

Rosa Parks Transit Center

360 Michigan Avenue
Detroit, Michigan 48226

Riders' Guide



Grand Opening
July 14, 2009



313.933.1300

www.RideDetroitTransit.com

Rosa Parks Transit Center

RPTC

Welcome to the Detroit Department of Transportation's (DDOT) Rosa Parks Transit Center (RPTC). The new Transit Center will provide passengers with more convenient transfers to DDOT routes, SMART routes, Transit Windsor's Tunnel Bus, and access to the Detroit People Mover. Indoor and outdoor waiting areas are designed to improve your transit experience.

Security for the facility is provided 24 hours per day, seven days a week by the General Services Department and surveillance cameras throughout the center. The facility also houses a unit of the Detroit Police Department. There are 15 boarding locations; 12 bus bays are located under the canopies and three (3) are near the Cass Avenue entrance. Real-time arrival and departure information is provided electronically on video monitors inside the center and at bus bays. Passengers can purchase transit passes, pick up route schedules and other information, and will soon be able to visit retail shops. Restrooms are available and the center is fully ADA accessible.

We are committed to continuous improvement, customer-focused service, and providing products and service to meet your needs.

At DDOT, we are changing the way you catch the bus!

*L*ovevett Williams
Interim Director

Bus Routes and Bay Assignments

The routes listed below will serve the RPTC. Bus bay assignments are also listed for each route. Unfold this brochure to find a map of the bus routes and bay assignments.

Bay 1

#10 Chene

Bay 2

#19 Fort

Bay 3

#21 Grand River

Bay 4

#25 Jefferson

Bay 5

#27 Joy

Bay 6

#29 Linwood

Bay 7

#31 Mack

Bay 8

#36 Oakland

#53 Woodward*

Bay 9

#37 Michigan

#34 Gratiot

Bay 10

#16 Dexter*

#40 Russell

Bay 11

#48 Van Dyke

Bay 12

#7 Cadillac-Harper

#18 Fenkell*

Bay 13

#49 Vernor

Transit Windsor

Bay 14

#23 Hamilton*

SMART

Bay 15

SMART

*9:00 p.m. until 5:00 a.m.
Weekdays, Saturday and
Sunday

The following routes do not stop inside the RPTC, but are available nearby on Cass and Grand River Avenues.

#38 Plymouth (Cass near Bagley)

#47 Tireman (Grand River near Washington Blvd.)

#76 Hayes (Grand River near Washington Blvd.)

Safety Regulations and Policies

Customer safety is a top priority at DDOT. DDOT requires all customers to follow all safety policies and procedures.

- 1. Board bus at designated bus bay only. Drivers are not allowed to board passengers once buses have pulled away from the stop.**
- 2. When approaching bus bays and stops, use crosswalks and sidewalks only. Do not walk in or cross the bus traffic lane except in marked crosswalk.**
- 3. No smoking inside the transit center, within 100 feet of the transit center, or at the bus bays.**
- 4. Do not take strollers, walkers, or other devices on the escalator.**
- 5. Do not allow children to play or stand on railings.**
- 6. Do not leave packages or personal items unattended.**
- 7. Keep the center clean by using waste receptacles to discard trash.**
- 8. No loitering inside or outside of the transit center.**



Rosa Parks Transit Center

RPTC

Cashier Window Hours:
8:00 a.m. – 5:00 p.m.

Information Window Hours:
8:00 a.m. – 6:00 p.m.

Bike Racks

Bike racks are available outside the south end of the building near the Michigan Avenue entrance. DDOT is not responsible for bikes, lost or damaged items left on bike racks.

Lost and Found

Please turn in all found items at the security booth. To claim lost items, inquire at the security booth or contact DDOT Customer Service at (313) 933-1300 between the hours of 8:00 a.m. and 6:00 p.m., Monday through Friday. Perishable items will be held for 24 hours and discarded sooner, if necessary. Non-perishable items will be held for 30 days at the Transit Center.

Wi-Fi

The Rosa Parks Transit Center is equipped with wireless internet service and will be made available to users of the center.

Make A Wish Tree

In 2000, Yoko Ono (renowned artist and widow of Beatle John Lennon) donated a ginkgo tree to be planted on this site (formerly the Robert Hurst Park). The tree and accompanying stone sculpture are part of her living art installations, which have been donated to cities around the world. The artist encourages visitors to “Whisper your wish to the bark of the tree.” Yoko Ono believes that a more positive future is created through wishing. It is her hope that the work of art will bring “happiness, peace and joy” to all who see it.



The mission of the Detroit Department of Transportation is to provide public transit services that are reliable, clean, customer-focused, safe and secure.



**DEPARTMENT
OF TRANSPORTATION**

1301 E. Warren Ave.
Detroit, MI 48207

General Information

(313) 933-1300 or (888) DDOT-BUS (336-8287)

Detroit MetroLift Service

(ADA Paratransit Service)

(313) 933-1300

TDD/TTY Hearing-Impaired Schedule Information

(313) 834-3434

After-Hours During the Week

(6:00 p.m. – 6:00 a.m.) **and Weekends**

Emergency Lift Service Assistance

(313) 935-LIFT (935-5438)

Voice Relay Service: (800) 649-3777

The Detroit Department of Transportation does not discriminate on the basis of race, color, creed, national origin, age, handicap, sex or sexual orientation. Complaints may be filed with: The Detroit Human Rights Department, 1026 Coleman A. Young Municipal Center, Detroit, Michigan 48226.

Send Americans With Disabilities Act (ADA) and Title VI Civil Rights complaints to: Department of Transportation, ADA Office, 1301 E. Warren, Detroit, Michigan 48207

*Complaints may also be e-mailed to:
DDOTtitle6@detroitmi.gov*

Schedules and other printed materials are provided in multiple language formats – upon request.



www.RideDetroitTransit.com

**Dave Bing, Mayor
Detroit City Council**