

November 15, 2021 Service Changes Public Hearing



Participant – Zoom Overview

A FEW ITEMS OF VIRTUAL HOUSEKEEPING, PERMISSION, & REMINDERS

PERMISSION TO RECORD – By participating in this Zoom meeting, you are granting permission for your name, image, likeness, as well as audio and video recordings to be used by DDOT.

MUTE – Is automatically set to on. You will need to UNMUTE yourself before you make a comment or ask a question. Please mute yourself following your comments.

RAISE HAND – Request to comment.

SPECIAL INSTRUCTIONS FOR THOSE USING DIAL-IN FEATURE ONLY – Due to the limits of the Zoom platform, some features may not be available to those using the “Dial-in Only” phone option. For full functionality, we suggest participating via a video connection if possible.

DIAL *9 – If you are using the “Dial-in Only” phone option, enter *9 to serve as the “RAISE HAND” feature to **Request to Speak** or **Ask a Question**.

CHAT – Submit questions/comments to DDOT staff.

BEFORE ASKING A QUESTION OR COMMENTING, BE SURE TO:



Unmute your audio



**State your name
and organization**

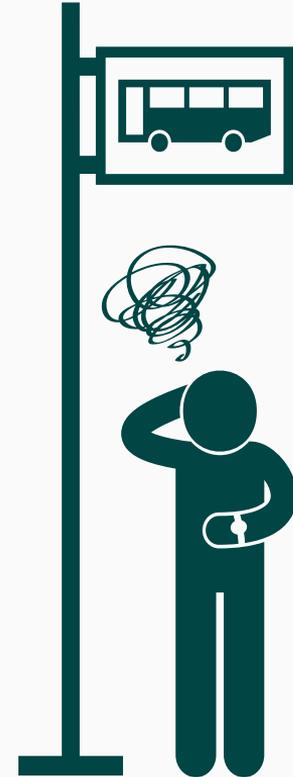


**Following your
comments, mute your
audio**

Today's Service Challenge

Today, DDOT bus service is ***scheduled*** to be frequent, convenient, and reliable, but we have not been able to meet that promise.

We are here to change that.



Today's Service Challenge

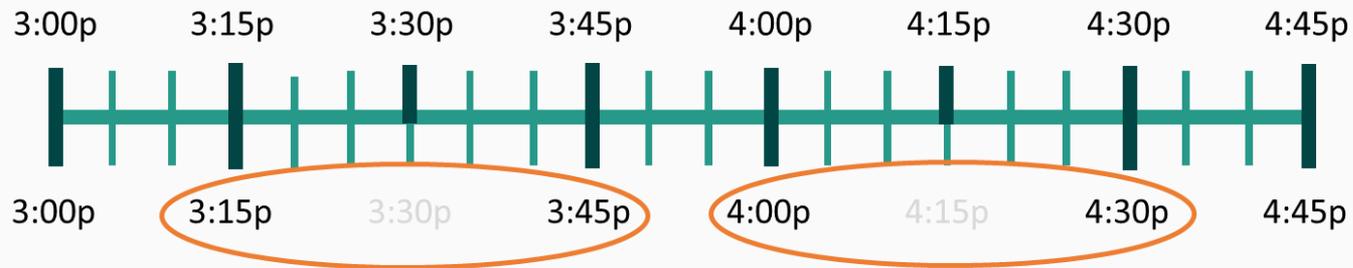
DDOT is **right-sizing service schedules** for current ridership, buses, and operators. The result will be service that is **reliable and comes when expected.**



Today's Service Challenge

- Example: Route 3 *Grand River* is scheduled for 15-minute service, but only **75%** of weekday service was operated in July.
- A 15-minute wait becomes 30 minutes, or longer if the missed trips are back-to-back.

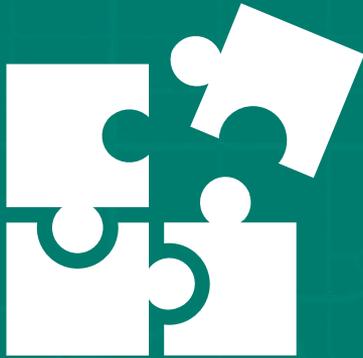
Scheduled: 8 trips



Actual: 6 trips (75%)

Note: Actual based on average service operated in July 2021 and not any particular day.

Service Solution



To solve this problem, **we are making near-term service changes**, to right-size the system.

