

Budget Hearing

March 2023



DDOT by the Numbers

OUR TEAM



REVENUE AND EXPENSES

\$161,829,793

Total Operating Expenses

2022 REVENUE

\$7,368,671

3.5 months of fare collection

2022 ANNUAL RIDERSHIP

9M+ 9,426,451 rides
provided annually

245K+ 245,951 paratransit rides

OUR TECHNOLOGY



Wi-Fi



GIRO Hastus



Mobile
Ticketing



Clever
Devices

OUR FLEET



292
Buses



74+
Paratransit Vehicles

OUR ROUTES



5,106
Bus Stops



1
Enclosed
Transit Center



144
Square Miles
Service Area



37
Fixed Routes



9 24-Hour
Routes

Fixed-Route Performance Metrics

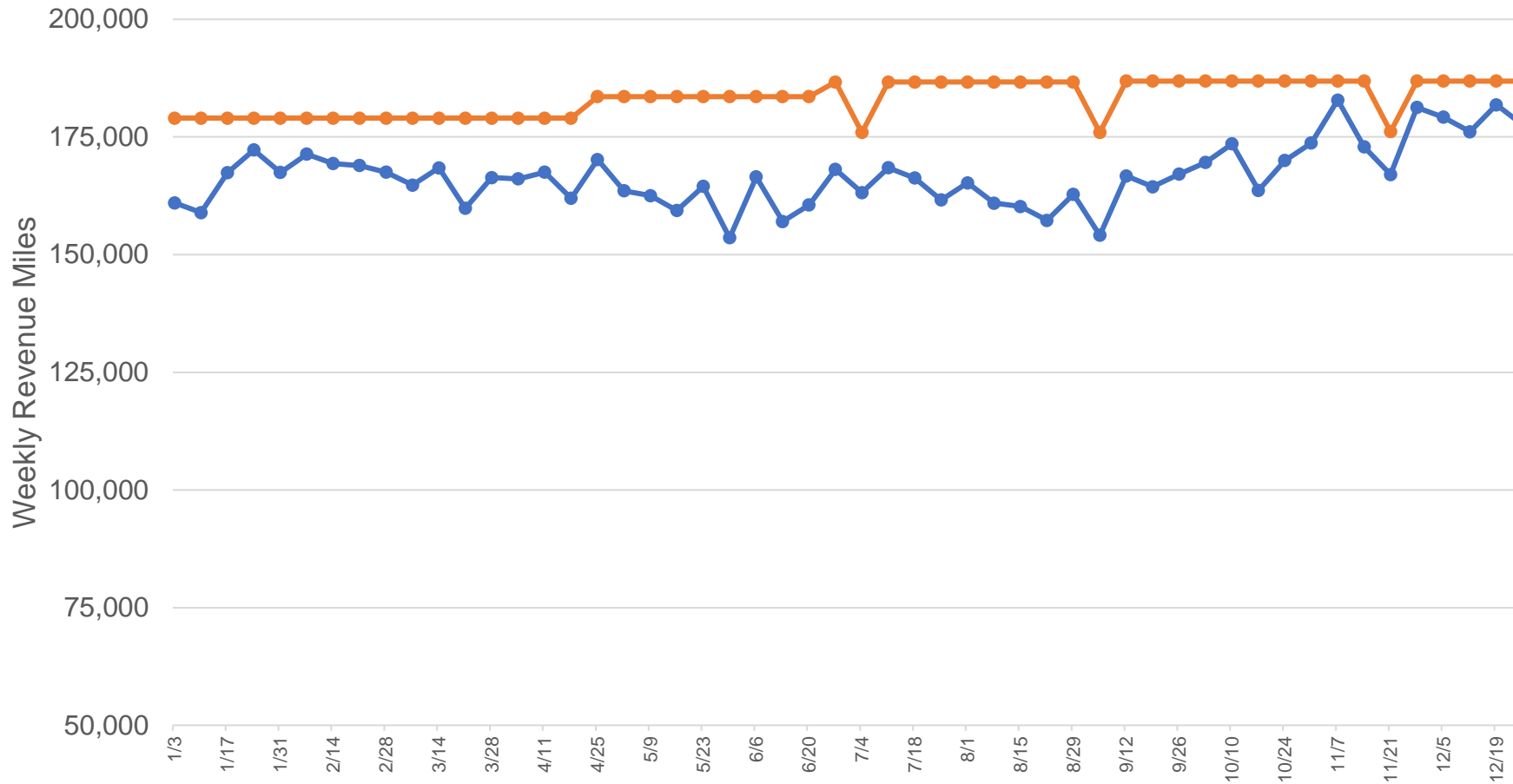
Metric	FY 2021	FY 2022	% Change
Fleet Size	288	292	1%
On Time Performance	73%	64%	-9%
Service Coverage*	88%	91%	3%
Annual Ridership	8.5 million	9.4 million	9%
Reportable Accidents/100K Miles**	1.48	1.15	-33%

