

A photograph of the Jason Hargrove Transit Center, a modern building with a white facade and brick accents. The building features large glass windows and a prominent entrance. An American flag flies on a pole in front of the building. The sky is clear and blue.

# JASON HARGROVE TRANSIT CENTER



## TRU Transit Talk Tuesday: DDOT Year in Review

● October 1, 2024



# **Year in Review**

## **October 2023 – September 2024**





# Transit Equipment Operators (TEOs)

## October 2023

- 350 Total
  - 510 Budgeted for FY 2024
- 

## September 2024

- 484 Total
  - 446 Active
  - 33 Inactive
- 627 Budgeted for FY 2025



**Note:** Approximately 100 Students in training in any given week.

# Transit Equipment Operators (TEOs)

## October 2023

- Starting Wage @ \$16.15
  - Top of the Progression\* @ \$22.61
  - Incentive Bonus (Attendance) @ \$1,000 per quarter
- 

## September 2024

- Starting Wage @ \$19.56
- Top of the Progression\* @ \$26.18
  - Includes 2.50% Annual Increase (effective July 1, 2024)
- Incentive Bonus (Attendance) @ \$1,500 per quarter

\*6-Step Progression (Probation to 48+ Months)

# DDOT Vehicle Availability (Pullouts)

## October 2023

- *Average AM Pullouts (PO) @ 126/135*
- *Average PM Pullouts (PO) @ 140/147*

**Note:** 117/292 coaches “ready to use” on average, for weekday service

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## September 2024

- *Average AM Pullouts (PO) @ 168/168*
- *Average PM Pullouts (PO) @ 172/178*

**Note:** 186/292 coaches “ready to use” on average, for weekday service

# DDOT Vehicle Availability (Mechanics)

## October 2023

- 66 total General Autobody Mechanics
    - 100 budgeted for FY 2024
- 

## September 2024

- 94 General Autobody Mechanics
  - 100 budgeted for FY 2024

# DDOT Vehicle Availability (Deferred Maintenance)

## October 2023

- 71 out of 292 coaches were in “Deferred Maintenance” status (24% of revenue fleet)
- 

## September 2024

- 15 out of 292 coaches remain on site at New Flyer for major body damage repair work (5% of revenue fleet)

# DDOT Vehicle Availability (Fleet Replacement)

## **2012 Fleet** ("Useful Life" ends in 2024)

- 45 coaches (15.4% of fleet)
  - All replacements are NF "hybrids" (diesel/electric)
  - Arrive Detroit Q3 and Q4 of 2025
- 

## **2014 Fleet** ("Useful Life" ends in 2026)

- 31 coaches (10.6% of fleet)
- 21 replacement coaches will be "hybrids" (diesel/electric)
- 4 replacement coaches will be hydrogen buses + liquid fueling station
- Arrive Detroit Q2 and Q3 of 2026
- Funded through FTA Low/Now grant award of \$30m+





# DDOT Service Restoration Plan



# DDOT Service Restoration Plan (Executed)

Phase 1: 1/22/24 thru 4/21/2024		
PO (AM / PM)	TEO (Req. / 20 % X-Board)	PVR
309 (150/159)	352 / 422	159

Phase 2: 4/22/24 thru 6/23/2024		
PO (AM / PM)	TEO (Req. / 20 % X-Board)	PVR
309 (150/159)	352 / 422	159

Phase 3: 6/24/24 thru 9/1/2024		
PO (AM / PM)	TEO (Req. / 20 % X-Board)	PVR
346 (168/178)	395 / 474	178

Phase 4: 9/2/24 thru 12/31/2024		
PO (AM / PM)	TEO (Req. / 20 % X-Board)	PVR
346 (168/178)	395 / 474	178

Phase 5: 1/1/25 thru April 2025		
PO (AM / PM)	TEO (Req. / 20 % X-Board)	PVR
363 (175/188)	469 / 563	188

Phase 6: April 2025 thru June 2025		
PO (AM / PM)	TEO (Req. / 20 % X-Board)	PVR
363 (175/188)	469 / 563	188

Phase 7: June 2025 thru September 2025		
PO (AM / PM)	TEO (Req. / 20 % X-Board)	PVR
414 (200/214)	500 / 600	214

