

DDOT Customer Service Representatives are available to take your calls weekdays: Monday through Friday 6:00 a.m. to 6:00 p.m.

The automated telephone system provides route and service information 24 hours a day, seven days a week.

DDOT Customer Service
(313) 933-1300

Toll-Free for calls outside the (313) area
(1-888) DDOT-BUS (336-6287)

TDD/TTY (For the Hearing Impaired)
(313) 834-3434

Voice Relay (For the Hearing Impaired)
(1-800) 649-3777

Detroit Department of Transportation
1301 E. Warren, Detroit, MI 48207

www.RideDetroitTransit.com

January 2009

The Detroit Department of Transportation (DDOT) does not discriminate on the basis of race, color, creed, national origin, age, handicap, sex or sexual orientation. Complaints may be filed with the following agencies: Human Rights Department, 1026 Coleman A. Young Municipal Center, Detroit, MI 48226 or Send ADA complaints to: Detroit Department of Transportation, ADA Coordinator, 1301 E. Warren, Detroit, MI 48207. Send Title VI Civil Rights complaints to: Detroit Department of Transportation, Office of Contract Compliance, 1301 E. Warren, Detroit, MI 48207.

RIDING DDOT

The Detroit Department of Transportation (DDOT) buses serve the City of Detroit and many suburban communities. This system map provides detailed route information that will assist you with your travel on DDOT. To provide ease of use, routes are color coded to identify direction of travel. The color coded system is the same on the route schedules.

GREEN – All routes that travel in and out of downtown Detroit.
PURPLE – All routes that travel north and south.
DARK BLUE – All routes that travel east and west.

DDOT provides local service (regular service that makes all stops along the route), limited and express services (makes limited stops at major intersections or makes local stops in the neighborhood then becomes an express or non-stop service), and enhanced service to regular routes during special events such as the Thanksgiving Day Parade.

Major streets are identified for your convenience. Routes are designated by name and by number for easy identification. On the map, look for the bus routes nearest your starting and ending points. Make sure to note where it may be necessary to transfer to another route to complete your trip.

RIDING DDOT

Before beginning your trip, pick up a DDOT bus schedule for the route(s) you are interested in traveling. Please note that weekday schedule times may differ from weekend schedule times. Make sure you have the right schedule for the day you plan to travel. You may also contact DDOT Customer Service for route and schedule information at (313) 933-1300 or visit: www.RideDetroitTransit.com.

Plan to arrive at your bus stop a few minutes ahead of the schedule time.

Identify Your Bus Stop

DDOT has approximately 6,000 bus stops. More than 1,600 of these bus stops have shelters that provide some comfort and

SAFE, CLEAN, RELIABLE, CUSTOMER FRIENDLY

Using the Farebox

The farebox offers convenient features that allow you to board the bus with ease. The farebox accepts U.S. coin and paper currency only – up to a \$5.00 bill.

- Fares may be paid using cash or one of DDOT's convenient fare cards.

Requesting a Transfer

If you will be connecting to another route, a transfer may be purchased at the time fare payment is made. Transfers are valid for four hours; however, the transfer cannot be used for reverse riding. Invalid transfers are subject to questioning by the driver.

Getting off the Bus

- Signal for your stop a block ahead by pulling the bell cord found above the window or by pressing the signal strip located between the windows.
- Use the rear door when exiting. You must push the bar on the rear door after the green light is activated before the door will automatically open for your exit.
- Step carefully from the door.
- Always wait for the bus to pull away from the curb before crossing the street.

Code of Conduct

Please do not hinder DDOT employees from performing their duties, and always observe the following rules:

- No smoking on the bus.
- No eating or drinking on the bus.
- Headphones are required when using radios or other electronic devices.
- No pets on the bus, with the exception of service animals for passengers with disabilities.
- No cursing or disorderly conduct.
- Use cellphones only when necessary.
- No obscene ring tones – use the phone's vibrate feature during your trip.
- Speak quietly when talking to other passengers.
- Do not leave litter or trash on the bus.
- Do not vandalize buses or other DDOT property; violators will be prosecuted.