* DDOT is now using a Service Coverage metric (% of scheduled revenue miles operated) that provides a better picture of what the customer sees on the street.

** Increased accuracy in FY2021 using proactive safety technology and preventable accident review committee charter.

2022 Service Delivery

2022 Service Delivery: **Actual** vs **Scheduled**

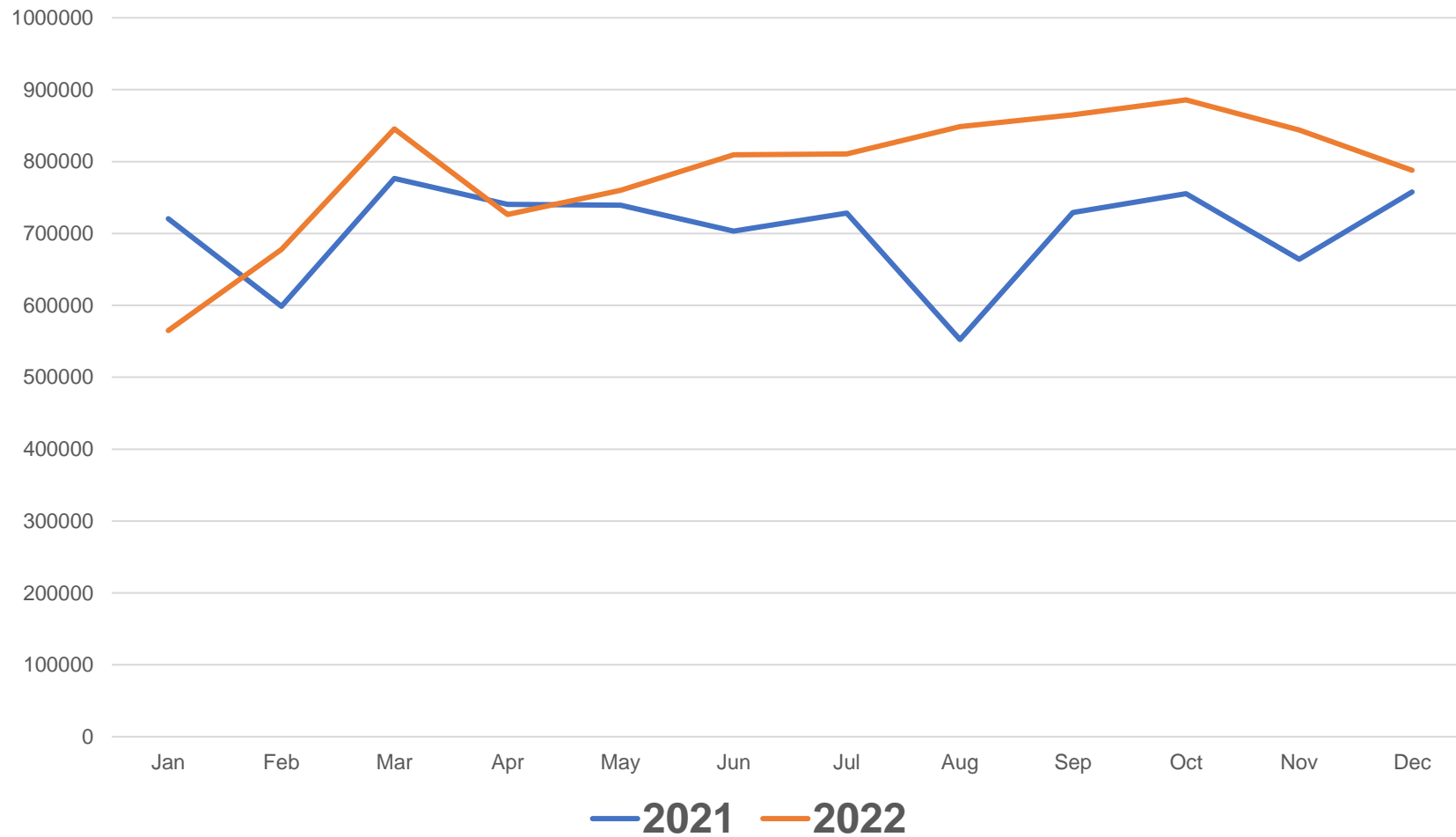


Service Coverage

January	92%
February	95%
March	92%
April	93%
May	88%
June	88%
July	90%
August	86%
September	88%
October	91%
November	95%
December	96%

Year-to-Year Fixed-Route Ridership

Ridership by Month



	2021	2022
January	720,665	565,037
February	598,625	677,662
March	776,522	845,646
April	729,959	726,462
May	739,258	760,206
June	723,769	809,428
July	728,461	810,589
August	552,507	848,514
September	729,102	865,045
October	755,230	885,852
November	664,300	844,039
December	757,836	787,971

TEOs Hired during 2022

Total TEOs = 387 (Target = 510 Budgeted)

TEOs hired between January and December 2022: **179 Drivers and Trainees**

Active Badged TEOs and Retained	53
TEOs Departed (Terminated/Resigned/Other= 13) And 13 TEOs promoted or moved to other departments in the City	26
Trainees Departed (Discharged, Resigned/Other)	100
Total Drivers and Students hired during 2022:	179

**Reflect activity from 1/1/2022 to the present.*

Incentives for Bus Operators

Provides \$1,000 Quarterly Incentive for Bus Operators who meet minimum bus driving time threshold.



Recruitment

- **Social Media**
 - (Facebook, LinkedIn, Twitter, etc)
- **You Tube Video**
- **Billboards (Drive the City)**
- **Focus Hope**
- **Detroit Transportation Company**
 - (Attract their graduates)
- **Radio Blitzes**
- **Transit Talent Publication**
- **Indeed Search engine**
- **Zip Recruiter Search engine**
- **Department of Neighborhood Broadcasts where public attended**
- **Job Fairs**
- **General Advertising**
- **Community Meetings**
