

DETROIT'S COORDINATION PLANNING EVENT

December 17, 2009

ANNUAL ASSESSMENT

The Detroit Department of Transportation (DDOT), as the primary transportation provider that oversees resources allocated to Detroit, conducted the needs' assessment required by the Federal Transit Administration (FTA) for Detroit to qualify for funding through Elderly and Disabled (E&D), Job Access / Reverse Commute (JARC), and New Freedom (NF) grant programs. Data collected from the assessment was incorporated into DDOT's Proposed Coordinated Human Services Transportation Plan (CHSTP) and was presented to Detroit's stakeholders for feedback.

Feedback on the CHSTP supported DDOT's proposal to implement a centralized, Detroit based, mobility center that enhanced transit services for the area's elderly, disabled, and lower-income riders (target-group). The proposed model suggested allocating and disbursing all resources and services through a single unit toward the benefit of the area as a whole; and suggested that DDOT offer new programs that would fill gaps in currently available programs.

In response to the expressed need for a centralized service, DDOT designed a fully-coordinated mobility center that would maximize the area's available resources, by coordinating with local area transportation providers to operate a single service for all target-group riders. As a result of these efforts, DDOT's new Detroit Mobility 1st (DM1) service was developed and is scheduled to open in January 2010.

As a result of the expressed need for additional programs, DM1 features a well-planned and centrally disbursed group of programs, known as the Collection of Programs (COP), to maximize the area's collective coverage by minimizing duplicated services. The COP expands service for the area's riders by overlapping available services and sharing resources. All trip requests are placed with DM1's Call Center and are assigned to the transportation provider that has been determined best able to satisfy the riders' collective need. As a result, a single provider has the potential to carry an elderly, disabled, or lower-income rider at the same time and on the same vehicle.

The Detroit's Coordination Planning Event (DCPE) is DDOT's opportunity to present the DM1 Service and to discuss the programs developed in response to feedback on the CHSTP. Participants are asked to review the proposed COP programs and provide DDOT with feedback on the proposed programs.

The seven (7) programs proposed for 2010's Collection of Programs are as follows:

- **ADA Paratransit:** Paratransit services for rider unable to use the fixed route service;
- **Para Plus:** Disabled services that extends assistance to the door;
- **Senior Plus:** Elderly services for riders with difficulties accessing the fixed route;
- **Job Connect:** Lower-income services for work & human services commitments;
- **Life Support:** Disabled services for reoccurring medical commitments;
- **Share-A-Ride:** Group-Ride services to local and suburban destinations;
- **Grab-A-Cab:** Same-day services for eligible elderly, disabled, and lower-income riders;

Details specific to each program are located in the *COP's Program Description*. Participants are urged to review each program and complete the attached *Feedback Survey* to have their comments considered when finalizing 2010's approved COP.

For assistance with completing the survey, please contact DDOT's Mobility Group at 313.833.0477. Additional information on DM1 may be obtained from DDOT's Web site at: www.RideDetroitTransit.com; or by calling the DDOT Customer Service Office at (313) 933-1300 and selecting option "3" to request a DM1 Feedback Request Packet.

Completed applications must be submitted by **January 31, 2010** to the following address:

Detroit Department of Transportation
Attention: DM1 – Feedback Packet
1301 E. Warren Avenue – Room 111
Detroit, MI 48207
Email: DDOTMobility@detroitmi.gov

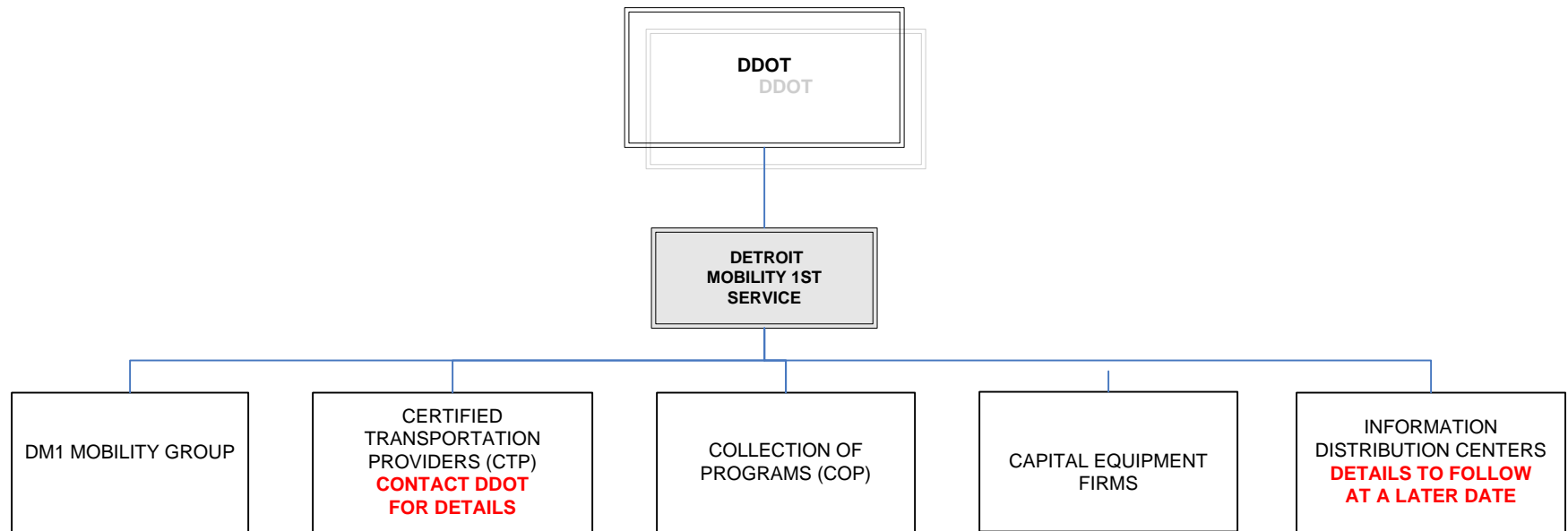
DDOT appreciates the feedback received, thus far, while working to guarantee that Detroit's elderly, disabled, and lower-income riders do qualify for available E&D, JARC, and NF grant funds. As DDOT continues working to justify a need for improved services in Detroit, it remains dependant upon area participates to provide the additional feedback needed to secure these funds. DDOT encourages everyone to participate in an effort to justify how grant funds could assist with improving transportation services for Detroit area riders