Boarding the Bus

- When the bus arrives, step aboard using the front door; remember, allow exiting passengers to leave first.
- Please have your exact fare ready to insert into the farebox when you board the bus, or use one of the convenient fare cards. Bus drivers are not permitted to accept fares and are not able to make change.
- Remain behind the white line on the floor at the front of the bus when the bus is in motion and stay clear of the doors.
- If the bus is filling up, please move as far to the rear as possible so others can board easily.
- Seats located at the front of the bus are designated for elderly and disabled passengers. Flip-top seats located near the wheelchair boarding entrance are specifically for passengers using wheelchairs. As a courtesy to these riders, kindly offer your seat.

Identifying Your Bus

To be sure you are boarding the correct coach, check the display head sign located on the outside front of the coach, above the windshield.

Boarding the Bus

When the bus arrives, step aboard using the front door; remember, allow exiting passengers to leave first.

Old Signs vs. New Signs

SCHEDULES

After determining where you are, where you want to go, and which route(s) are necessary to get there, you may need individual schedules for the bus routes you want to ride. Most routes operate throughout the day and evening until 1:00 a.m.; 8 routes operate 24-hours. DDOT bus schedules have time points noted along the bus route which help you determine what time the bus will reach your bus stop. To obtain a scheduled bus schedule by mail or for information on how to obtain schedules at neighborhood locations call DDOT at (313) 933-1300.

Schedules are available at the DDOT Administration Building: 1301 E. Warren, Detroit Public Libraries, Neighborhood City Halls, and online at www.RideDetroitTransit.com.

For persons with limited English proficiency, passenger information may be requested in the language of your choice. Information may also be requested in alternative formats, including large print, Braille, and audio.

Service Changes

Changes in DDOT bus schedules occur in January, April, June and September.

Service Change Brochures detailing schedule modifications and/or adjustments may be obtained at the DDOT Administration Building at 1301 E. Warren, Detroit Public Libraries, Neighborhood City Halls, and online at www.RideDetroitTransit.com.

DDOT bus service operates Sunday schedule on the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

FARE CARD SALES OUTLETS

Government Offices
DDOT Main Office
1301 E. Warren Avenue

Neighborhood City Halls
All locations

Banks (Monthly GoPASS Only)
Comerica Bank Branches
Select Detroit Area Locations

First Independence Bank of Michigan
44 Michigan Avenue

Supermarkets
Apollo Supermarket
20250 W. 7 Mile Rd.
Banner Superstore
14424 Schaefer
Imperial Supermarket
1940 E. 8 Mile Rd.

Krown Supermarket
5800 Caniff

Convenience Stores and other Locations
Cadillac Square – Downtown Detroit
Cadillac Tower Lobby Shoppe
65 Cadillac Square

CVS Pharmacy Stores
All Detroit Area Store Locations

Mobile Gas Station
1001 E. Warren

N & K Mini Mart
3800 Woodward Ave.

SNL Quick Stop
97 W. Warren

THE ROSA PARKS TRANSIT CENTER

The Rosa Parks Transit Center (RPTC) is comprised of two city blocks bounded by Grand River on the north, Michigan Avenue on the south, Park Place on the east and Cass Avenue and Times Square on the west. The facility is adjacent to both the Michigan Avenue and Times Square People Mover Stations.

The Transit Center is replacing the temporary Capitol Park location. The design includes space for the downtown routes that are currently at Capitol Park with accommodations for 16 buses at one time.

The facility will, for the first time, connect DDOT, SMART, Transit Windsor routes and the Detroit People Mover at one location.

