



Detroit Department of Transportation

100 Mack Avenue • Detroit, MI 48201 • 313.933.1300 • Detroitmi.gov/DDOT

Initial
RC

To: Council Member Angela Whitfield-Calloway, District 2
From: Robert Cramer, Executive Director, Detroit Department of Transportation
Date: March 14, 2025
Re: **Responses to 2025-2026 Budget Questions**

Please find below responses to your questions sent on 3/12/2025, regarding the Fiscal Year 2026 Proposed Budget for the Detroit Department of Transportation.

- 1. The new Jason Hargrove Transit Center in District 2 is a wonderful facility. What has been the feedback from the bus drivers concerning the transit center? What has been the feedback from the bus riders concerning the transit center? What improvement needs have been identified concerning the transit center?**

The new Jason Hargrove Transit Center (JHTC) is state-of-the-art, and to date, DDOT has not received any requests for additional updates to this transit center. DDOT is currently focused on providing facility improvements at our other locations to better assist our riders.

- 2. During the winter, homeless individuals use the Jason Hargrove Transit Center as a warming center. What plans exist between D-DDOT and other agencies to find proper shelter for homeless individuals?**

DDOT has a continuous partnership with the City of Detroit's Housing & Revitalization Department to ensure that resources are made available to individuals identified as unsheltered at the JHTC. This partnership comprised of Housing & Revitalization, DPD and DDOT meets on a biweekly basis where identified trends are used to coordinate outreach efforts to mitigate the likelihood of the transit center being used as a warming/cooling center, and to ensure individuals who are in need, are provided with the necessary information to access established warming/cooling centers.



Detroit Department of Transportation

100 Mack Avenue • Detroit, MI 48201 • 313.933.1300 • Detroitmi.gov/DDOT

3. Please describe the method for locating bus shelters. What are the plans for bus shelters in District 2?

The Federal Transit Administration (FTA) mandates that transit agencies employ an equitable location selection process for asset placement, prohibiting discrimination based on race, color, or national origin, as per the Civil Rights Act of 1964. DDOT does this using a points system. The scoring is based primarily on the average daily boardings recorded at the location, with additional points assigned to locations with lengthy wait times; concentrations of vulnerable users; transfer points between routes; integrations with streetscapes or recreational facilities; community requests; and existing bus shelter locations. The minimum threshold to warrant a bus shelter is 15 total points.

Additionally, DDOT evaluates the site conditions to determine suitability. Site suitability assessments are conducted to determine if there is sufficient space to safely anchor a shelter while maintaining all clearances required by City, County, or State regulations dependent on jurisdiction, along with federal ADA standards.

If a location is viable, the typical timeline from request to shelter installation is 3 to 4 years. This timeline includes analysis based on the points system, in-person site surveys of locations with points to warrant a shelter, procurement of design contractor, NEPA and SHPO Section 106 analyses, site design, permitting, procurement of construction and installation contractors, installation, and inspections throughout the process. Lastly, some sites DDOT initially determined as viable, for unforeseeable reasons, are rejected in the permitting process.

Aside from incorporating community requests into the points system, DDOT does not hold plans for any district or site. All new bus shelter projects are assessed via the process stated above.

DDOT is in the construction and installation process for our Phase I advertisement bus shelter project. In District 2, DDOT has installed one bus shelter, with nine more planned to be installed by June 30. DDOT is in the site selection process for our Phase II 100 bus shelters project; we have yet to determine how many will be in District 2.



Detroit Department of Transportation

100 Mack Avenue • Detroit, MI 48201 • 313.933.1300 • Detroitmi.gov/DDOT

4. Please describe the D-DOT re-imagined process and the status of the process.

During summer 2022, DDOT held public workshops to ask people about network preferences.

During summer 2023, DDOT presented a Draft Network and took comments from the public.

In early 2024, DDOT presented a Final Network and held a Public Hearing and then OT began incrementally increasing service in a manner consistent with *DDOT Reimagined*. DDOT implemented a series of frequency improvements and span improvements.

