



Detroit Department of Transportation

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TO: Mary Sheffield, President, Detroit City Council
FROM: C. Mikel Oglesby, Executive Director of Transit, Department of Transportation
DATE: April 6, 2023
SUBJECT: Responses to FY 2023-2024 Budget Analysis

Please find below responses to your questions sent on March 29, 2023, regarding the proposed Fiscal Year 2024 Proposed Budget for the **Department of Transportation**.

- 1. Given the controversy surrounding the services of the paratransit contracts, what are the plans to mitigate the concerns raised by riding advocates, and what will be implemented to ensure there is no interruption in service?**

In the short-term, DDOT Paratransit will continue to build and refine an operation that ensures the delivery of complementary paratransit that is safe, reliable, customer-oriented, and cost effective.

The chief concerns that have been expressed by the advocates are:

1. On-time performance (OTP)
2. Driver training
3. Condition of the vehicles

Through better scheduling, enhanced service monitoring (i.e., active dispatching), and increased accountability among the Service Providers, regarding reliability and customer service, on-time performance is on the rise.

DDOT Paratransit is in the process of procuring a standardized Paratransit Bus Operator development program. Elements of this training program (e.g., disability awareness/sensitivity training, passenger assistance techniques, an overview of the service requirements of the ADA, and a review of the Rider's Guide) will be taught to all drivers operating DDOT Paratransit service.

DDOT Paratransit trainers will provide this instruction and serve as Field Service Monitors.

The current procurement for the remaining 70% of the complementary paratransit service has as part of the evaluation process of the technical proposals 15 points (out of 65) for proposed vehicles that are newer, with less mileage, and are configured in a way that maximizes accessibility in the system.

The Office of Contracting and Procurement received multiple proposals on Friday, March 17th, 2023. A five-person evaluation committee has been formed to review and score the technical and pricing proposals. It is our hope and expectation that interviews with prospective bidders will take place during the week of April 3rd, 2023.



2. How many buses are needed to ensure timely and efficient services on all routes?

a. How many buses are fuel efficient?

DDOT currently has 292 buses including Diesel, Hybrid, and electric that can support the revenue service. On this 292, approximately 240 buses are available for revenue service. The average fuel efficiency varies depending on the bus model and fuel type. The fuel efficiency varies from 4 MPG to 5.5 MPG depending upon the weather conditions.

The peak requirement for April 2023 for Shoemaker and Gilbert is as follows. This peak requirement will vary based on the ridership data.

Terminal	Peak
Shoemaker	83
Gilbert	69
Total	152

b. What is the plan to implement electric buses?

DDOT will continue to build off the existing four (4) EV buses currently operating in revenue service and four (4) additional EV buses on order. DDOT will continue to apply and compete for federal funding opportunities to expand its EV bus fleet and the charging infrastructure required to support those vehicles. This endeavor is key to achieving the overall targets of the nation and more particularly the City of Detroit’s target to reduce 2012 GHG production by 100 percent by 2050. This project will reduce GHG emissions by implementing a clean fuel source and zero-emission buses to aid DDOT’s transition to a zero-emission fleet.

3. How many employees are needed to ensure timely and efficient serves on all routes?

The current service (January 2023 Pick) is well below desired pre-Covid service levels in response to the shortfall in the operator workforce. FY 2023 has 510 TEOs.

The current January 23 schedule requires 364 active TEOs (runs plus extraboard) to reliably deliver the scheduled service (current actual active TEO count is 345).

Adding inactive operators (FMLA, etc.) and the TEO trainee positions (total of 50 trainees in classes needed), a total TEO workforce of 464 is needed to sustain the current service.

4. How many vacancies does the department have?

As of Monday, April 3, 2023, DDOT has a total of 178 vacancies.



5. How many bus stops/ stations are there in the City of Detroit?

DDOT currently has a total of 5,106 bus stops in our service coverage area.

- a. Are any new bus stops being created?**
- b. Are any bus stations being eliminated?**

Bus stops that have recently been added and/or eliminated were the result of route changes due to construction. There are planned route changes that are part of DDOT Reimagined and that will also result in some bus stops being eliminated and others being added.

6. How many bus stops have comfort stations?

Currently the Rosa Parks terminal is the only location that has indoor comfort stations. Once the State Fairgrounds terminal is completed, we will have two locations with comfort stations.

- a. What criteria is used to determine whether or not a station should have a covering?**

DDOT is committed to expanding the number of bus shelters. In Fiscal Year 2024, an initial \$5 million in operating funds will be allocated to this effort.

Currently, DDOT operates a total of 202 bus shelters (183 are within city limits and 19 are outside). Determining factors for shelter placement are the number of passengers boarding per day, transfer locations and special and sensitive uses served. Site improvements also require the place of the shelter meets accessibility requirements of the ADA and the City of Detroit.

- b. How much does it cost to provide heated coverings/ comfort stations at bus stops?**

The cost of heating a bus stop shelter would depend largely on the presence of an available source of heat or power. Currently, DDOT has one heated shelter located at Fairlane Mall. The gas is provided by the management company, the Taubman group.

7. What is the criteria for installing benches at a particular bus station?

DDOT does not currently have a bench program independent of the shelter program. Existing benches are mainly those left from destroyed shelters and those placed by third parties.

8. Do the buses have Wi-Fi capability?

We currently have 46 buses with Wi-Fi.



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9. How have the DDOT bus driver pay raises impacted morale and retention within the department?

While DDOT has not implemented any pay increases over the last fiscal year, we did implement an incentive bonus program based on attendance. Currently, 53% (208 total) of TEOs qualify for the incentive, 11% (43 total) need encouragement to stay on track and 37% (145 total) do not meet the attendance qualifications to receive the incentive. The incentive has had a positive impact on morale and retention.

10. How many bus stations/ stops are receiving service every 15 minutes or better?

Currently, there are three routes (4 Woodward, 6 Gratiot and 9 Jefferson) that receive service every 15 minutes (weekdays in the daytime). These routes serve a combined total of approximately 315 bus stops.

Thank you,

CMO/mh