# DDOT Service Restoration Plan (Executed)

## January 2024 Service Improvement Details

**Improve weekday daytime frequency from 15 to 10 min;  
weekend 30 to 15 min (BRT pilot):**

- 9-Jefferson

**Improve daytime frequency from 22 to 20 min:**

- 16-Dexter

**45-min headways begin at start of service instead after 8am:**

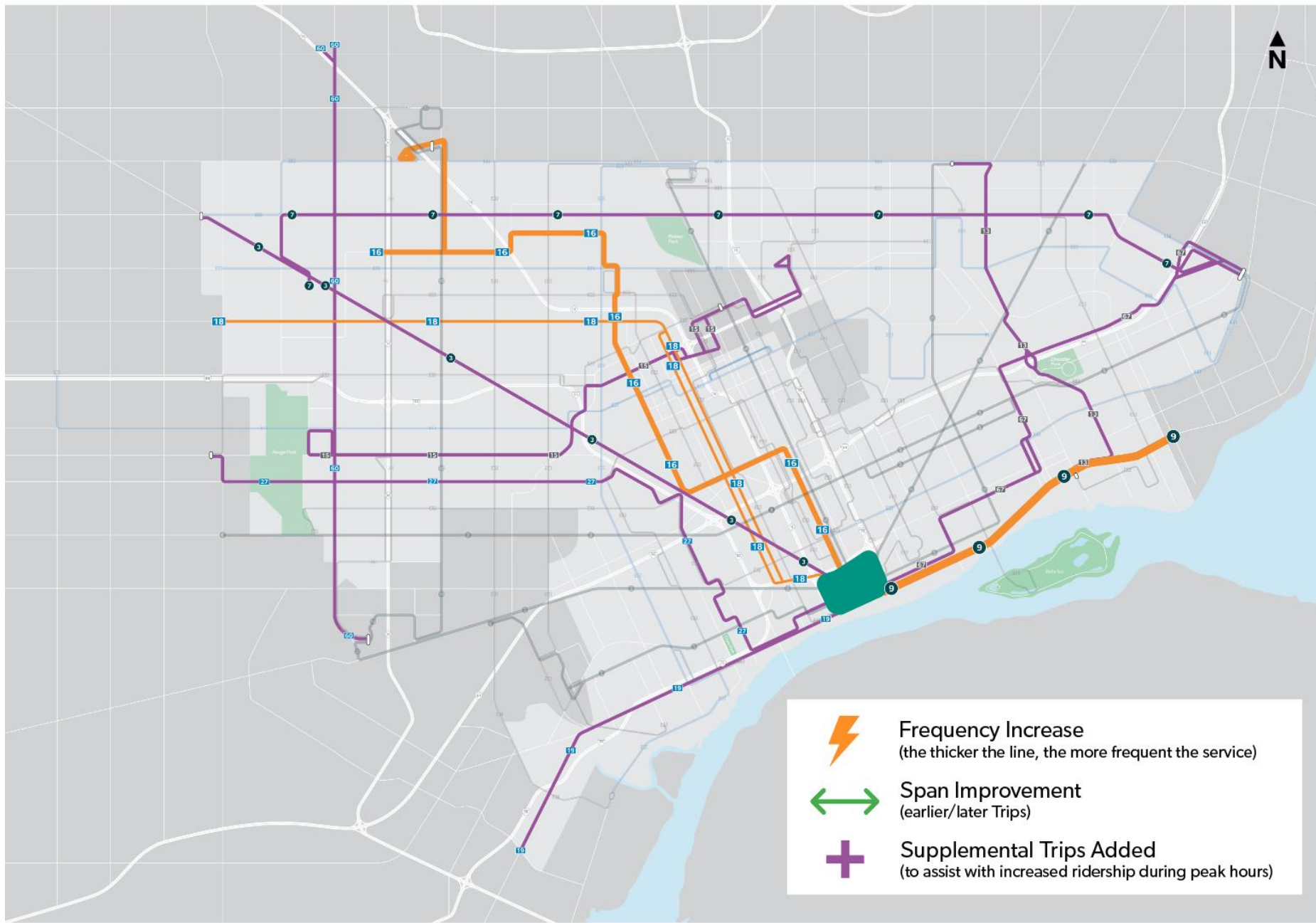
- 18-Fenkell

**Peak supplemental trips:**

- |                      |                      |
|----------------------|----------------------|
| • 3-Grand River      | • 19-Fort            |
| • 7-Seven Mile       | • 27-Joy             |
| • 13-Conner          | • 60-Evergreen       |
| • 15-Chicago-Davison | • 67-Cadillac/Harper |