Even though buses may be scheduled to come less often, the actual service being provided on the street will be **more consistent and reliable than it is today**.

Service Solution

Keep access to destinations

Make sure all destinations currently served are still within a half mile of a bus route.

Keep service hours by time of day

Make sure transit service continues to be available in the early mornings through late evenings.

All routes will be scheduled to operate every 20 to 60 minutes.



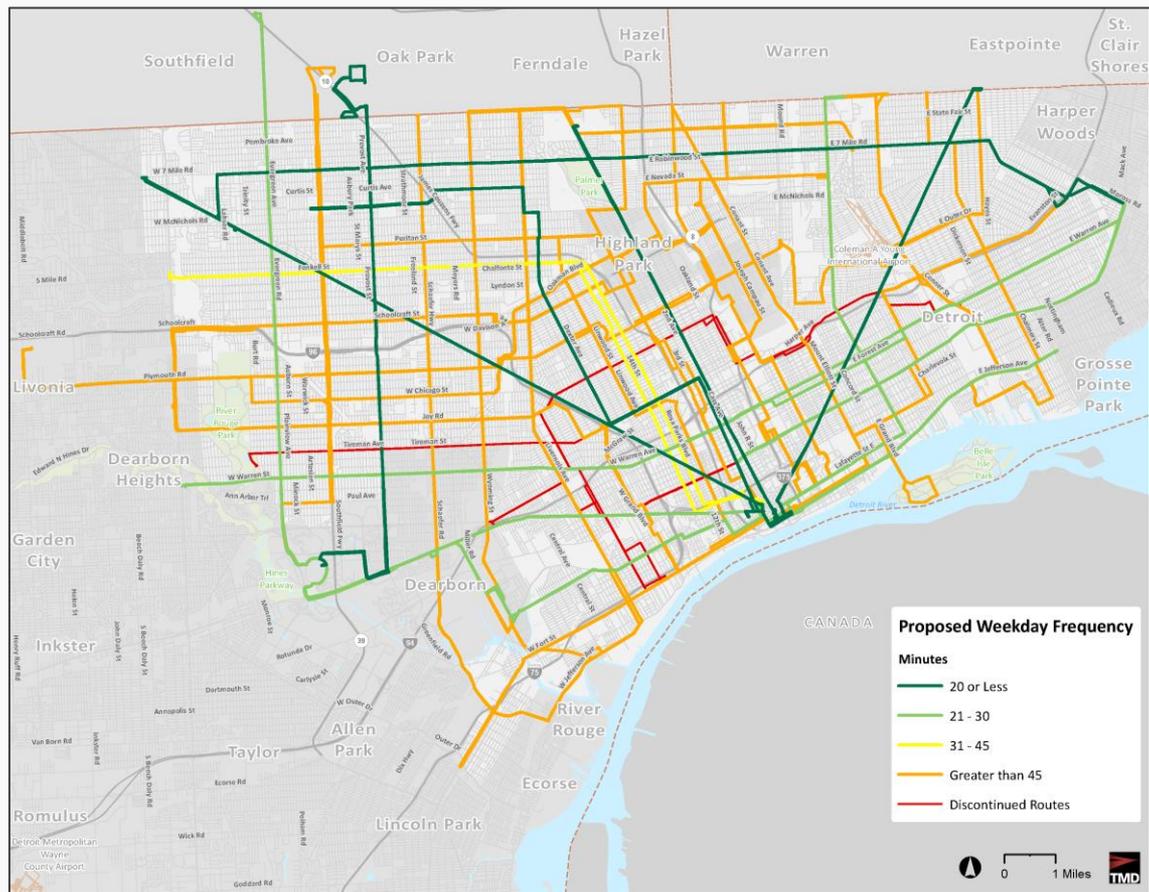
Reduce Frequencies - Weekday

Reduce frequencies on weekdays between 6:00 AM and 6:00 PM on the following routes:

Route	Existing (Scheduled) Frequency	Proposed Frequency	Route	Existing (Scheduled) Frequency	Proposed Frequency
1 Vernor	25	30	12 Conant	50	60
3 Grand River	15	20	15 Chicago-Davison	55	60
4 Woodward	10/12	20	16 Dexter	12/15	20
5 Van Dyke	20/30	30	17 Eight Mile	15/25	20/30
6 Gratiot	15	20	19 Fort	40	60
7 Seven Mile	12/15	20	31 Mack	30/35	30
8 Warren	20/25	30	43 Schoolcraft	50	60
9 Jefferson	17	30	46 Southfield	50	60
10 Greenfield	15	20	60 Evergreen	30/35	30

All other routes will continue to operate similarly to their current schedules which reflect the 2020 Emergency Changes due to the COVID-19 pandemic. While all-day frequencies will not change, there may be some trip time adjustments.