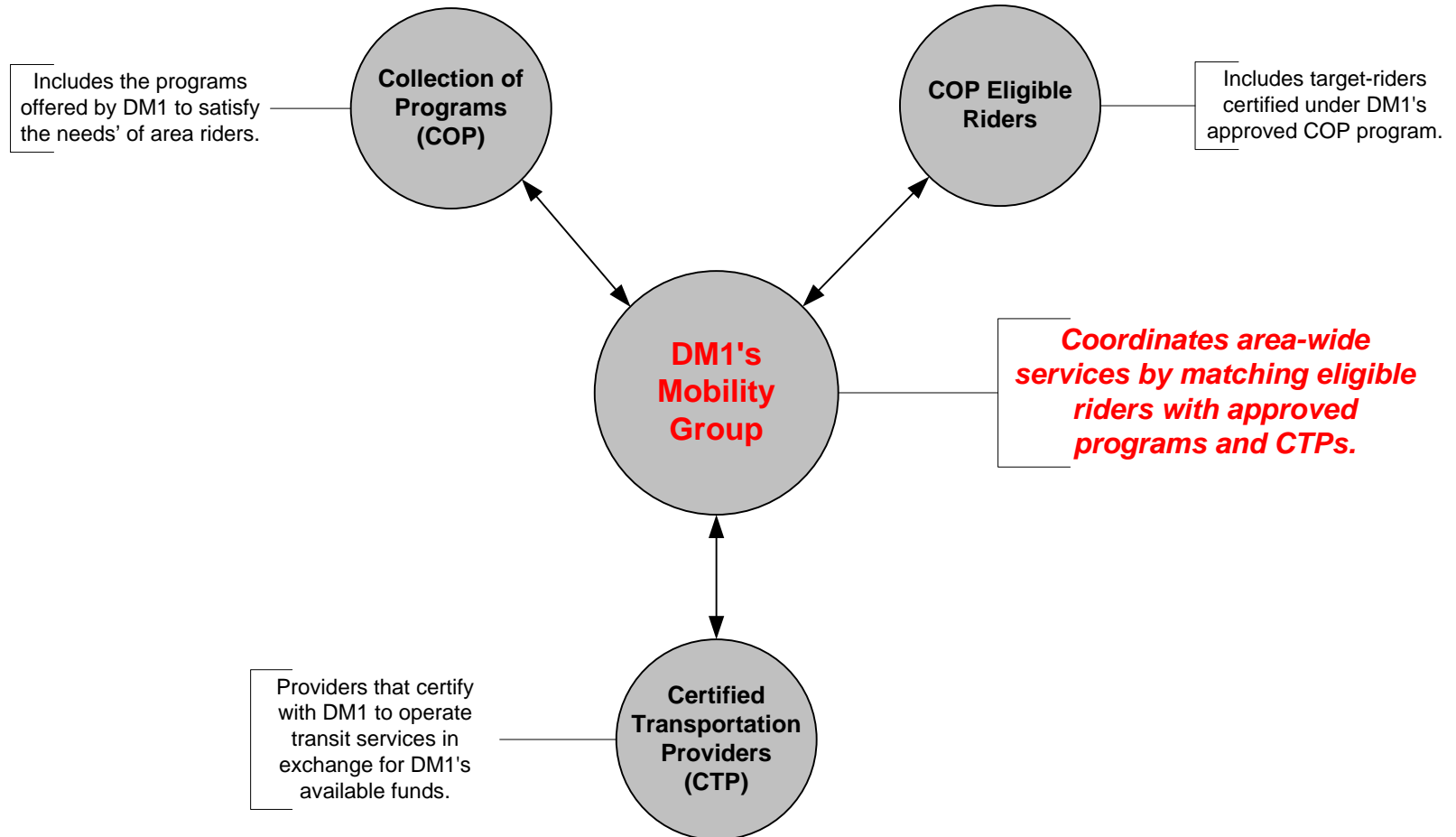
Thanks in advance for your anticipated assistance.