DDOT's has proposed a June 2025 Service Change package which will begin to implement the proposed route realignments. The magnitude of the incremental improvements we have implemented so far, have been determined by DDOT's available operating resources (bus operators and fleet).

5. Please describe the D-DOT safety training program and how it has decreased the number of bus accidents and amount of litigation settlements. What additional safety training programs are needed?

In 2024, under the leadership of the Safety Department and in collaboration with the DDOT Training Center, the student TEO curriculum was reviewed and revised to incorporate interactive modules focused on accident prevention. Additionally, daily drive-time accountability measures were created to ensure that new hires received consistent behind-the-wheel instruction throughout induction training.

2024 also marked the reimplementation of annual refresher training. This one (1) day training session was freshly designed, deployed to all active TEO's and covered various topics ranging from departmental operating policies, defensive driving techniques and customer service. Through the combination of revised induction training and the reintroduction of refresher training, DDOT has positively experienced a downward trend in preventable accidents which will inherently translate into a reduction in the amount of litigation settlements. In the recent months, Operations has taken TEO Training back under their division, and Safety will collaborate to explore current retraining practices and introducing a behind-the-wheel annual re-certification program of current TEO's.



Detroit Department of Transportation

100 Mack Avenue • Detroit, MI 48201 • 313.933.1300 • Detroitmi.gov/DDOT

With respect to additional safety training, the Safety Department has identified a need to regularly facilitate workplace safety training (i.e., safe working practices within shop floors, warehouses etc.) to drive down occupational injuries.

6. What steps does D-DOT take with the Law Department to identify safety issues to reduce the number of civil cases against D-DOT? What is the status of the cameras on each bus and are cameras used in resolving claims and litigation?

DDOT Safety meets with Risk Management on a weekly basis to discuss trends and concerns. The Law Department had identified that since Safety has assumed the responsibility of video extractions, the improved availability of on-board bus camera videos from vehicles with a working system has increased their ability to reduce the likelihood of settling fraudulent claims that would have otherwise been paid-out due to lack of evidence.

While DDOT's fleet is currently retrofitted with cameras, deferred maintenance/support has resulted in an unreliable system. DDOT is currently in the process of procuring a new state-of-the-art camera system which will exponentially increase the city's ability to resolve claims and litigation pertaining to DDOT.

7. While hiring new bus drivers, what steps do D-DOT take to attract qualified drivers and avoid hiring marginal employees?

DDOT's current hiring process is facilitated by the COD Recruitment Division, and we have seen an incredible effort from them to assist with recent hiring needs. We have identified some areas of improvement and have begun conversations with Recruitment to focus on stronger testing measures at the beginning of the hiring process to avoid hiring marginal candidates.

8. While investigating bus accidents and bus incidents, what steps are taken to discipline at fault bus drivers? In March 2025, City Council approved a settlement in an amount exceeding \$5 Million for the wrongful death of a pedestrian killed in a bus accident downtown. The bus driver involved had a previous fatal accident but was eventually allowed to return to driving. Clearly, this is an example showing that the disciplinary system needs review and modification.



Detroit Department of Transportation

100 Mack Avenue • Detroit, MI 48201 • 313.933.1300 • Detroitmi.gov/DDOT

The Department will apply the appropriate corrective actions based on the facts presented, and the latitude the Department currently has based on the Collective Bargaining Agreement with the union. Corrective disciplinary actions may include but are not limited to termination of employment, and we will continue to review our process and work toward building a better safety culture. Since the unfortunate accidents mentioned above DDOT has implemented a Preventable Accident Review Committee, that reviews and investigates all accidents and offers recommendations for continuous improvements.

9. ARPA funding will end in December 2026. What ARPA funding programs will need general fund support to continue beyond ARPA?

There are no ARPA funded programs for DDOT that will need general fund support to continue beyond ARPA.