Amenities

The 25,000 square foot facility will include:

- Retail and food service spaces
- Adjacent taxi & news stands
- Real-time arrival and departure signage
- Customer information and ticket center
- Expansive interior atrium with spacious waiting areas
- 24-hour service facility
- Public restrooms

KEY TO DOWNTOWN BUS ROUTES

7 Cadillac-Harper	29 Linwood	49 Vernor
10 Chene	31 Mack	53 Woodward
16 Dexter	34 Gratiot	76 Hayes
18 Fenkell	36 Oakland	78 Imperial
19 Fort	37 Michigan	
21 Grand River	38 Plymouth	
23 Hamilton	40 Russell	
25 Jefferson	47 Tireman	
27 Joy	48 Van Dyke-Lafayette	

KEY TO DOWNTOWN LOCATIONS

Convention Facilities
G4 Cobo Arena
G3 Cobo Conference/Exhibition Center
E3 Hart Plaza
G3 Joe Louis Arena

Courts
C7 36th District Court (Madison Center)
F4 Federal Courts (Old Federal Building)
D7 Frank Murphy Hall of Justice
F4 Friend of the Court
G5 Wayne County Circuit Court

Education
A2 Cass Technical High School
A5 Downtown Public Library
B4 Payne-Pulliam School of Trade and Commerce Inc.
G8 University of Detroit Mercy Law School
F1 Wayne County Community College

Wayne County Government Offices
G5 Coleman A. Young Municipal Center
E3 McNamara Federal Office Building
D4 Old Federal Building
D7 Police Headquarters
E6 Water Board Building
F6 Wayne County Building

Service Centers
F4 Michigan Secretary of State Office
F4 Visitor Information Center

Transportation Services
E5 DDOT Capitol Park Transit Center
E4 Future Downtown Rosa Parks Transit Center
E1 Greyhound Station
F3 Suburban Mobility Authority for Regional Transportation (SMART)
G6 Windsor Tunnel Bus

ADA SERVICES

DDOT's Special Fares and ADA Paratransit (Detroit MetroLift) ridership programs have been combined to produce the New Special Services Program. The new program allows DDOT to better evaluate the needs of all applicants to ensure they are provided access to the transportation service that best meets their specific ADA need.

The New Special Services Program is made up of three primary services: the Reduced Fares, Unconditional ADA Paratransit and Conditional ADA Paratransit Services.

The Reduced Fares Service permits qualified senior citizens and mobility disabled persons access to DDOT's Fixed Route Bus Service at a reduced fare of fifty cents (50¢). Eligible individuals must apply for and receive a Reduced Fares ID Pass Card in order to ride at the reduced fare. Medicare cardholders are automatically eligible to receive the Reduced Fares ID Pass Card upon submitting an application.

Those who are not certified may show their Medicare Cards upon boarding the bus and are only required to pay one-half the fare (5.75¢).

The Unconditional ADA Paratransit Service permits qualified applicants, that have been determined to be unable to effectively navigate the Fixed Route Bus Service, exclusive access to DDOT's Curb-to-Curb Paratransit Service (Detroit MetroLift) at a fare of \$2.50 per trip. Conditional ADA Paratransit Service permits applicants who are capable of navigating the Fixed Route Bus Service under certain conditions, but who are unable to do so under other, access to both the Reduced Fares and Curb-to-Curb Paratransit Services. DDOT will review applicant information and determine which access will be permitted under either of the services. A reduced fare of \$5.00 will be required when accessing the Fixed Route Service and a fare amount of \$2.50 per trip will be required when accessing the Curb-to-Curb Paratransit Service.

KEY TO CITY-WIDE ATTRACTIONS

This system map is not to scale and points of interest are approximations. For exact street location and directions to a facility, please contact that facility. Changes may occur due to facility relocation or closure.