Proposed Weekday Frequency Map



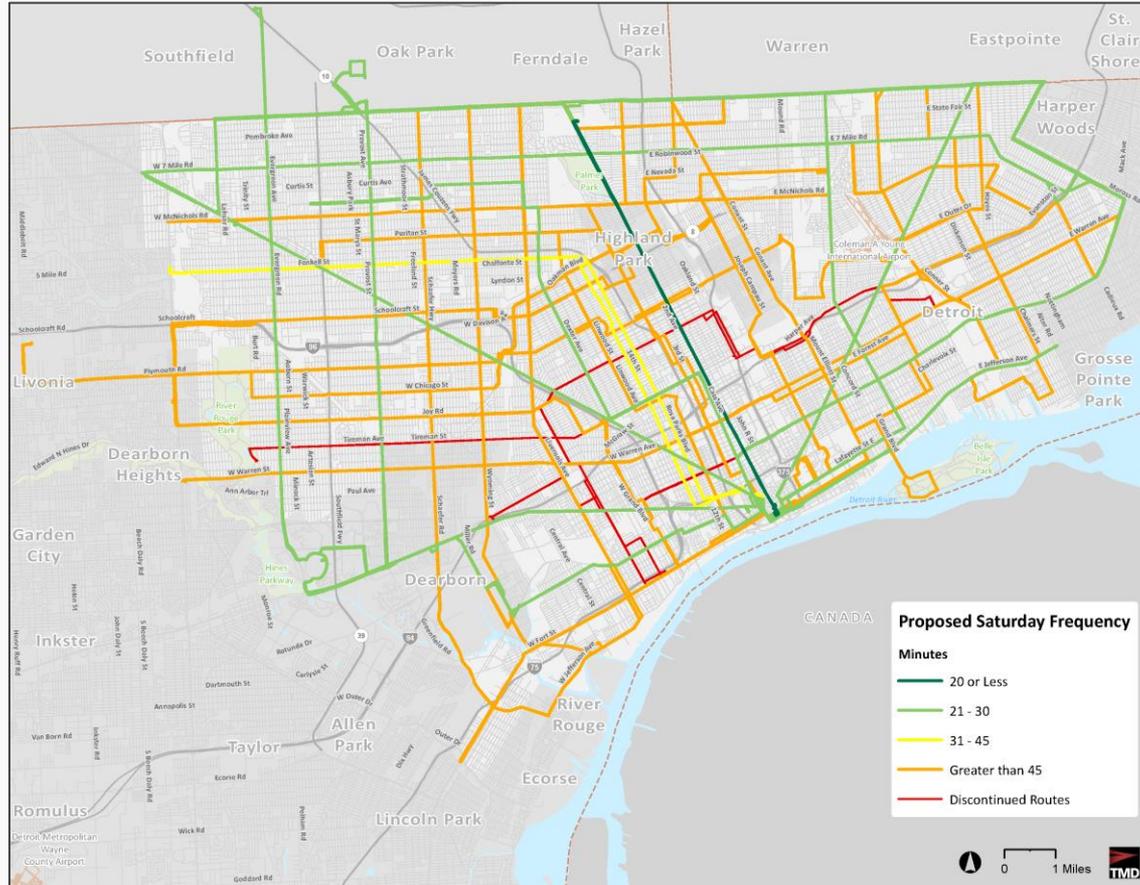
Reduce Frequencies - Saturdays

Reduce frequencies on Saturdays between 6:00 AM and 6:00 PM on the following routes:

Route	Existing (Scheduled) Frequency	Proposed Frequency	Route	Existing (Scheduled) Frequency	Proposed Frequency
1 Vernor	25	30	12 Conant	50	60
2 Michigan	25	60	15 Chicago-Davison	50	60
3 Grand River	20/35	30	17 Eight Mile	25	30
4 Woodward	15	20	19 Fort	40	60
5 Van Dyke	35	30	31 Mack	30/35	30
6 Gratiot	18	30	32 McNichols	40	60
7 Seven Mile	20	30	43 Schoolcraft	50	60
9 Jefferson	25	30	60 Evergreen	30/35	30
10 Greenfield	20	30			

All other routes will continue to operate similarly to their current schedules which reflect the 2020 Emergency Changes due to the COVID-19 pandemic. While all-day frequencies will not change, there may be some trip time adjustments.

