



City of Detroit

CITY COUNCIL

JAMES E. TATE JR.
CITY COUNCIL PRESIDENT PRO-TEMPORE

DISTRICT 1

MEMORANDUM

TO: G. Michael Staley, Interim Director of Transit
THRU: Public Health and Safety
FROM: Council President Pro Tempore James E. Tate Jr.
DATE: March 15, 2024
RE: Bus Inquiries Part 2

On February 23, 2024, DDOT provided responses regarding maintenance and DDOT Bus Tracker app information to questions I posed. I look to continue our dialogue with the follow-up inquiries below.

DDOT stated that passenger seats were switched from cloth to vinyl material with the 2019 bus purchase and onward.

- Please list all years of make for each vehicle currently utilized and operating.
- Please list the material composition for seats of each vehicle currently utilized.
- Please define thermoplastic seats. Is this material hygroscopic?
- How can upcoming bus fleet purchases ensure that seat material is non-absorbent?
Residents continue to express concern for liquid spills and contamination on seats.

Ridership Feedback

- What is DDOT's engagement strategy with riders prior to purchasing new materials / vehicles as well as implementing rider-impacting operations and procedures?
- How is feedback solicited on re-occurring concerns expressed by riders, and then implemented?

DDOT stated that Coach Service Attendants conduct minor cleaning daily when buses return to the terminals.

- What are the checkpoints in place to ensure that “minor cleaning” occurred prior to fleets returning to the road?
- Please define “minor daily cleaning”.
- Please explain how “minor daily cleaning” takes place for all fleet seats.

DDOT Bus Tracker - Riders have expressed significant reoccurring concerns regarding the DDOT Bus Tracker and the Transit App.

- What is the daily mechanism prior to drivers’ departing from terminals for the day to ensure that real-time tracking is functional and correct?
- How often is tracking-technology assessed by DDOT for functionality and accuracy for the bus app?
- Does DDOT encourage / market to riders the DDOT Bus Tracker over the Transit app, given DDOT’s delay rate and the lack of real-time tracking of the Transit App?

If there are any questions, please contact Sumaiyah Ahmed, at sumaiyah.ahmed@detroitmi.gov.

CC: Honorable Council Members
Mr. Malik Washington, Mayor’s Office