CENTRAL BUSINESS DISTRICT

B6 Comerica Park (2100 Woodward Ave.)
16 18 23 31 34 36 47 53 76

B7 Ford Field (2000 Brush St.)
16 18 23 31 34 36 47 53 76

B5 Fox Theatre (2211 Woodward Ave.)
16 18 23 31 34 36 47 53 76

E7 Greektown & Greektown Casino (Monroe St.)
29 49 49 76

C6 Gem Theatre & Century Club (333 Madison)
16 18 23 31 34 36 47 49 53 76 78

H6 Renaissance Center (400 Renaissance Center)
7 10 23 25 31 34 36 47 53 76

D6 Music Hall Center for the Performing Arts (350 Madison)
34 40 49 76

D5 Detroit Opera House (1526 Broadway)
7 16 18 23 31 34 36 47 53 76

C5 State Theatre (2115 Woodward Ave.)
7 16 18 23 25 31 34 36 47 53 76

DOWNTOWN AND NEW CENTER AREA

Q21 Eastern Market (Russell)
34 40 49

N20 Institute of African-American Arts (2641 W. Grand Blvd.)
16 18

O18 Motown Historical Museum (2648 W. Grand Blvd.)
16 18

N19 Plovers Theatre Company (2870 E. Grand Blvd.)
11 20 36

CULTURAL CENTER

O19 Charles Wright Museum of African-American History (315 E. Warren Ave.)
14 34 36 53

O19 Children's Museum (67 E. Kirby)
14 34 36 53

O19 Detroit Historical Museum (5401 Woodward Ave.)
14 34 36 53

O19 Detroit Institute of Arts (5200 Woodward Ave.)
14 34 36 53

O19 Detroit Science Center (5020 John R.)
14 34 36 53

P20 Detroit Symphony Orchestra (3663 Woodward Ave.)
31 53

O19 International Institute (111 E. Kirby)
14 34 36 53

METROPOLITAN REGION

T11 Dearborn
14 20 23 27 31 47 47 49 53 64

H26 Eastland Center (Mall) (E. 8 Mile Rd.)
17 31 34 76

S10 Fairlane Town Center (Mall) (Dearborn)
23 27 49 64

L20 Hamtramck
8 10 17 23 24

R18 Mexican Village (West Bagley)
16 21

C2 MGM Grand Casino (1777 Third St.)
16 21

H16 Michigan State Fairgrounds (8 Mile at Woodward)
17 17 23 24 23 24 on nights and weekends

Q20 Motor City Casino
21 29

H17 Northland Center (Mall)/Southfield
16 17 23 25 49 64

MAP OF CENTRAL BUSINESS DISTRICT

LEGEND

- DDOT Transit Location
- Downtown Routes
- North and South Routes
- East and West Routes
- People Mover Route Stop
- Windsor Route
- Police Station
- Attraction
- Casino
- College
- Convention Facilities
- Court
- Government Office
- Hotel
- High School
- Library
- Transportation Services
- Municipal Parking Lot
- Service Center

ACCESSIBILITY GUIDELINES

DDOT is committed to providing efficient, reliable accessible transit services to the residents of the City of Detroit and its surrounding communities. All of DDOT routes are wheelchair accessible. Many of DDOT buses have a "kneeling" feature that lowers the front entrance of the vehicle to within inches from the ground for easy ramp access by any customer with mobility impairments or difficulty using the front steps. Other, older buses, have a wheelchair lift at the rear door.

DDOT accessibility guidelines cover the following:

- Announcement of stops
- Boarding/alighting
- Wheelchair lift back-up policy
- Securement of mobility devices
- Priority seating/securement area
- Service animals
- Discrimination complaint process

Notice for Complaints of Discrimination Based on Disability
DDOT has established a process for investigating and resolving complaints alleging discrimination based on disability as it relates to DDOT services, programs, and facilities. DDOT's ADA Coordinator shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability. Required Information: Complainant's name, address, phone number, route number, date, time, location, direction and details. Complaints with incomplete information may result in delayed investigations and responses. DDOT cannot respond to complaints without the complainant's mailing address.

INTERNATIONAL COMMUTING

The International Border Transfer Project is an award winning cooperative transfer agreement between Transit Windsor, in Canada, and United States transit agencies Detroit Department of Transportation (DDOT) and Suburban Mobility Authority for Regional Transportation (SMART). Commuters are able to travel between the two countries (via the Detroit-Windsor Tunnel) using public transportation. As the first international commuting project in North America, commuters can now travel to sporting events, recreation, culture events, shopping, dining, and entertainment in Windsor and the Detroit area. The service provides convenience for a minimal charge.