# DDOT Service Improvements January 2024



# DDOT Service Restoration Plan (Executed)

## June 2024 Service Improvement Details

### **Improve weekday peak frequency from 20 to 15 min:**

- 3-Grand River
- 7-Seven Mile
- 10-Greenfield

### **Improve weekday peak frequency from 30 to 20 min:**

- 8-Warren
- 60-Evergreen

### **Improve weekday peak frequency from 60 to 45 min:**

- |                      |                      |
|----------------------|----------------------|
| • 13-Conner          | • 43-Schoolcraft     |
| • 15-Chicago-Davison | • 52-Chene           |
| • 19-Fort            | • 54-Wyoming         |
| • 30-Livernois       | • 67-Cadillac/Harper |
| • 38-Plymouth        | • 68-Chalmers        |
| • 41-Schaefer        |                      |

### **Improve daytime frequency from 60 to 50 min all week:**

- 27-Joy

### **Peak supplemental trips:**

- 39-Puritan

### **Span improvements (earlier/later trips):**

- 23-Hamilton
- 42-Mid-City Loop

### **Start 30-minute service earlier in the morning:**

- 31-Mack

### **Timetable adjustments for Jason Hargrove Transit Center**





# DDOT Service Improvements June 2024



# DDOT Service Metrics (Weekly)

## October 2023

- Revenue Miles @ 189,129 (scheduled)
  - Ridership @ 242,479
  - On-Time Performance
    - Weekday @ 61%
    - Saturday @ 64%
    - Sunday @ 65%
- 

## September 2024

- Revenue Miles @ 194,957 (scheduled)
- Ridership @ 283,107
- On-Time Performance
  - Weekday @ 68%
  - Saturday @ 67%
  - Sunday @ 70%