Sincerely,

Detroit Department of Transportation (DDOT)

DM1's – ORGANIZATIONAL OVERVIEW



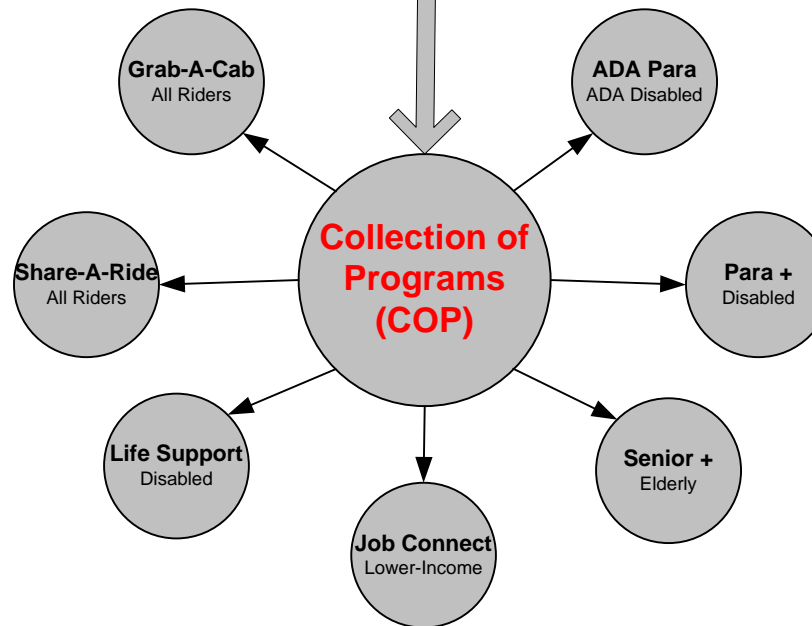


DM1 – MOBILITY GROUP SERVICES

Client Eligibility	Call Center	CTP Eligibility	COP Eligibility	Capital Equipment	Mobility Training	Quality Assurance
<u>CERTIFIES CLIENTS</u>	<u>BROKERS TRIP REQUESTS</u>	<u>CERTIFIES PROVIDERS</u>	<u>CERTIFIES PROGRAMS</u>	<u>MANAGES RESOURCES:</u>	<u>FACILITATES TRAINING:</u>	<u>ENSURES COMPLIANCES:</u>
Determines client eligibility under DM1's approved Collection of Programs.	Matches trip requests with available programs and CTPs.	Certifies providers to participate under DM1.	Certifies riders under the COP program that best satisfies the riders specific need.	Manage resources allocated for elderly, disable, and lower-income services.	Ensures that participants are properly trained to perform with DM1.	Benchmarks DM1's performance to ensure a compliant service.

DM1 – COLLECTION OF PROGRAMS (COP)

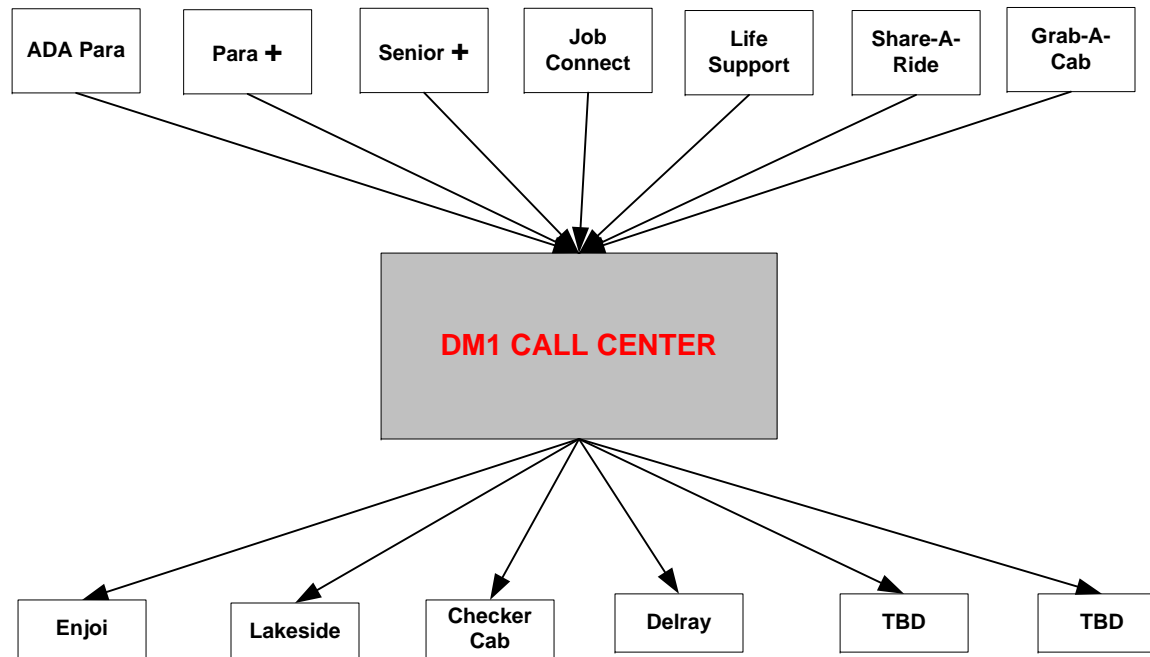
The COP is the well-planned and centrally disbursed group of programs that are offered through DM1. Collectively, they maximize Detroit's service coverage by minimizing the area's duplicated services.



