



**Special Local Advisory Council (LAC)
Meeting Minutes
Tuesday, May 14, 2024
10:00 am**

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-Rice | Present |
| District Six | Yvonne Roundtree | Present |
| District Seven | Faye Chennault-Johnson | Present |
| DAAA | Rick Spivey | Present |
| DAAA | Anita Owen | Present |

This was a virtual meeting. All LAC members were in attendance and twelve DDOT staff members attended.

Call to Order

Andre Bryant, LAC Chairperson, called the meeting to order at 10:03 am

Opening Remarks/LAC Chairperson

Mr. Bryant read the LAC purpose.

Approval of the Minutes for February 20, 2024, LAC Meeting

A motion was made by James Jones to accept the minutes, seconded by Tamara Perrin. Motion was approved.

Chairperson Report

Mr. Bryant stated that he rides paratransit and uses the mobility app. Lately the mobility app has had some issues with scheduling appointments. He called the reservation office and contacted Ms. Roby. Ms. Roby replied by email reassuring Mr. Bryant that she made ECO lane, the company that developed the software for



the Mobility App, aware of the issue. Mr. Bryant stated that he has experienced courteous and patience drivers while using Paratransit and encouraged them to keep up the good work.

Local Advisory Council Concerns

Mr. Bryant stated that he would like to respond to remarks that were made in the last LAC meeting by Mr. Pawloski. He was offended by the comments of DDOT staff being dysfunctional and that the LAC Committee was disorganized. Mr. Bryant wanted the DDOT staff to know that he, along with the LAC Board members, has 100 % of their support. He felt that those comments were unfair and inaccurate. Mr. Bryant also thanked the DDOT staff for being transparent and thanked them.

Mr. Spivey second the comments that were made by Chairman Bryant. He stated that we don't always agree on certain things and certain things have to be worked out, but in his interactions with DDOT with the LAC, they try to be transparent when working with us, everything can't be solved at once, but they have demonstrated that they are willing to work with us and go the extra mile.

Mr. Jones, District three, stated, I agree wholeheartedly.

Ms. Roundtree stated, I agree. I've never had a problem that the staff didn't try their best to solve or find out.

Ms. Chennault – Johnson stated that she also agreed with the previous statements. She worked with the staff on her personal issues, and they were resolved. They have made me feel comfortable working with them.

Mr. Rambus thanked the LAC members for their support.

DDOT Administration Reports

Interim Executive Director- Michael Staley

- Reported on the successful opening of the Jason Hargrove Transit Center last Saturday May 11, 2024, at 3:00 a.m. Jason Hargrove is a million miles away from what our temporary state Fair hub looked like. Figuratively speaking. There are enhancements for passengers. Including a lobby area, public restrooms facilities, ticket counter, on-site Detroit Police presence as



well as security. The Transit center will be open Twenty -four (24) hours a day, seven (7) days per week, three hundred sixty-five (365) days a year. Apologized for being a little to the meeting this morning, but the first debriefing on the opening of the Jason Hargrove Transit Center was held. We need to address some areas, most notably signage. We have received positive feedback from our drivers. We will have DDOT employees from various departments to provide additional customer service on how to make connections between the buses for the first two (2) weeks.

- The next driver pick is scheduled to take place at the end of June. This is constant with our Service restoration plan. Currently, DDOT has one hundred (150) A. M. pullouts with a peak vehicle requirement in the P.M. of one hundred fifty-nine (159). In June we will go up to one hundred (168) A.M. pullouts and one hundred seventy -five (175) peak vehicle requirements. Service and development and Scheduling are putting the final touch on the service enhancements. DDOT reimagine phase one was completed in January, and the Service Restoration Plan during phase 2 you will see greater frequencies on some routes. We'll provide information to the LAC as well as post it on the DDOT website.
- and extend extended span of service on other routes, so as that information be gets finalized.

Paratransit Division – DeMarcus Garrett-

- Paratransit have done some remodeling of our system so that we can increase our productivity. As you all know, our (OTP) on time performance has been sitting around 98%, and we do not want to damage that in any way. But we are looking to increase the number of trips that we are providing per hour.

Vehicle Maintenance Division – Geo Joy

- We have just a couple of updates. We currently have 93 mechanics. We are working diligently on an air purification system to increase the air quality on the buses. The project was approved last week, so we will be implementing that project soon.