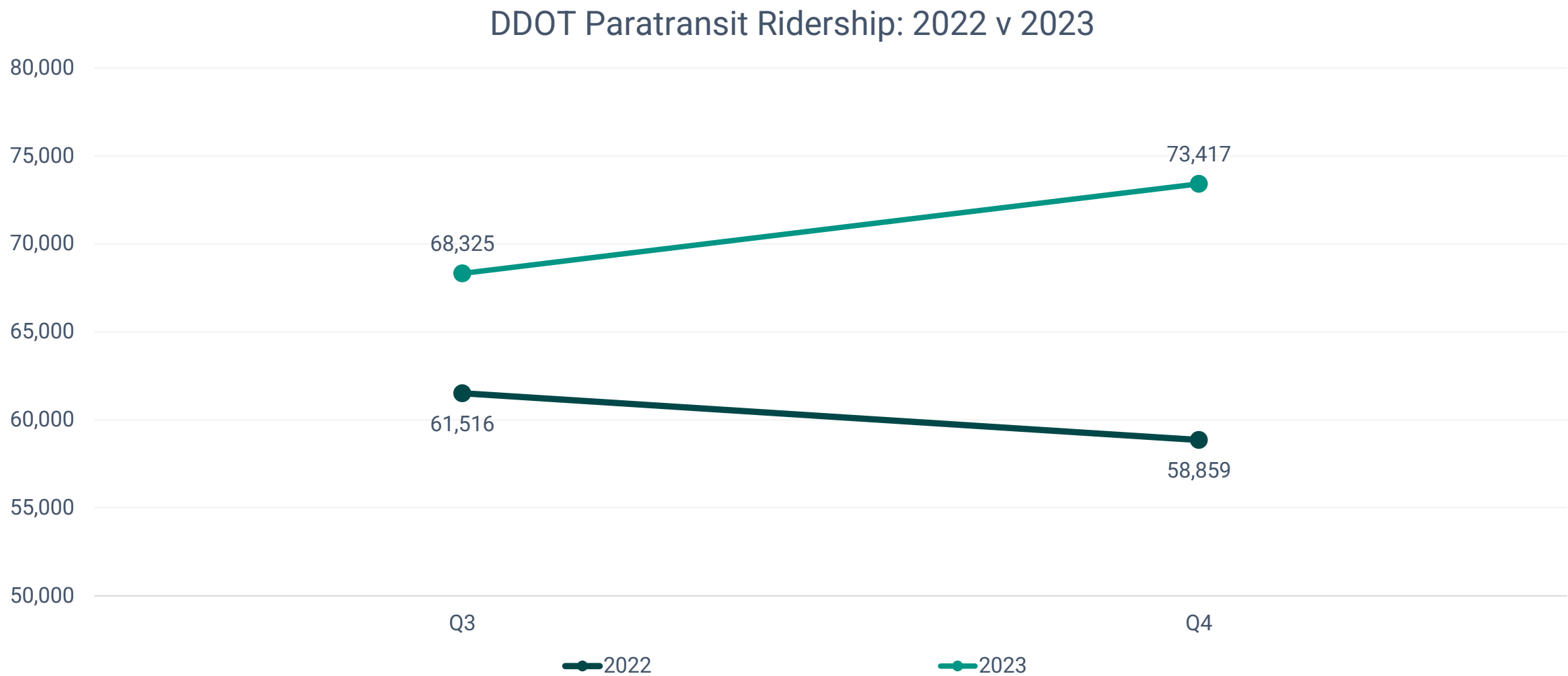


# DDOT Paratransit Transformation

## 2022 vs 2023



# DDOT Paratransit Ridership (2022 v 2023)



# DDOT Paratransit (Q1 2023 / Year One)

## Q1 2023

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							COST-EFFECTIVE			
	Accidents		Injuries	On-Time Performance				58,417 Trips Transacted							58,417 Trips/33,985.58 Hours			
	Preventable	Non-Preventable		Weekday	Sun.	Sat.	Total	Trips	Valid	Invalid		Total	Late		Weekday	Sun.	Sat.	Total
Big Star	0	1	0	94.3%	87.6%	94.6%	94.1%	18,291	32	0.175%	6	0.033%	38	0.208%	3			
Checker	0	1	0	95.6%	98.8%	97.9%	95.9%	1,544	2	0.130%	0	0.000%	2	0.130%	0			
Delray	2	1	1	92.9%	96.6%	90.6%	92.7%	9,800	26	0.265%	1	0.010%	27	0.276%	2			
Moe	1	0	0	94.9%	90.9%	91.1%	94.5%	13,994	24	0.172%	1	0.007%	25	0.179%	1			
PEX	0	2	1	90.5%	86.7%	91.7%	90.2%	14,788	41	0.277%	5	0.034%	46	0.311%	1			
DDOT									21	0.036%	2	0.003%	23	0.039%	0			
System	3	5	2	93.4%	88.5%	92.1%	93.0%	58,417	146	0.250%	15	0.026%	161	0.276%	7	1.61	1.48	1.39

## Year One

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							COST-EFFECTIVE			
	Accidents		Injuries	On-Time Performance				265,282 Trips Transacted							265,282 Trips/167,095.37 Hours			
	Preventable	Non-Preventable		Weekday	Sun.	Sat.	Total	Trips	Valid	Invalid		Total	Late		Weekday	Sun.	Sat.	Total
Big Star	4	4	3	97.4%	96.8%	97.6%	97.4%	87,654	83	0.095%	16	0.018%	99	0.113%	7			
Checker	1	1	3	97.8%	98.3%	98.1%	97.9%	24,609	12	0.049%	2	0.008%	14	0.057%	0			
Delray	2	2	3	96.8%	97.3%	96.2%	96.8%	45,472	52	0.114%	2	0.004%	54	0.119%	5			
Moe	1	1	0	97.7%	95.0%	95.1%	97.5%	52,908	40	0.076%	3	0.006%	43	0.081%	2			
PEX	0	4	4	96.3%	94.7%	96.1%	96.1%	54,639	73	0.134%	7	0.013%	80	0.146%	1			
DDOT	0	0	0						106	0.040%	15	0.006%	121	0.046%	2			
System	1	2	3	97.2%	96.0%	96.6%	97.1%	265,282	366	0.138%	45	0.017%	411	0.155%	17	1.50	1.38	1.27