Qualified riders must apply through DM1 to be evaluated and determined eligible under the COP program that best meets their individual transportation needs.

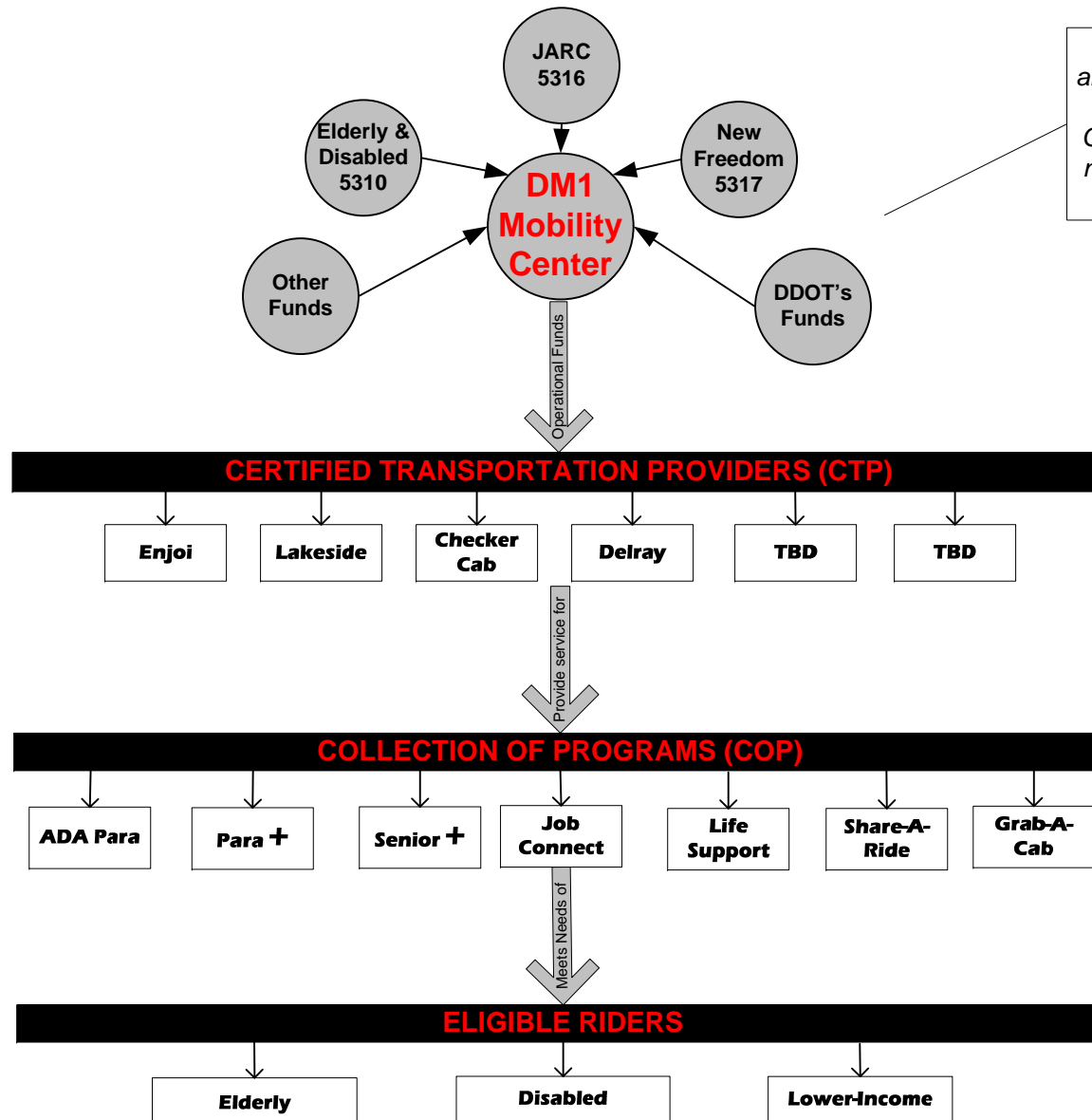
DM1's – TRANSIT-SERVICES DISTRIBUTION

Clients certified with the following programs all call DM1's Call Center at (313) 933-1300 (option 2) to schedule trips or check on statuses.



DM1's Call Center evaluates all trip requests to identify the Certified Transportation Provider (CTP) that matches the rider's need.

DM1 – FUNDING DISBURSEMENTS



Funds are allocated to DM1 and are disbursed to the CTPs who operate services for the COP programs that satisfy the needs of the elderly, disabled, and lower-income riders.