ADA Coordinator – Scharron Rambus

- Since the last LAC meeting, the Office of Compliance monitored thirty-one (14) ADA Fixed Route trips, for 7 ADA regulated areas, Route Identification, Boarding Location, Lift/Ramp, Bus Accessibility, Wheelchair Securement, Bus Announcements, and Service Animals. We observed Three (3) buses with non-working annunciators and two (2) buses with missing priority seating signs. We informed the vehicle Maintenance Department; all repairs and signage were made within twenty-four (24) hours.
- Also, as a result of our ADA Fix route monitoring, it was observed that the route numbers on the bay poles at Rosa Parks were weathered, covered with stickers and needed to be replaced. The signage was updated and now is visible.
- The Office of Compliance has Investigated 23 ADA Fixed-Route complaints in which four (4) were found to be invalid, and two (2) were undetermined, leaving seventeen (17) valid complaints for the first quarter of 2024. Six (6) or thirty-five 35% were complaints of mobility pass-ups. We are working with the Transportation Operations Division to bring a reduction in the number of these complaints. A bulletin was issued to drivers regarding our DDOT POLICY - Forward Planning: Drivers are to watch for passengers waiting at bus stops using mobility devices.
- We have had 546 applicants that were determined eligible for DDOT's ADA Complimentary Paratransit Service. There were no denials, therefore the Paratransit Appeals board has not met.
- We have compiled a list of 62 senior living facilities and recreation centers with senior activities across the city. To date, we have posted LAC meeting notices in 32 facilities. If anyone has a recommended center, please give me a call. My information is in the chat to verify that they're on our list.
- The office of compliance is continually providing FTA Awareness, ADA training to our new DDOT employees where we outline that ADA is a law, and DDOT requirement to provide accessibility to our services and the rights of our ADA passengers. If any LAC Member would like to attend the ADA training session that our bus drivers receive as a part of their training.

The invitation has been extended by our training department to do so.



- We are recruiting new members for our LAC committee. We have several LAC members who are nearing the end of their term. The membership term is four years. We have put notices on social media platforms as well as email applications to our friends of the LAC. If you are interested or know someone who would like to serve in this compacity. I can be reached at 313-316-2793.
- **Old Business - None**
- **New Business – Feonix- Mobility Rising**

Ms. Valerie Lefter the Executive Director and Founder of Feonix Mobility Rising. Our organization is a nonprofit, that is, in the process of establishing a transportation assistance. Hub in Wayne County, and as an organization, our vision is to create mobility solutions for the health and wellbeing of every person in every community.

Jerina Cleveland is the Community Development Manager in our area. She introduced three (3) programs. Grocery Express Program, which provides transportation to grocery stores. Mobility Wallet Pilot Program for Veterans, which provides a 90-day allocation for access to healthcare or other essential needs. And then our third program is supporting infant and maternal health, and we have funding available to support mothers who are pregnant or who have an infant less than 18 months of age.

Contact information or question, Jerina Cleveland-313-221-9071 or jcleveland@feonix.org.

Mr. Staley stated that DDOT will put a request for proposal out for supplemental training for Paratransit drivers. This will be in the area of disability, awareness, sensitivity, training and passenger assistance techniques. Also, DDOT will request a proposal for service providers for DDOT to provide same day service. Hopefully in the timeframe of October 2024 and the end of the year. We'll make sure that the Compliance Department's aware so that they Keep the LAC informed.



Public Comments

Ms. Marguerite Maddox Scarlett Asked about accessing the Feonix- Mobility Rising programs.

Ms. Valerie Lefler responded that she will answer any questions. Jerina Cleveland has put her contact information in the chat, or you can contact Mr. Rambus and he will put you in contact with us so that we can share more about each of our programs because they all have different criteria.

Ms. Sabrina Rice thanks Mr. Rambus for his efforts in staying in contact with the members and providing information which makes her feel a part of the team and about finding out afterwards. Ms. Rice also asked about the autonomous vehicles program this summer that wanted some Metro lift participants to sign up. More information wanted. Ms. Rice also wanted it to be known that the Detroit City website is about 50% accessible which means that it is not accessible to her because of her blindness, so be cautious about referring people to the website and the mobility app because they are not accessible.

Mr. Staley stated that he will get the information to Mr. Rambus concerning the autonomous vehicle project. That is scheduled to begin this summer. Not sure the relationship between the autonomous program and Metro lift. Tanisha Roby is setting up a working group for the Paratransit Mobile App from various groups to ensure that it is accessible to all. It should reduce the number of calls coming into the call center, which will reduce the call waiting time. We will be introducing a text messaging service and IVR technology that will give the passenger a reminder the day before their scheduled trip and 20 minutes before they are to be picked up.

Ms. Sabrina Rice stated that she has been waiting for a call for six months regarding the Mobile App focus group and noticed that the call times are getting longer.



Mr. Staley apologized to Ms. Rice and stated that she would get a call within 24 hours from Ms. Roby to add her to the group. DDOT recognized that call waits have gone. We have gone from 1000 trips per weekday to more than 1200 per day and we are experiencing about 100 more trips per day on Saturday and Sunday as well.

Meeting adjournment

Andre Bryant asked for a motion to adjourn the meeting. Mr. James Jones made a motion to adjourn the meeting and the motion was seconded by Ms. Chennault -Johnson. No opposition. Motion approved.

The meeting adjourned 10:44 am

Next meeting will be held on August 20, 2024 @ 10 am.

Respectfully submitted by:

Scharron Rambus

Scharron Rambus
Regulatory Compliance Officer – ADA

Andre Bryant

Andre Bryant
Chairperson, Local Advisory Council