# DDOT Paratransit (Q1 2024 / Q2 2024)

## Q1 2024

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							COST-EFFECTIVE				
	Accidents		Injuries	On-Time Performance				73,474 Trips Transacted							73,474 Trips/47,198.46 Hours				
	Preventable	Non-Preventable		Weekday	Sun.	Sat.	Total	Trips	Valid		Invalid		Total		Late	Weekday	Sun.	Sat.	Total
Big Star	0	1	0	98.5%	99.3%	99.1%	98.6%	23,051	12	0.052%	1	0.004%	13	0.056%	1				
Checker	0	1	0	98.0%	99.2%	99.5%	98.3%	9,117	3	0.033%	2	0.022%	5	0.055%	0				
Delray	0	1	0	98.3%	99.0%	98.5%	98.4%	13,034	8	0.061%	0	0.000%	8	0.061%	1				
Moe	0	1	0	98.7%	99.7%	99.4%	98.8%	13,848	4	0.029%	2	0.014%	6	0.043%	0				
PEX	0	0	1	99.0%	99.2%	98.7%	99.0%	14,424	4	0.028%	0	0.000%	4	0.028%	2				
DDOT									10	0.014%	0	0.000%	10	0.014%	3				
System	0	4	1	98.6%	99.3%	99.0%	98.6%	73,474	41	0.056%	5	0.007%	46	0.063%	7	1.50	1.34	1.19	1.45

## Q2 2024

	SAFE			RELIABLE				CUSTOMER-ORIENTED (COMPLAINTS)							COST-EFFECTIVE				
	Accidents		Injuries	On-Time Performance				78,498 Trips Transacted							78,498 Trips/47,856.86 Hours				
	Preventable	Non-Preventable		Weekday	Sun.	Sat.	Total	Trips	Valid		Invalid		Total		Late	Weekday	Sun.	Sat.	Total
Big Star	0	0	2	99.1%	98.1%	98.6%	99.0%	24,225	6	0.025%	1	0.004%	7	0.029%	0				
Checker	0	0	0	98.8%	99.2%	99.2%	98.8%	12,490	3	0.024%	1	0.008%	4	0.032%	0				
Delray	0	1	0	98.6%	98.7%	99.0%	98.7%	12,493	6	0.048%	0	0.000%	6	0.048%	1				
Moe	0	2	1	99.5%	99.6%	99.5%	99.5%	12,701	2	0.016%	0	0.000%	2	0.016%	0				
PEX	0	2	2	99.0%	99.6%	99.4%	99.1%	16,589	6	0.036%	0	0.000%	6	0.036%	0				
DDOT									19	0.024%	3	0.004%	22	0.028%	7				
System	0	5	5	99.0%	98.7%	99.1%	99.0%	78,498	42	0.054%	5	0.006%	47	0.060%	8	1.56	1.59	1.34	1.54



# **Reducing Accidents and Injuries on DDOT: Current Safety Initiatives**



# Sentinels of Safety Campaign

**A**

## Effective Monitoring to Observe and Prevent Unsafe Behavior

- In real time on the street
- In near-real time through video reviews

**B**

## Targeted Messaging

- Monthly Campaigns
- Daily Safety Messages

# Related and Concerted Safety Efforts

- Outreach to ATU for Partnership
- Preventability Review Committee (PRC) will continue to meet every week to determine causation and identify trends related to unsafe behaviors
- Joint Safety Committee will continue to meet every month to address more “universal” safety concerns
- SOS Working Group (Ad Hoc)
  - Weekly Meetings to review information from PRC
  - Develop Monthly Campaigns
  - Refine Marketing/Messaging Efforts

**Note:** *The SOS Program is designed to eliminate/minimize unsafe behavior. It is not intended to be a “gotcha exercise”. Coaching and counseling will be the first step in this process. Paid re-training will be utilized where indicated.*



# Shelter Project Update





# DDOT Shelter Plan: High-Level

Percentage of Sheltered Boardings March 2024 (weekdays)

	Total Stops	% of Total Stops	Total Boardings	% Total Boardings	Average Daily Boardings	Average Daily Boardings Per Stop
Has Shelter (DDOT-owned)	231 (187)	5% (4%)	190,570 (153,957)	26 / 21	9,075 (7,331)	39 (39)
No Shelter	4,856	95%	540,623	74	25,744	5
Total Stops	5,087	-	731,193	-	34,819	7

## DDOT currently has ~200 shelters across 5,100 stops

- Lower rate of shelters-to-stops (4%) than industry KPI
- 79 existing shelters past useful life
  - **Phase I** will replace 23

