as part of Proposal P - transportation provisions. The DDOT Passenger Bill of Rights expands on our current charter and enumerates basic expectations from Detroit's transit department that are given in other cities in Michigan and the United States.

Through this resolution, Council aims to affirm its commitment to residents of this city that rely on public transit as their sole means of transportation. The Bill of Rights text can be found below:

Citizens of the City of Detroit should expect the following transportation standards:

1. Respectful, courteous service;
2. On-time bus service;
3. Clean, safe, and well-maintained public modes of transportation;
4. Receipt of transit information in a timely, transparent, and equitable manner;
5. Unobstructed access to shelters, transportation stops, and transit centers;
6. Adequate accommodations for a transit rider's special and other reasonable needs;
7. Adequate and multiple means of notification of disruptions and delays in service;
8. A fare structure that accommodates the financial condition of citizens and promotes increased access to transit services for all citizens;
9. Multilingual transportation literature, signage and other communications that make transit services accessible to all citizens;
10. A fair, impartial, and expeditious process for the filing and resolution of complaints and grievances with the Department of Transportation;

11. Public input on transit and service-related decisions before implementation.

If you have any questions or need additional information, please contact Yvonne Ragland from my office at yvonne.ragland@detroitmi.gov.

Cc: Honorable Colleagues
City Clerk