Proposed Saturday Frequency Map



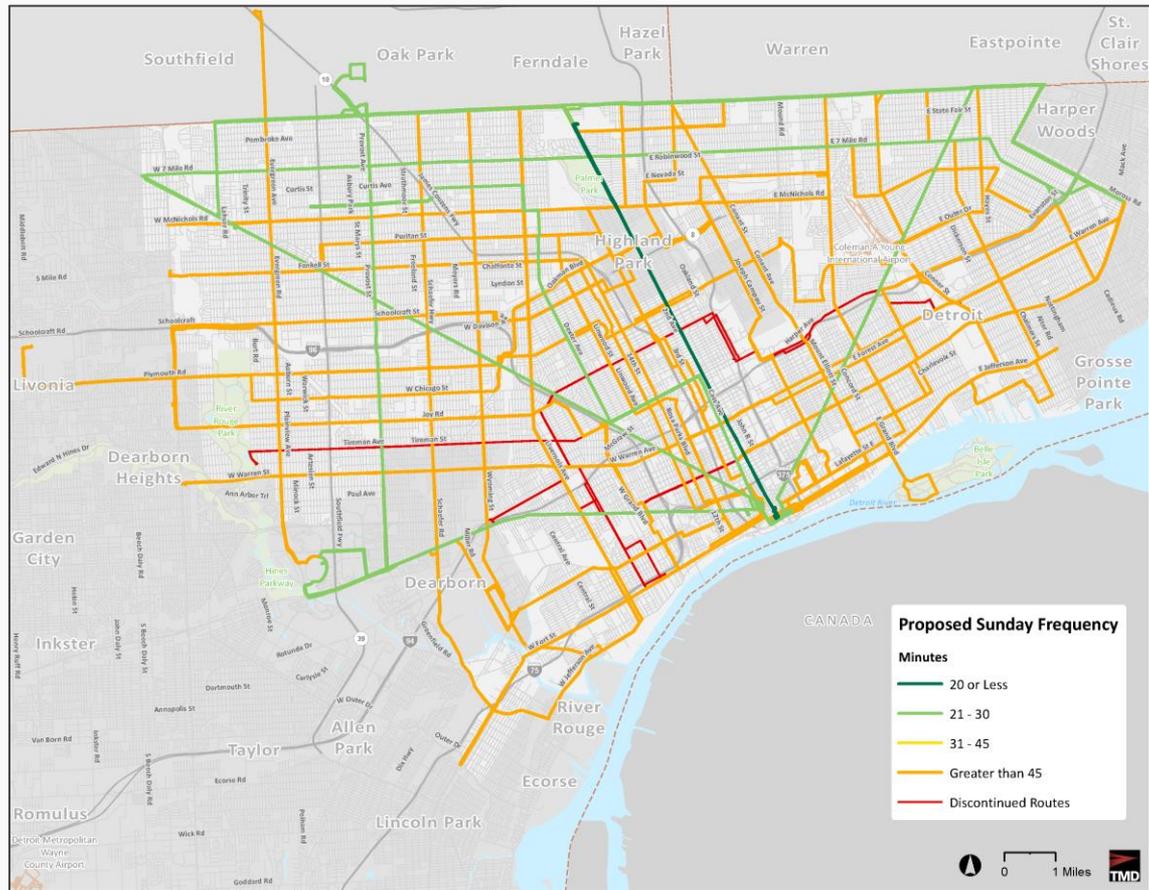
Reduce Frequencies - Sundays

Reduce frequencies on Sundays between 6:00 AM and 6:00 PM on the following routes:

Route	Existing (Scheduled) Frequency	Proposed Frequency	Route	Existing (Scheduled) Frequency	Proposed Frequency
1 Vernor	55	60	15 Chicago-Davison	50	60
2 Michigan	30	60	17 Eight Mile	35	30
5 Van Dyke	50	60	19 Fort	55	60
6 Gratiot	25	30	31 Mack	55	60
8 Warren	45	60	43 Schoolcraft	50	60
9 Jefferson	35/40	30			

All other routes will continue to operate similarly to their current schedules which reflect the 2020 Emergency Changes due to the COVID-19 pandemic. While all-day frequencies will not change, there may be some trip time adjustments.