**Strategy:** Replace outdated shelters and add new shelters to reach 299 total modern shelters.

**Phase I:** 60 shelters

- 23 replacing existing, 37 new

**Phase II:** 100 shelters in 2025 and 2026

- \$4.3 million budgeted

**Phase III:** ~80 shelters to be installed beginning 2027

- \$3.3 million budgeted

**Ongoing:** better manage shelter inventory

- Inventory and management

# Phase I – First 60 Ad Shelters Update

## Batch 1

- 13 shelters
- First install September 12
- Last install by October 11

## Batch 2

- 12 shelters
- Shelters have been delivered
- Installations from October 14 – 25

## Batch 3

- 14 shelters
- Delivery by October 11
- Installations from October 28 – November 8

## Batch 4

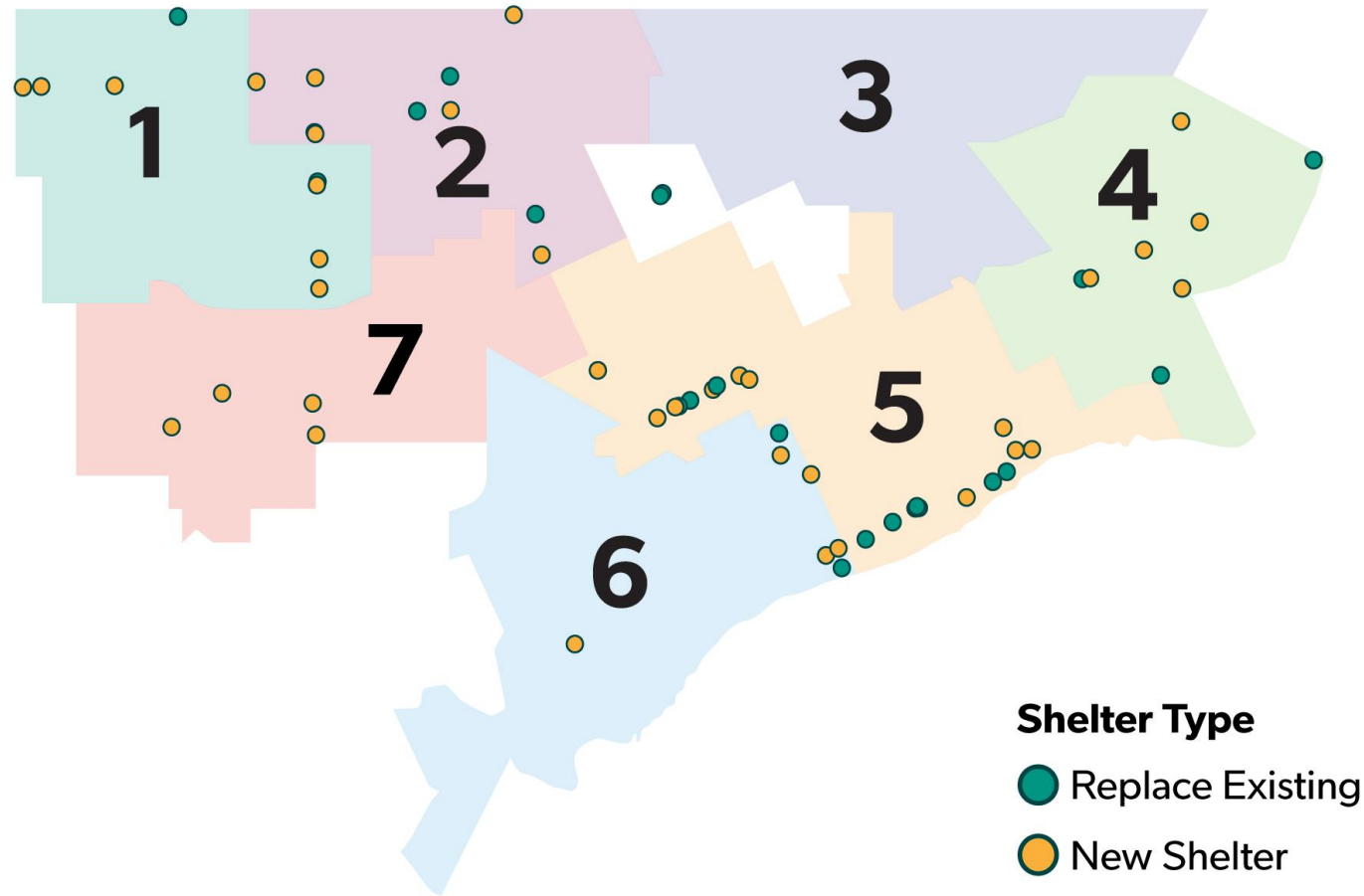
- 11 shelters
- Delivery by November 8
- Installations from November 8 – December 6