- **Detroit at Work**
- **Facebook Live Media**
- **Durfee Innovation Community Center**
- **Detroit Public Schools Parent Academy Recruitment**

Transit Police

36% Reduction in robberies, larcenies and assaults

19% Reductions in coach disturbances

41% Reduction in TEO assaults

13% Reduction in medical emergencies

- **12,511** Wellness checks conducted
- **1,608** Police call for service answered
- **19** Felony arrests made

- **5** Misdemeanor arrests made
- **151** Parking tickets written
- **61** Misc. ordinances written

REIMAGINED

9 KEYS

TO SUCCESS

The draft **DDOT Reimagined** plan out for public comment includes a two-year immediate implementation followed by a five-year Blue Sky program that will need additional funding. Key plan elements include: 6 BRT corridors, extensive network of frequent transit, new ZEB fleet, and new passenger facilities and technology all focused on improving the customer experience efficiently and effectively.

- 1** Next month **DDOT will kick off Phase II community outreach to collect feedback on the draft "Reimagined" plan** including using a new public "pop-up" bus for drop-in feedback at key bus stops and community locations around the City.
- 2** The data-driven analysis of transit service and public mobility also **studied areas beyond the City of Detroit to better understand both City and regional mobility needs.**
- 3** DDOT will **meet with riders, advocates, stakeholders** and others to discuss the *draft "Reimagined" plan* next month at the downtown campus of Wayne County Community College.
- 4** An extensive **mobility toolbox** is an *integral part of the draft plan being shared for public comment beginning next month.*

REIMAGINED **9 KEYS** **TO SUCCESS**

5

While progress has been made, DDOT continues to work with labor in efforts to **attract and retain bus operators** to improve service levels and reliability and prepare for the new network.