Proposed Sunday Frequency Map



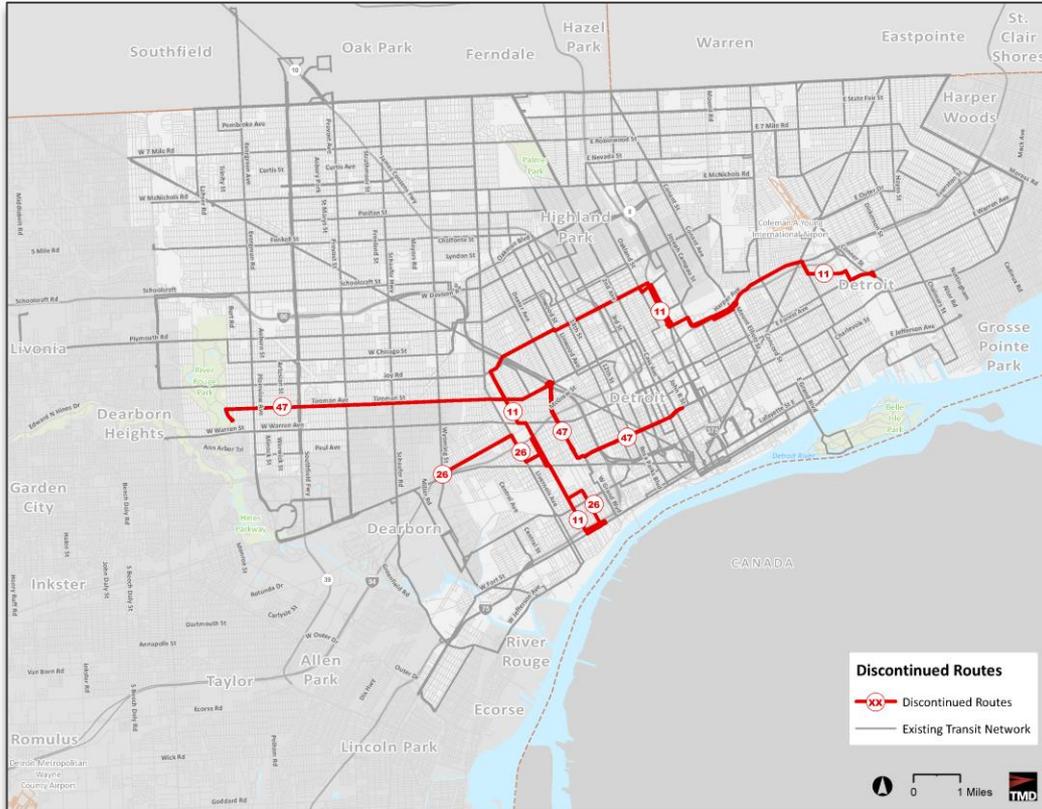
Suspend Operation on Specific Routes



Shorten service span on three routes:

- Route 1 Vernor – No trips will start between 1 AM and 3 AM, all week
- Route 2 Michigan – No trips will start between 1 AM and 3 AM, all week
- Route 9 Jefferson – No trips will start between 1 AM and 3 AM, all week

Suspend Operation on Specific Routes



Temporarily suspend service on three low-performing routes:

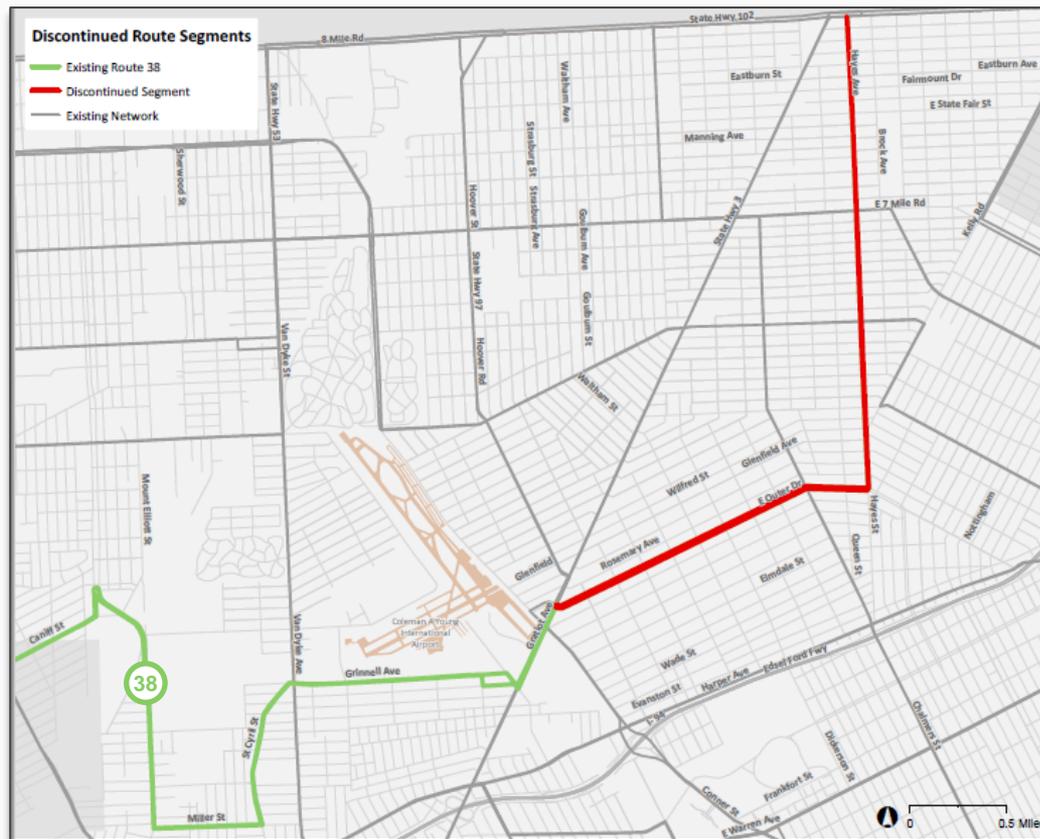
- Route 11 Clairmount
- Route 26 Junction
- Route 47 Tireman

These three routes account for 1% of average daily boarding. 99.2% riders on these routes will have access to an alternative service.

Simplify Trip Patterns on Select Routes

Route 38 Plymouth (East of French & Gratiot)

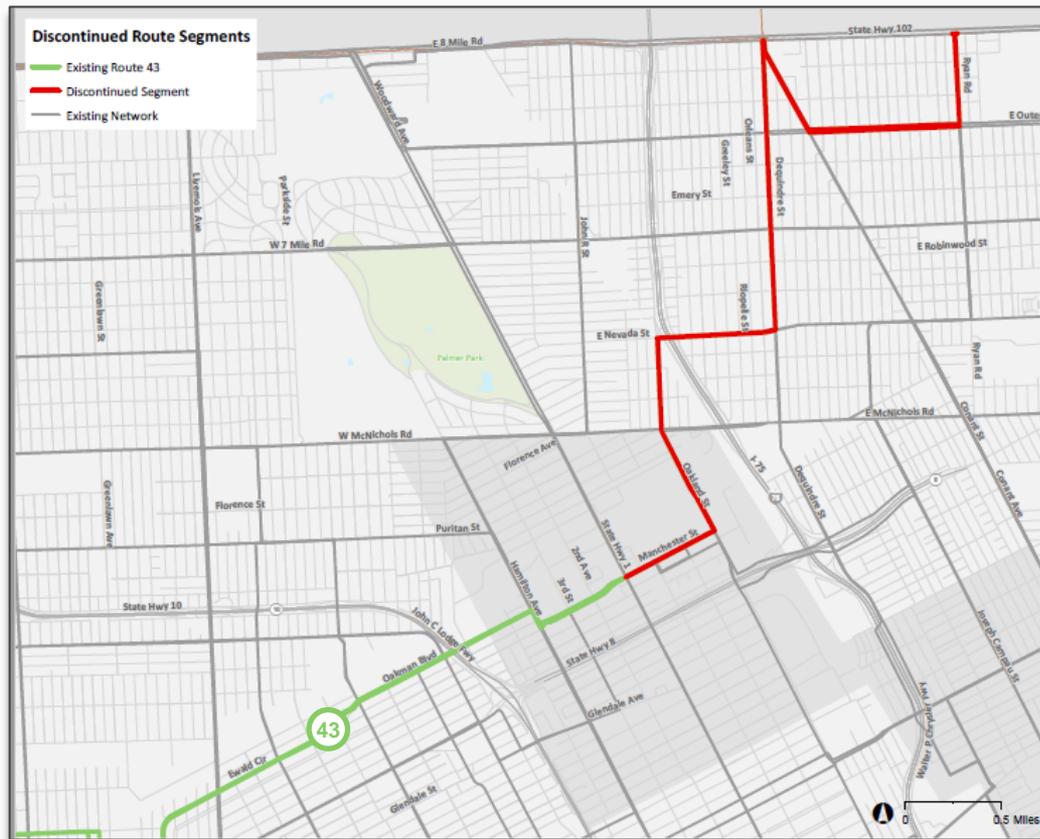
- Suspend service between French & Gratiot to Hayes & 8 Mile – all trips will end at French & Gratiot
- Average daily boardings: 7
- Network impact: All boardings within ½ mile of another route