## Batch 5

- Final plan modifications for permitting ongoing
- 10 shelters
- Delivery by December 6
- Installations from December 9 – 26



# Phase I – First 60 Ad Shelters Update



**Shelter Type**  
● Replace Existing  
● New Shelter

District	Replace	New	Total
1	1	7	8
2	4	6	10
4	3	5	8
5	11	11	22
6	1	4	5
7		4	4
Highland Park	3		3
Total	23	37	60

**Locations selected by DDOT based on Title VI Service Standards, enforced by FTA.**

- Key considerations:**
- Stop ridership
  - Bus frequency
  - Special populations: e.g., senior communities
  - Etc.



# Coolidge Terminal



# Coolidge Terminal Replacement

The Coolidge Project by the Detroit Department of Transportation, is still set for completion by early 2026.

- Significant construction progress has been made to the structures as well as to the site infrastructure.
- Steel skeleton structures are in progress for all buildings.
- Buildings become “enclosed” to start on interior finishing over the next eight months.



# Coolidge Terminal Restoration



A green-tinted photograph of a city street. In the foreground, a large bus is partially visible on the right side. In the background, a person is standing with a bicycle on a sidewalk. The scene is urban with buildings and street infrastructure.

# Jason Hargrove Transit Center





# Jason Hargrove Transit Center



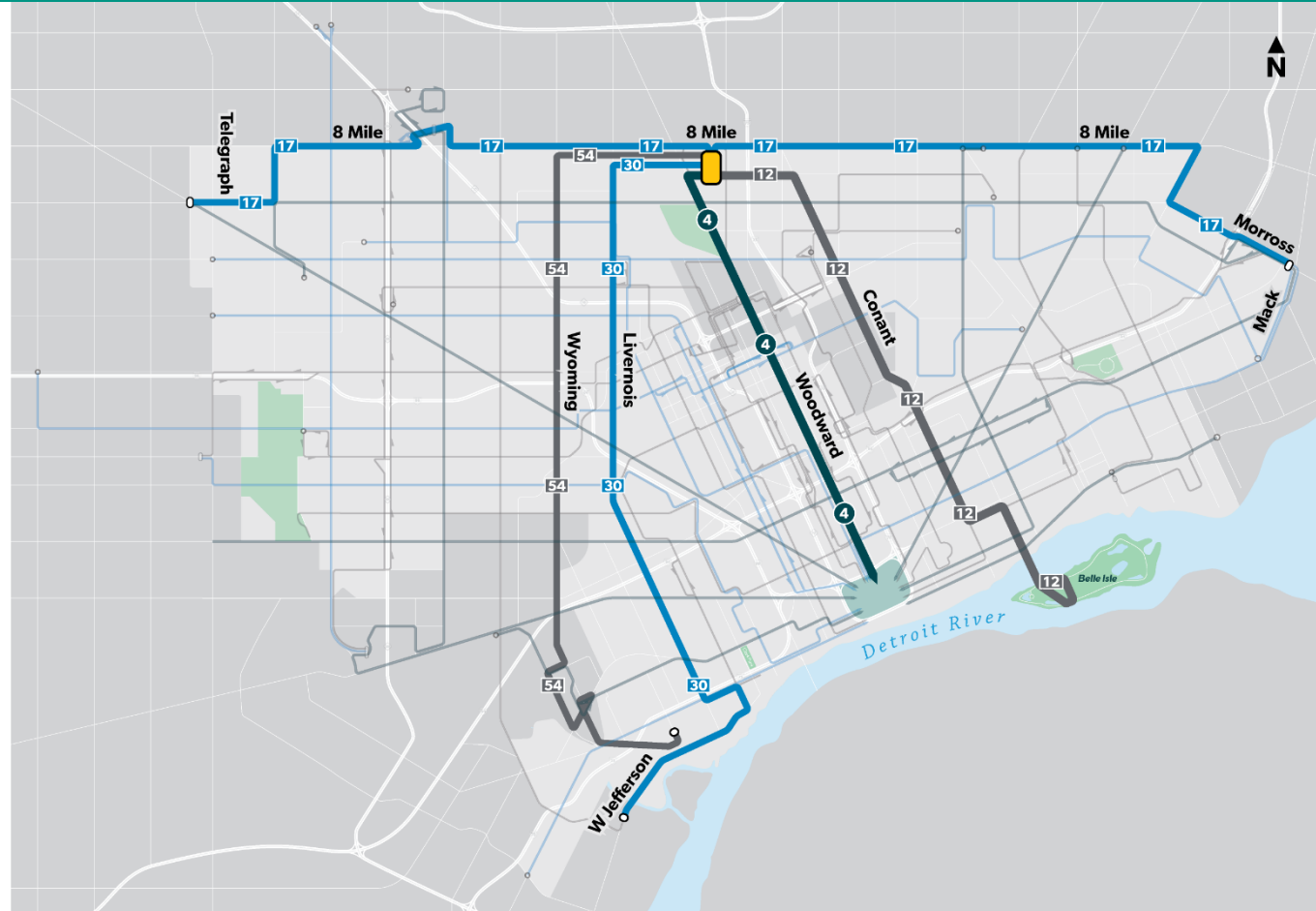
**Over 24,000  
passenger trips  
per week\*** start  
or end at the  
Jason Hargrove  
Transit Center.

