

# VIRTUAL COMMUNITY INPUT MEETING



# A FEW 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.

## RAISE HAND

Request to comment.

## 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.

# A FEW REMINDERS

**BEFORE ASKING A QUESTION  
OR COMMENTING, BE SURE TO:**



**Unmute your audio**



**State your name  
and organization**



**Following your  
comments, mute  
your audio**

# NOVEMBER SERVICE CHANGES

**The November service changes took place on Monday.**

New schedules are available at several locations including Rosa Parks Transit Center, 1301 Warren; six Detroit Public Library locations including the main branch; St. Vincent De Paul; and Capuchin Services.

The schedules are also updated on the website at [detroitmi.gov/ddot](http://detroitmi.gov/ddot).



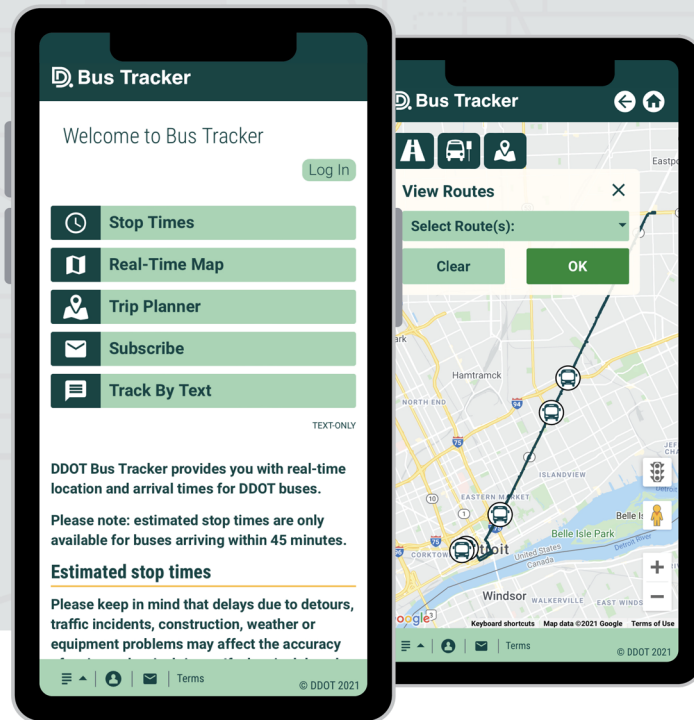


# DDOT BUS TRACKER

DDOT Bus Tracker has officially launched.

Download it on the Apple App Store and Google Play Store. A desktop version is available at [www.myddotbus.com](http://www.myddotbus.com).

We would like your feedback on how it is working for you. Please send it to [ddotcomments@detroitmi.gov](mailto:ddotcomments@detroitmi.gov).





# SAFETY UPDATE

**Please remember that masks are required on all buses.**

We are enforcing that both operators and passengers wear them while on board.

If you are filing a complaint, it's important to provide:



**Time**



**Date**



**Coach  
Number**



# DETROIT METROLIFT UPDATE

**Detroit Metrolift paratransit service  
has restored its phone lines.**

Rides can be scheduled by calling  
(313) 208-7363.

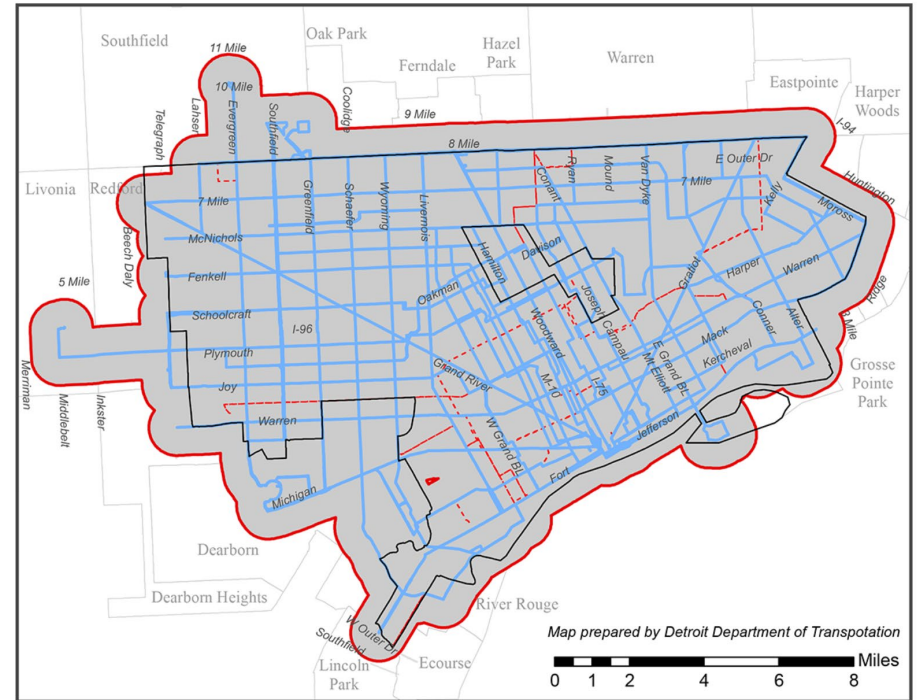


# PARATRANSIT UPDATE

Service remains available for Detroit MetroLift riders following the DDOT service changes.

Detroit MetroLift travels the same fixed route bus area and  $\frac{3}{4}$  of a mile beyond the last stop, meaning no change to the paratransit service.

## Paratransit Service Area Borders, November 15th, 2021



### Legend





# DETROIT METROLIFT CALLBACK FEATURE

**Starting December 1**, Detroit MetroLift will enable a callback feature for riders calling scheduling and dispatch.

Callers will have the option of requesting a callback as opposed to waiting on the phone for an agent to answer.

Callers will not lose their place in line.



# PARATRANSIT MASK REMINDER

As a reminder, masks are required to be worn over the nose and mouth by drivers and riders in the vehicles during Detroit MetroLift transport.

Boarding will be denied for refusal to wear a mask.

If you do not have one, one will be provided.



# IN CASE YOU MISSED IT

The Ecolane Mobile App for paratransit users went live on October 1.

Quality Assurance Supervisors continue to go out on the road to ensure continuous quality performance and improvements.





# DDOT RECRUITMENT UPDATE

24 new TEOs were hired between  
October 4th and November 15th.

For more information about  
DDOT employment opportunities,  
please visit [detroitmi.gov/ddot](https://detroitmi.gov/ddot).

DDOT is an equal employment  
opportunity employer.





# UPCOMING MEETINGS

This is our last Community Input Meeting for 2021.

**Community Input Meeting**  
Thursday, January 20, 2022, 5 p.m.



# Thank You

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## Website

[detroitmi.gov/ddot](https://detroitmi.gov/ddot)

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## Social Media

   @RideDDOT