DM1'S COLLECTION OF PROGRAMS' OVERVIEW

<u>PROGRAM</u> → <u>FEATURE</u> ↓	ADA PARA (ADA)	PARA PLUS (+) (DISABLED)	SENIOR PLUS (+) (ELDERLY)	JOB CONNECT (WORK & HUMAN SERVICES)	LIFE SUPPORT (NON-EMERGENCY MEDICAL)	SHARE-A-RIDE (RIDE SHARING)	GRAB-A-CAB (SAME-DAY)
RIDERS IMPACTED	Disabled	Disabled	Elderly	Lower-Income	Disabled	Disabled Lower-Income Elderly	Disabled Lower-Income Elderly
SERVICE TYPE	Curb-to-Curb Enforced Window Enforced No-show	Door-to-Door Relaxed Window Relaxed No-show	Curb-to-Curb Relaxed Window Relaxed No-show	Curb-to-Curb Relaxed Window Relaxed No-Show	Door-to-Door Relaxed Window Relaxed No-Show	Curb-to-Curb Relaxed Window Relaxed No-Show	Curb-to-Curb Relaxed Window Relaxed No-Show
HOURS OF OPERATION	24/7	24/7	Limited	24/7	24/7	24/7	24/7
RIDER'S FARES	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$3.00	\$5.00
PCA'S FARE	Free	Free	N/A	N/A	N/A	N/A	Free
GUEST'S FARE	\$2.50 ea.	\$2.50 ea.	\$2.50 ea.	\$5.00 ea.	\$2.50 ea.	\$3.00	\$3.00
BOOKING REQUIREMENTS	1-Day Advance	1-Day Advance	1-Day Advance	1-Day Advance	1-Day Advance	1-Day Advance	Same-Day
SUBSCRIPTION REQUIREMENTS	Available	Preferred	Preferred	Required	Required	Preferred	Available
TRIP TYPES PROVIDED	ALL	ALL	ALL	Work/Human Services	Non-Emergency Medical	Elderly, Work/Human Services, Non- Emergency Medical	Elderly, Work/Human Services, Non- Emergency Medical
CERTIFICATION PROCESS	ADA Paratransit Guidelines	Para Plus Eligibility Guidelines	Senior Plus Eligibility Guidelines	JARC Eligibility Guidelines	Life Support Guidelines	ADA Para, Para +, Senior +, JARC or Life Support Guidelines	ADA Para, Para +, Senior +, JARC or Life Support' Guidelines
SERVICE AREA IMPACTED	1-Mile Outside Detroit Transfers Available	1-Mile Outside Detroit Transfers Available	1-Mile Outside Detroit Transfers Available	1-Mile Outside Detroit Transfers Available	1-Mile Outside Detroit Transfers Available	Defined by Trip Request	1-Mile Outside Detroit Transfers Available
RIDE TYPE	Shared	Shared	Shared	Shared	Shared	Shared	Point-to-Point
FUNDING SOURCE / QUALIFIED GRANT	DDOT Funded	5310 & 5317	5310 & 5317	5316	5310 & 5317	5310, 5316 & 5317	5310, 5316 & 5317

ORGANIZATIONAL DESCRIPTION

DM1 – Organizational Structure: provides an overview of the five (5) service components that make up DM1.

1. **Mobility Group:** the centralized mobility center that houses the staff responsible for coordinating transit services for DDOT's service area. This division is responsible for managing client eligibility, managing the centralized call center, certifying participating transportation providers, overseeing and certificating the programs offered through DM1, overseeing the capital equipment and services disbursed through DM1, and ensuring that DM1's representatives are properly trained to perform as required.
2. **Certified Transportation Providers (CTP):** includes the transportation service providers that certify through DM1's Mobility Group to operate transportation services for DM1. Trip requests scheduled through DM1's Call Center are assigned to the CTP determined best able to accommodate the rider's mobility need. Only DM1 approved providers who have met the appropriate compliances are certified to participate.
3. **Approved Collection of Programs (COP):** includes the programs available through DM1 for riders who meet the eligibility guidelines defined for each program. Riders who require transportation through DM1 must be determined eligible under at least one DM1 approved program to request trips through DM1. The COP includes programs that are funded by grants, by contracts with the area agencies to whom DM1 provides a customized transit-services, and by DDOT for ADA Paratransit trips.
4. **Capital Equipment Group (CAP):** includes the capital equipment and services that are available to those certified to participate under DM1. This division is responsible for procuring and disbursing items such as vehicles and communications equipment; and all services required for operating the DM1 service which includes vehicle insurances, drug testing services, certifying CDLs, etc.
5. **Information Distribution Centers (IDC):** includes the area agencies that participate as information distribution centers for the area's target-group riders. These centers are distributed strategically throughout the Detroit area and are easily accessible by Detroit's residents.

MOBILITY GROUP'S DESCRIPTION

The Detroit Mobility 1st Center is housed within DDOT's Main Office and is managed directly by DDOT. Its Mobility Group consists of seven (7) staffing groups. Each group is responsible for carrying out a specific function within DM1.

The following is the staffing groups that makeup the Mobility Group:

- ✓ **Client Eligibility Group:** (Certifies Clients) ensures that program eligible riders are matched with the COP program that best satisfies their individual transit-needs. Responsible for evaluating new and re-certification applications to determine whether the applicant is eligible for one of the approved COP programs. Assists with all client eligibility related inquiries and activities.
- ✓ **DM1's Call Center:** (Brokers Trip Requests) matches COP eligible clients with the Certified Transportation Provider (CTP) that is best equipped to satisfy the client's transit-needs. Manages all DM1 calls, which include those to schedule trips, to check trip statuses, and to request revisions to reoccurring trip schedules (Subscription Trips). The Call Center's staff consists of Customer Service Representatives (CSR), Trips Schedulers, and Dispatchers.
- ✓ **CTP Eligibility Group:** (Certifies Providers) ensures that providers who apply to participate as a DM1 Certified Transportation Provider (CTP), to operate transportation services for DM1's riders, have met all certification requirements. To become certified the CTP and its staff members must satisfy local, state, and federal requirements for: insurances; drug and alcohol testing; property tax, income tax, and Human Right's clearances; training; driver's license verifications; etc. Assists with all CTP related inquiries and activities.
- ✓ **COP Eligibility Group:** (Certifies Additional Programs) recruits human services, work, senior citizens, and medical-related agencies to contract with DM1 to have their transit-needs provided by participating CTP's. Revenue generated through these agreements is used to sustain DM1's services beyond funds made available through grants.
- ✓ **Capital Equipment Group:** (Manages DM1's Capital Resources) ensures that resources made available through DM1 are fairly disbursed to participants of DM1 toward the benefit of the area as a whole. Responsibilities include: ensuring an appropriate level of oversight for equipment assigned through DM1; ensuring that effective equipment assignment agreements are established with Assignees; verifying that Assignees submit the required ridership, mileage, fuel, and maintenance reports; scheduling on-site vehicle/equipment inspections; ensuring that all equipment is properly registered and insured; conferring with DM1's CTP Eligibility Group to ensure that Assignees continue to comply with local, state, and

federal requirements; and when necessary, taking possession of equipment from Assignees found to have violated the assignment agreement.

- ✓ **Mobility Training Group:** (Administers Training) ensures that DM1's participants (internal & external) are properly trained and fully comply with local, state, and federal regulations. Training includes: Commercial Driver's License's (CDL); Safe Driver's; Sensitivity for Drivers/Call Representatives; Etiquettes for Customer Service & Telephone; Trapeze Application; ADA; etc.
- ✓ **Quality Assurance Group:** (Ensures a Quality Service) benchmarks all aspects of DM1's performances and invokes the corrective actions necessary to ensure a quality service. Responsibilities include: collecting, analyzing, and dividing up the ridership totals among the three (3) primary eligibility categories (Elderly, disabled, and lower-income); Ensuring the performance of an on-time service; conducting and reporting random samplings for Demand Response services; identifying and resolving patterns of late/early trip arrivals; tracking and suspending clients that fail to abide by the guidelines defined for each program; etc.

COLLECTION OF PROGRAMS'

Program Description

The Collection of Programs (COP) is a strategically planned and centrally disbursed group of programs that maximizes the area's collective coverage by minimizing duplicated services operated throughout the City of Detroit. It is the foundation of DDOT's Detroit Mobility 1st (DM1) service for ensuring a continuation for the services offered through DM1. Centralizing the COP through a single location produces a stable, well-optimized, and clearly communicated service that is capable of supporting the on-going needs of the area's elderly, disabled, and lower-income riders at the lowest possible cost.

This is accomplished by producing "more" service while using "less" resources. Through DM1, rather than assigning a specific provider type with a specific rider type, trips are instead assigned based on features that they have common. Such features include: mobility aide requirements, geographical locations, requested pick-up/drop-off times, vehicle preferences, etc. This permits that unrelated riders be cross-serviced by unrelated providers. Thus, each trip and provider shares a common goal, which is total optimization.

In serving as Detroit's centralized transit service, DM1 offers programs comparable to those defined within DDOT's Coordinated Human Services Transportation Plan (CHSTP). DM1's COP includes the following seven (7) categories of programs: (1) ADA Para; (2) Para Plus; (3) Senior Plus; (4) Job Connect; (5) Life Support; (6) Share-A-Ride; and (7) Grab-A-Cab. Collectively, these programs permit the elderly, disabled, and lower-income riders improved flexibility while accessing work, human services, training, and medical-related commitments.

The COP is partially funded by DDOT's General Fund and allocations from the Job Access/Reverse Commute (5316), New Freedom (5317), and Elderly and Disabled (5310) grant programs.

Details specific to the individual programs are provided below:

1. ADA PARA PROGRAM
<p><u>Eligibility Requirements</u></p> <p>The program targets riders who are unable to independently navigate to, board, ride, and exit from the regular line-haul (fixed-route) service. Certification under <i>ADA Paratransit's Eligibility Guidelines</i> is required to access the program. Eligibility may be determined permanent or conditional.</p>
<p><u>Program's Specification</u></p> <p>DDOT's complementary ADA Paratransit service. ADA PARA permits riders the following:</p> <ul style="list-style-type: none">• Access to a service that transport to/from the curb of the locations; and• Access to the service (for all trip types) for a one-way fare of \$2.50.

2. PARA PLUS PROGRAM

Eligibility Requirements

The program targets riders who are unable to independently navigate to, board, ride, and exit from the regular line-haul (fixed-route) service; and who requires assistance between the curb and door of their locations. Certification under the *Para Plus Eligibility Guidelines* is required to access the program.

Program's Specification

Extends beyond normal ADA Paratransit requirements in that it extends access for a "Door-to-Door" service.

PARA PLUS permits riders the following:

- Access to a service which extends assistance between the curb and door; and
- Access to the service (for all trip types) for a one-way fare of \$2.50.
- Use of a Subscription Trip Request application to automate re-occurring trip scheduling.