6

The draft "*Reimagined*" capital plan includes new **Connection Corners, new key regional Hubs, six BRT corridors, and an expanded bus shelter program** in a coordinated program with City DPW safety enhancements.

7

Working closely with RTA and SMART to better integrate the two systems and enhance regional mobility using coordinated working sessions and information sharing.

8

Explore new fare technology and policies, bike-/scooter-share options, and other innovations to carry DDOT into the future. **Currently studying the potential for low income fares, cash-free payment, and all-door boarding.**

9

Begin implementation in 2023 as life returns to normal after COVID. First small service span changes planned for April pick followed by more extensive improvements in Sept 23.

Paratransit Scorecard - Sample

Weekly Trips

1,441
Big Star Transit

58
Checker

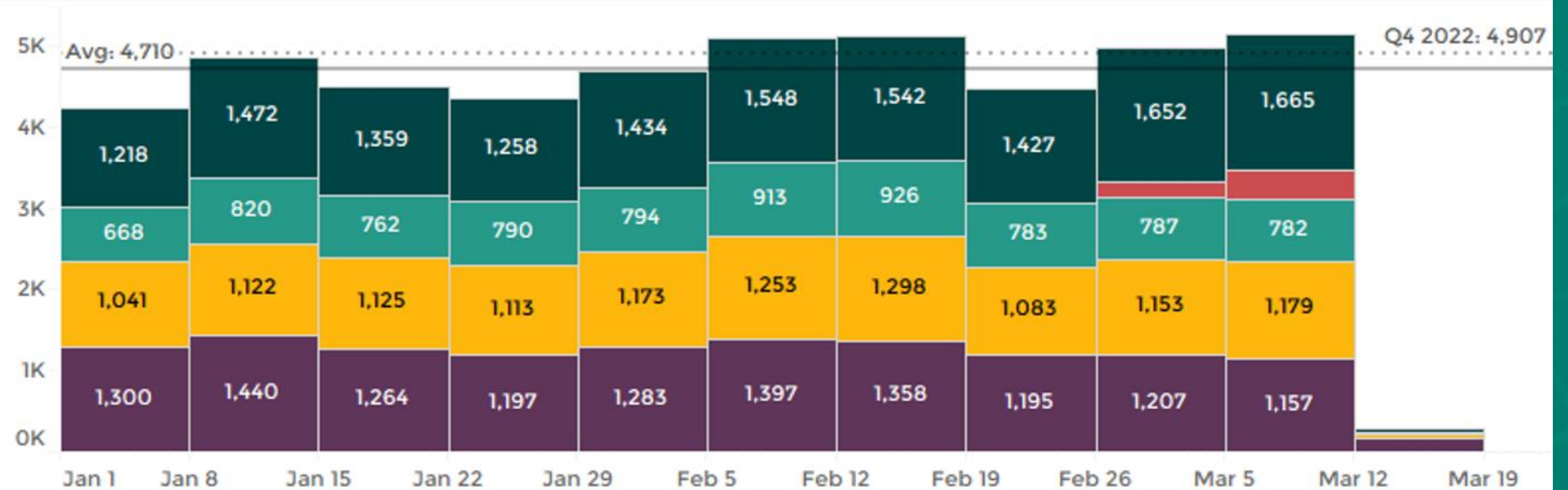
791
Delray

1,142
MOE

1,279
People's Express

Average Weekly Trips by Vendor. Partial weeks are proportionally calculated.

Weekly Trips



Service Restoration

Weekday Service

- 11-Clairmount
- 47-Tireman

Effective April 25, 2022

Weekday Daytime Service Frequency Improvements

- 4-Woodward
- 6-Gratiot
- 9-Jefferson

Effective June 27, 2022

Weekday Service Span

Addition of earlier morning and/or later evening trips

- 15-Chicago/Davison
- 18-Fenkell
- 23-Hamilton/John R
- 27-Joy
- 30-Livernois
- 31-Mack
- 38-Plymouth
- 39-Puritan
- 41-Schaefer
- 43-Schoolcraft
- 60-Evergreen
- 67-Cadillac/Harper

Effective April 24, 2023



Electric Buses Pilot Test

Overview

Bus manufacturers tested:

- Proterra
- New Flyer

Infrastructure Investments

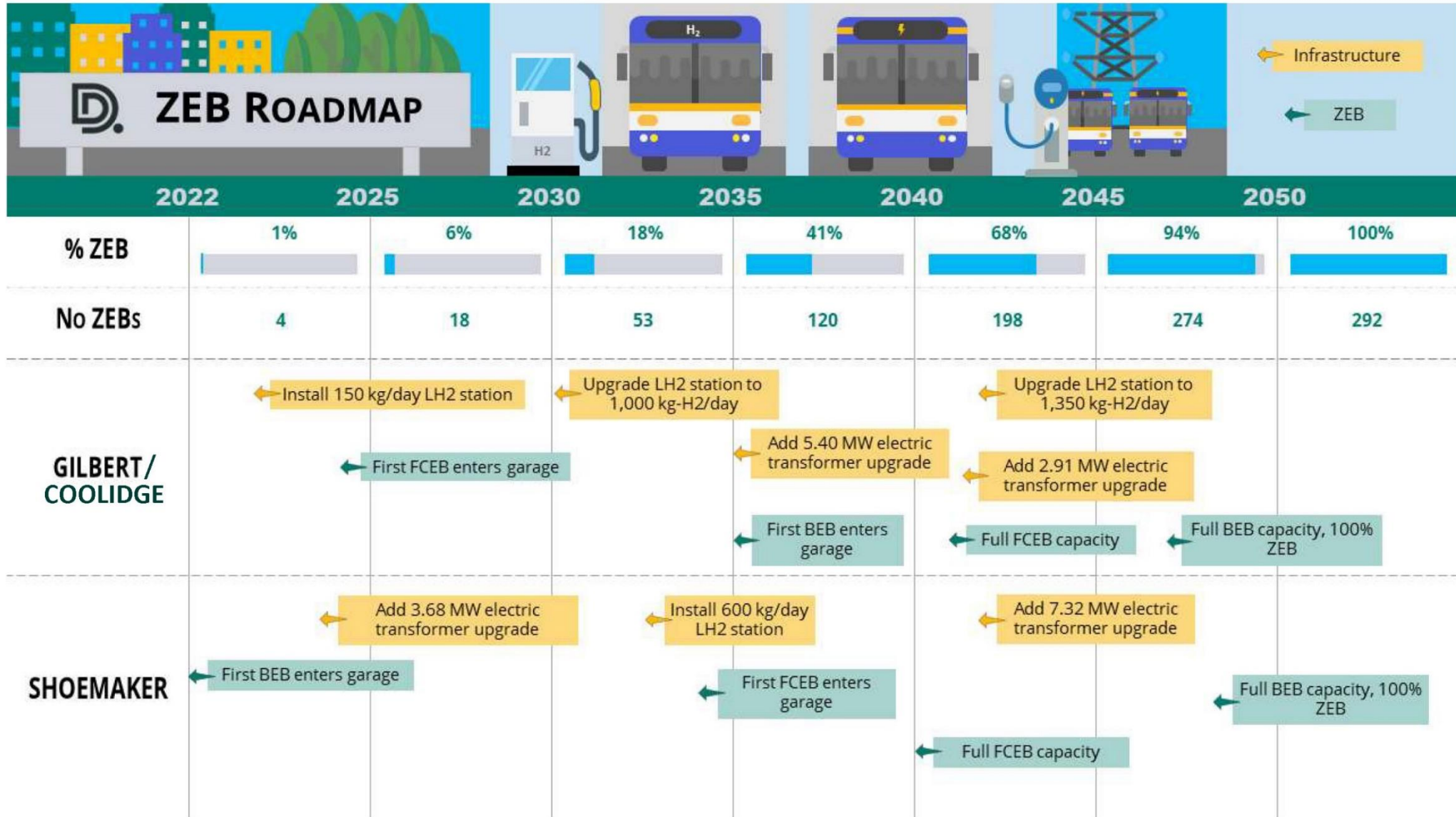
- Rosa Parks Transit Center
- Shoemaker Terminal

Future Considerations

- Hydrogen Electric Buses



Zero Emissions Bus Transition Plan





BAY
14

THE PAST

2621

GM

THE PRESENT

THE FUTURE

Thank you