**Local Advisory Council (LAC) Quarterly**

**Meeting Minutes**

**Tuesday, August 19, 2025**

**10:00 am**

**LAC Member Attendance**

|  |  |  |
| --- | --- | --- |
| **District One** | Andre Bryant | Present |
| **District Two** | Bob McPherson | Absent |
| **District Three** | James Jones | Present |
| **District Four** | Dwayne Rudd | Present |
| **District Five** | Sabrina Simmons-Rice | Absent |
| **District Six** | Jacqueline Cuevas | Absent |
| **District Seven** | Faye Chennault-Johnson | Present |
| **DAAA** | Rick Spivey | Present |
| **Feonix Mobility Rising** | Jerina Cleveland | Absent |

This was a virtual meeting. Five LAC members were in attendance.

**Call to Order**

The meeting was called to order at 10:03 AM.

**Opening Remarks**

LAC Chairman: Mr. Dwyane Rudd greeted everyone. He also gave out his email address: d.rudd@yahoo.com

**Approval of Minutes**

Approval of May 20, 2025, Local Advisory Council Meeting Minutes:

* A motion was made by James Jones to accept the minutes.
* The motion was seconded by Rick Spivey.
* No opposition. Motion approved.

**LAC Member Report**

**Mr. Andre Bryant** reported on his experience scheduling and using the DDOT Now same day service. He stated that it was a mix up with his eligibility. He was on hold for 10 minutes before connecting with someone. He scheduled his drop off trip, they asked the time of his return trip and said that he needed to call and confirm the trip. He stated that it was not that difficult to schedule just a little different than same day in that you must call back to confirm your return trip. **Faye Chennault-Johnson** asked if they knew how many riders that they had thus far and how far in advance does a person need to call to schedule their trip? **Jennifer Kazmarek** stated that there are just under 100 riders per day and the rider needs to call at least an hour before their trip.

**DDOT Administration Reports**

**Assistant Director of Operations:** Andre Mallett, reported that Operations is preparing for the September 2nd pick where the operators will have the opportunity to pick new run assignments. DDOT is still hiring drivers.

**Paratransit Interim Director:** DeMarkus Garrett reported that DDOT Now has launched on June 13th. Also, the IVR (Interactive Voice Response) system has launched. It gives riders updated information about their trip. It calls the passenger the night before their trip is scheduled. It will give them the opportunity to accept or cancel their trip. It will alert the rider that their driver is about 15 minutes away. Currently, it is only being used for Advanced day Service only. Paratransit is working on a new way to schedule trips by email.

**Scheduling and Planning:** Steve Patrinick announced that service changes will be delayed until January or April 2026. The new service change depends on when we get enough buses and operators to run an improved schedule.

**Vehicle Maintenance Interim Assistant Director:** Geo Joy reported that DDOT on average has 170 buses available for morning pull-out service. We will be replacing our 2012 buses and are expecting 45 additional new buses. Six (6) buses have been put into service as replacements. We are currently still hiring mechanics.

**Gabriele Honey - Safety Manager: Chief** of Police has increased the police presence on the buses by using officers from the precincts.

**ADA Coordinator:** Scharron Rambus provided an update on ADA compliance:

* Since the last LAC meeting, the Office of Compliance monitored 16 ADA Fixed Route trips across seven regulated areas, including Route Identification, Boarding Location, Lift/Ramp, Bus Accessibility, Wheelchair Securement, Bus Announcements, and Service Animals.
* Investigated 11 ADA Fixed-Route complaints in the first quarter of 2025.
* 262 new applicants were determined eligible for DDOT’s ADA Complimentary Paratransit Service, and 187 applications were recertified.
* There were no denials, therefore the Paratransit Appeals Board has not met.
* If you have for suggested locations to post LAC meeting notices. Contact Scharron Rambus for additions.
* The office of Compliance continues to provide ADA training to our new employees.

**Old Business**

* Collaboration with SMART on streamlining Paratransit passenger transfers between the two systems. (Paratransit & Compliance) still outstanding.

**New Business**

* **DDOT Now-** For more information contact Jennifer Kazmarek at: Jennifer.Kaczmarek@detroitmi.gov

**Local Advisory Council Concerns**

* Faye Chennault-Johnson: Phone call holding times on the weekend are at least 45 minutes.
* DeMarcus R. Garrett: We'll do some investigation to see why the hold-times on the weekend are where they are and make any adjustments that we can to address that.
* Andre Bryant: Inquired about Paratransit ID’s
* DeMarcus R. Garrett: It is something that we're looking into.

**Public Comments**

* Kip: Can vending machines be placed at the Transit Centers?
	+ Jonathan Hondorp: stated that he will follow up
* Marton: Inquiring about the statis of his application.
	+ Jennifer Kaczmarek will reach out to him directly.
* Cunningham would like to pick up Paratransit applications.
	+ Scharron Rambus we will get some applications for you.
* Renard Monczunski: DDOT should raise awareness about reduced fares, and the LAC webpage needs to be more front facing on the City of Detroit website.
	+ Scharron Rambus stated the LAC meeting notices with the meeting dates have been posted since the end of last year on the LAC webpage. Notices have been posted on all our social media platforms.
* Timothy: Buses really don't come at the right time, you know, so what can you do about time pickup?
	+ Andre Mallet suggested the transit app to check for the next arrival time. DDOT executive team is working to provide more reliable service.
* L. Lasecki: Inquired about an integrated fare payment with Transit App.
	+ Jonathan Hondorp: No one in the meeting happens to know right now. So, I'll get you an answer.
* Steven H: DDOT granted me visitor eligibility, as the law works. And as part of that, I got a letter detailing such eligibility that says it expires on August 25th. Which is exactly 21 consecutive days of eligibility. But the law is that it's any 21 days in a rolling year a visitor can use the service. I would still like to see paratransit fares implemented on token transit, instead of making riders hunt for dollar bills and quarters every time they need to go somewhere.
	+ DeMarcus R. Garrett: The RTA is piloting something through MDOT called the Mobility Wallet. It will start off with 50 participants. Paratransit is going to be a part of that program, and if the pilot goes well, then they plan on doing a full launch for our entire system. It sounds like there was a typo in the visitor letter, it should expire somewhere in the early part of September.
* Melinda B. Powers: I have concerns about the Rosa Parks Transit Center. It's very dirty, and sometimes it doesn't feel very safe as a female rider to stand there. Also, I would like to know if there are any vacancies on the LAC council.
	+ Scharron Rambus: We just elected new members, but we accept applications at any time.
	+ Jonathan Hondorp: A maintenance project specific to transit centers is being worked on. We're hoping we can improve that.

**Meeting Adjournment**

* Dwyane Rudd requested a motion to adjourn the meeting.
* James Jones motioned to adjourn, seconded by Rick Spivey.
* No opposition. Motion approved.
* Meeting adjourned at 11:33 AM.

**Next Meeting**

Date: Tuesday, November 18, 2025 @ 10:00 AM

**Respectfully submitted by:**

\_Scharron Rambus\_\_\_\_\_\_\_\_\_\_ \_\_\_\_Dwyane Rudd\_\_\_

**Scharron Rambus Dwyane Rudd**

**Regulatory Compliance Officer – ADA Chairperson, LAC**