3. SENIOR PLUS PROGRAM

Eligibility Requirements

The program targets riders age 65 or older who are ineligible for ADA Paratransit Service since their disabilities do not **prevent** them from accessing the line-haul (fixed-route) service, but does make it more **difficult** for them to do so. Certification under the *Senior Plus Eligibility Guidelines* is required.

Program's Specification

Senior Plus permits riders the following:

- Access to a service for elderly riders who require transportation beyond the fixed-route service; and
- Access to the service for a one-way fare of \$2.50.
- Use of a Subscription Trip Request application to automate re-occurring trip scheduling.

4. JOB CONNECT PROGRAM

Eligibility Requirements

The program targets riders who qualify as "low-income" to assist with pre-approved transportation to/from employment, training and/or human services-related commitments. Certification under the *Job Connect Eligibility Guidelines* is required to access the program.

Program's Specification

Incorporates JARC's existing Job Access services; and extends access to work, training, and welfare-related commitments. **Job Connect** permits riders the following:

- Access to a service which caters to work bound individuals, who require transportation assistance in order to enhance their quality of life.
- Access to the service for a one-way fare of \$2.50;
- Use of a Subscription Trip Request application to automate re-occurring trip scheduling.

5. LIFE SUPPORT PROGRAM

Eligibility Requirements

The program targets riders diagnosed with illnesses that require frequent, reoccurring, medical procedures; which result in aftereffects that impair the rider's ability to navigate the regular line-haul bus service. Certification under the *Life Support Eligibility Guidelines* is required to access the program.

Program's Specification

Extends access beyond the guidelines of ADA for lower-income, elderly, and non-ADA Paratransit eligible riders, who require non-emergency medical transportation. **Life Support** permits riders the following:

- Access to a service which caters to disabled riders who require frequent travels to/from pre-approved medical-related commitments;
- Access to the service for a one-way fare of \$2.50;
- Flexibility with scheduling and modifying trip requests, when necessary; and
- Use of a Subscription Trip Request application to automate re-occurring trip scheduling.

6. SHARE-A-RIDE PROGRAM

Eligibility Requirements

The program targets group-riders who share a common pick-up and/or drop-off location. Certification under the *Share-A-Ride Eligibility Guidelines* is required to access the service. The determination as "group-eligible" is coordinated by DM1's Client Eligibility Group and requires verification of the following:

- A minimum of (5)-five riders have been scheduled on the requested trip(s);
- Participating riders do share a common pick-up and/or drop-off location; and
- Participating riders have been individually certified under the Extended ADA, Job Connect, or Life Support programs.

Program's Specification

Introduces a new ride share program which enhances service-efficiency, by offering a greater number of riders access to suburban area commitments; while using minimal resources. **Share-A-Ride** permits riders the following:

- Access to a service which extends transportation to/from Detroit's suburban areas.
- Access to the service for a one-way fare of: \$2.50, per person, per one-way trip inside the city limits; or \$3.00 per person, per one-way trip outside the city limits;
- Use of a Subscription Trip Request application to automate re-occurring trip scheduling.

7. GRAB-A-CAB PROGRAM

Eligibility Requirements

The new program serves as an "alternative" for riders who have failed to advance schedule trips with other COP programs; or those who simply require "Same-Day" transportation services. Certification under the *ADA PARA, PARA Plus, Senior Plus, Job Connect, or Life Support Guidelines* is required to access the program.

Program's Specification

Introduces a new "same day" booking program which permits clients access to DM1's transit-services, without advance scheduling trips. Eligibility under any other COP program permits riders the following:

- Access to a service which accepts and services "Same-Day" trips requests.
- Access to the service for a one-way fare of \$5.00 for the certified rider; and a one-way fare of \$3.00 for each adult guest rider;

DM1'S COLLECTION OF PROGRAMS' OVERVIEW

The following section provides definitions for the items within the attached
Collection of Programs Table.

PROGRAM FEATURE	DESCRIPTION
RIDERS IMPACTED	Target-group members serviced by the program
SERVICE PARAMETERS	Parameters for accessing the service: <ul style="list-style-type: none"> • Line-Haul: riders access the regular line-haul bus service • Door-to-Door: riders are transported & assisted to/from the door • Curb-to-Curb: riders are transported & assisted to/from the curb • Enforced Window: rider's pick-up windows are stringently enforced (+/- 10 mins) • Relaxed Window: rider's pick-up windows vary on a trip-by-trip basis • Enforced No-Show: riders incur a "No-Show" violation for each missed trips (3 = 30-Day Suspension) • Relaxed No-Show: riders incur discretionary "No-Show" violations for missed trips
HOURS OF OPERATION	Hours during which the service is available
RIDER'S FARE	Fares due from the eligible rider
PCA'S FARE	Fares due from the eligible rider's Personal Care Attendant
GUEST'S FARE	Fares due from the eligible rider's guest(s)
BOOKING REQ.	Required, minimum, # of days in advance that trips must be booked
SUBSCRIPTION REQ.	Program's requirements for automating the scheduling of re-occurring trip requests
TRIP TYPES PROVIDED	Types of trips provided through the program
CERTIFICATION PROCESS	Eligibility guidelines followed to certify riders under each program
SERVICE AREA IMPACTED	The geographical area covered by the program
RIDE TYPE	Parameters for sharing rides under the program: <ul style="list-style-type: none"> • Fixed Route: rides are provided on the regular line-haul service (general public) • Point-to-Point: rides are not shared by multiple people. (single pick-up/drop-off) • Shared: rides are shared by multiple people. (many pick-up's/drop-off's)
FUNDING SOURCE / QUALIFIED GRANT	Program's qualification under the JARC-(5316) & New Freedom-(5317) grant programs