\*Including SMART trips

# Jason Hargrove Transit Center DDOT Routes Served



## Routes Served



New turning instructions and recalculated runtimes will be created for all JHTC routes.

# Jason Hargrove Transit Center

## SMART Routes Served

Ten SMART routes run through JHTC utilizing bays 8, 9, 10 & 11.

- 450 WL
- 460 WL
- 495 John R
- 405 NW
- 492 Rch
- 494 Deq
- 461N WF
- 462N WF
- 461S WF
- 462S WF

# FY25 Budget

## Expenditure Increase

- DDOT is one of six departments to receive a significant increase to their FY25 budget
  - FY24 - \$167.3M
  - FY25 - \$188.8M
- Increase in TEO headcount (627 budgeted in FY25)
- Increase in maintenance dollars
- Increase in operational expenditures for Paratransit operations



# DDOT 2025





# DDOT 2025: Capital Projects

Jason Hargrove Transit Center

• Completed

East Jefferson Enhanced Corridor

• In Progress

Bus Shelters Phase I –  
60 Ad Shelters

• In Progress

Onboard Camera Upgrade / Update

• In Progress

Fare Collection System Update

• In Progress

# DDOT 2025: Capital Projects

Road Supervisor Vehicles

• In Progress

Rosa Parks Facility Renovation

• Pending - Beginning this Month

Bus Shelters Phase II –  
Mix of 100 New and Replacements

• Pending - Site Surveying in Progress

Transit Hubs / Connection Corners

• Pending - Early 2025

# DDOT 2025: Paratransit

## Same Day Service

- Scheduled to begin in January 2025

## IVR Technology

- Available in Q1 2025

## Supplemental Training

- To be provided beginning in Q1 2025
  - Sensitivity Training
  - Disability Awareness
  - Passenger Assistance Techniques (PAT)

# DDOT 2025: Challenges

## Labor Relations

- Expiring Collective Bargaining Agreements
  - ATU Local 26
  - Local 337
  - Foreman Supervisory Local
  - AFSCME 312

## 2012 Fleet Replacement

- 45 coaches (15.4% of fleet) will be replaced in Q3 and Q4 of 2025

# DDOT 2025: Challenges

## Safer

- Goal of .98 Preventable Accident Frequency Rate (P-AFR)

## More Reliable

- 85% On-Time Performance by January 1, 2025

## Customer-Oriented

- Customer Complaint Rate at <15 per 100,000 boardings

## Cost-Effective

- FY'2025 Budget at \$188.8M (FY'2024 Budget at \$167.3M)

**Note:** All “Service Enhancements” (i.e. Improved Frequency and Increased Span of Service) are consistent with those in *DDOT Reimagined*.

**Thank you!**