Simplify Trip Patterns on Select Routes

Route 43 Schoolcraft (East of Manchester & Woodward)

- Suspend service between Manchester & Woodward and Ryan & 8 Mile– all trips will end at Manchester & Woodward
- Average daily boardings: 4
- Network impact: Very few riders impacted

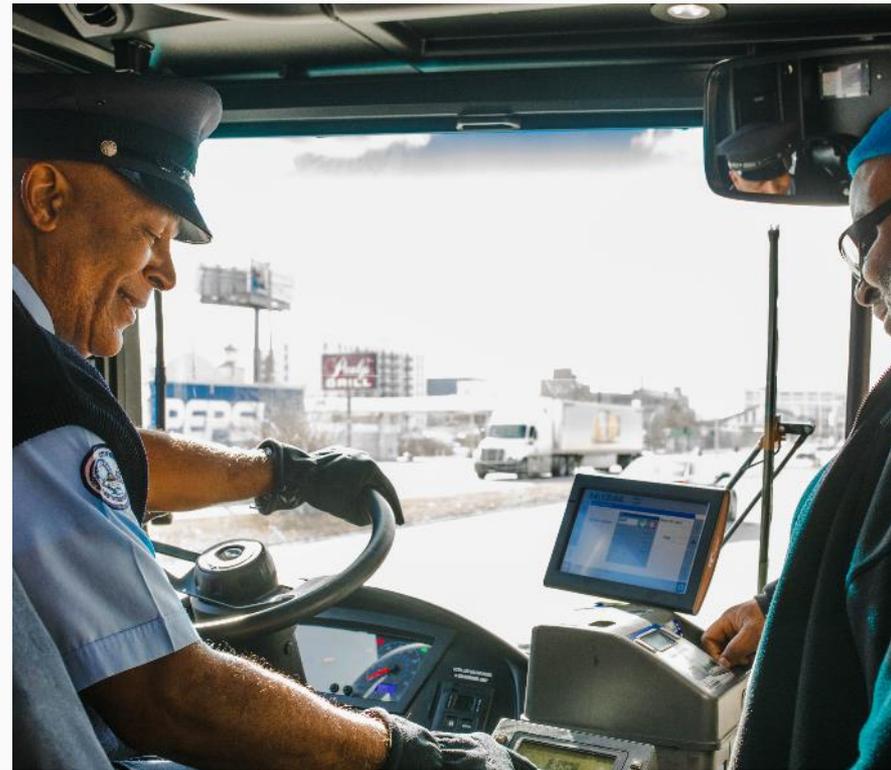


How Long Will These Changes be in Effect?

We are actively recruiting throughout the Metro Area for both bus operators and bus mechanics.

We are planning to start restoring service levels in early 2022 as a first step in a complete reimagining of public transit in Detroit.

Get ready to share your ideas on how to improve public transit. We will be starting community conversations in early 2022.



We need Bus Operators and Bus Mechanics!
Visit <https://detroitmi.gov/news/get-behind-wheel-new-career-ddot> for information.

Next Steps



The deadline to submit public comments is September 15, 2021.

Submit comments by emailing DDOTComments@detroitmi.gov or call customer service stating you are making a public comment at (313) 933-1300.



Changes will go into effect on November 15, 2021.

Thank You



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