Detroit Mobility 1st (DM1)
 Mobility Group – Rm. 111
 1301 East Warren Ave.
 Detroit, MI 48207

2010's COLLECTION OF PROGRAMS (COP)

FEEDBACK SURVEY

DM1's Collection of Programs (COP) includes programs customized to enhance transportation for the area's elderly, disabled, and lower-income riders. The survey is intended to gather feedback from the riders on the planned programs. Data collected through this process will be used for these purposes only.

PART I – PARTICIPANT'S INFORMATION

Agency or Individual:

Mailing Address:

Contact Person:

Title:

Telephone:

Fax:

Email Address:

Participant Type:
 (Select all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Private Citizen | <input type="checkbox"/> State or Local Governmental Authority |
| <input type="checkbox"/> Human Services Agency | <input type="checkbox"/> Private Company |
| <input type="checkbox"/> Senior Agency | <input type="checkbox"/> Non-Profit Company |
| <input type="checkbox"/> Employment Agency | <input type="checkbox"/> Public Transportation |
| <input type="checkbox"/> Medical Agency | <input type="checkbox"/> Other |

PART II – PARTICIPANT'S FEEDBACK

1. Have you reviewed the program descriptions for the proposed programs? Yes No

2. Based on feedback received on the previously published Coordinated Human Services Transportation Plans (CHSTP), DDOT proposes including the following (7) programs in 2010's Collection of Program. Select all programs that you believe will improve service for the elderly, disabled, and lower-income riders.

- | | | | |
|---------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> ADA Para | <input type="checkbox"/> Para + | <input type="checkbox"/> Senior + | <input type="checkbox"/> Job Connect |
| <input type="checkbox"/> Life Support | <input type="checkbox"/> Share-A-Ride | <input type="checkbox"/> Grab-A-Cab | <input type="checkbox"/> None |

<p>3. The Para Plus (+) program focuses on riders whom require assistance between the curb and door of their location(s), but who do not qualify for a Personal Care Attendant (PCA). Is it your opinion that the extended assistance will benefit disabled riders whose ability to travel was previously constrained? Please explain.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>4. The Senior Plus (+) program focuses on riders age 65 or older whom are ineligible for ADA Paratransit, because their disabilities do not prevent them from using the line-haul service, but make it more difficult for them to do so. Is it your opinion that this new program will benefit elderly riders whose ability to travel was previously constrained? Please explain.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>5. The Job Connect program focuses on riders whom qualify as “low-income” to assist them with pre-approved transportation to/from employment, training and/or human services related commitments. Is it your opinion that this new program will benefit lower-income riders who require assistance with transportation to improve their overall quality of life and whose ability to travel was previously constrained? Please explain.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>6. The Life Support program focuses on riders diagnosed with illnesses that require frequent, reoccurring, medical procedures that result in aftereffects that impair the rider’s ability to navigate the line-haul bus service. Is it your opinion that this new program will benefit those riders whom are ineligible for ADA Paratransit, but who require transportation beyond that available through the line-haul service? Please explain.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>7. The Share-A-Ride program focuses on five (5) or more group-riders who require transportation, within or outside of the city of Detroit, and who all share a common pick-up and/or drop-off location. Is it your opinion that this new program will benefit employers/human services agency that have a need for multiple employees/trainees, but who have had difficulty, previously, arranging transportation to planned commitments? Please explain.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
<p>8. The Grab-A-Cab program serves as an “alternative” for riders whom have failed to advance schedule trips with other COP programs, or those who require “Same-Day” services. Is it your opinion that this new program will benefit eligible riders whose ability to travel was constrained, previously, by not being permitted to same-day book? Please explain.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
<p>9. Does the proposed Collection of Programs offer enhanced transit services for elderly, disabled, and lower-income riders? Please explain.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
<p>10. On a scale from 1 to 5 (with 5 being the highest), how would you rank the overall effectiveness of the proposed Collection of Programs? Please explain.</p>				
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<p>11. On a scale from 1 to 5 (with 5 being the highest), how would you rank the overall effectiveness of the centralized Detroit Mobility 1st (DM1) service?</p>				
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

PART II – PARTICIPANT’S FEEDBACK

Please use the following section to provide additional comments:

I understand that data collected through this process will be used by DDOT for inclusion in the updated CHSTP. I hereby authorize the inclusion of these comments in the publicized CHSTP document.

Participant’s Signature:

Date:

Please submit the completed DM1 Feedback Survey to DDOT –via one of the following:

METHOD OF CONTACT	CONTACT INFORMATION
TELEPHONE SURVEY:	313.833.0477
EMAIL:	ddotmobility@detroitmi.gov
FAX:	313.578.8274
US MAIL:	DDOT-SPECIAL SERVICES DM1’s Feedback Survey 1301 E. Warren Ave. – Room 111 Detroit, MI. 48207