Proof of citizenship is required when crossing the Detroit-Windsor Tunnel.

From Windsor to Detroit

- Pay the \$3.75 Tunnel Bus fare.
- Pay full fare on DDOT or SMART buses.
- No transfers issued on Transit Windsor.

From Detroit to Windsor

- Pay the \$1.50 DDOT or SMART fare plus \$0.25 for a transfer on any coach traveling to downtown Detroit. Fares must be paid in U.S. currency.
- Board the Tunnel Bus (see map), present the DDOT or SMART transfer, and pay a reduced Tunnel Bus fare of \$2.25 (a savings of \$1.50).

HOW TO FILE A COMPLAINT

- By telephone to DDOT's Customer Service Information Center (CSIC), (313) 933-1300; the City of Detroit Call Center at 311 or (313) 224-INFO (4636); or for the hearing impaired TDD (313) 834-3434.
- In writing to DDOT's ADA Coordinator, 1301 East Warren, Detroit, Michigan 48207. Complaints may also be faxed to (313) 578-8205. In person at DDOT's main office, 1301 East Warren, 8:00 a.m. to 5:00 p.m., Monday through Friday, or complaints may be given verbally to the ADA Coordinator. It is advisable to call DDOT's ADA Coordinator in advance to schedule an appointment at (313) 833-7898.

The representative will offer instructions on how to file a written complaint. Before conducting the interview, the Representative will ask if the complainant wishes to have the information reviewed for accuracy and will make any requested corrections.

A detailed copy of the DDOT Accessibility Guidelines (which include the Notice of Complaints) is available online at www.RideDetroitTransit.com or contact DDOT Customer Service at (313) 933-1300, TDD/TTY (313) 834-3434

WHAT'S NEW

The New Five Day Fare Card

YOU DECIDE WHEN TO RIDE!

- You can begin using the Five Day Fare Card any day of the week.
- Purchase as many Five Day Fare Cards as you like, to keep on hand until you need them.

The Five Day Pass is valid for 5 consecutive days of unlimited rides on DDOT – from the date of farebox activation (first use) through midnight of the 5th day.

Price \$14.00

Use the \$10.00 Value Card...

It's The Perfect Solution For Customers Who Pay Their Fares With Cash!

- Reduce the time to get cash!
- Reduce worries about having exact fare!
- Reduce the time it takes to board the bus!

The \$10 Value Card is valid on DDOT up to the stored value credit remaining on the card.

Price \$10.00

Fare Cards...
Reduce the time it takes to board the bus!
Eliminate the need to carry cash!
Make excellent gifts!

For more information about DDOT Fare Cards, contact DDOT Customer Service at (313) 933-1300 or visit our website at: www.RideDetroitTransit.com

COMMUNITY INVOLVEMENT

BOB Bikes On Buses

Sharing the Road and Improving the commute for work, school, and leisure!

DDOT introduced the Bikes on Buses (BoB) pilot project in fall 2008 and is proud to announce the expansion of the project in 2009. Bike racks will be installed on DDOT buses, improving commuters' travel options.

To use the bike racks, passengers must be 15 years of age or accompanied by an adult. Children under 12 are not allowed to use bike racks.

- No additional fare is required for passengers using the bike racks.
- Passengers are responsible for the loading and unloading of their bikes. DDOT regulations prohibit drivers from providing any assistance loading and unloading bicycles.
- Cyclists assume all responsibility for any damage and/or injury that occurs as a result of their bicycles being on DDOT property.
- DDOT will not be responsible for stolen or damaged bicycles; this includes bicycles that are left at transit centers or on bike racks.
- Bike racks accommodate bicycles with wheels 16" or larger. Bicycles that do not fit securely on the bike rack will not be allowed on the bike rack.
- Bike racks hold two (2) bicycles securely. Some racks will accommodate three (3) bicycles.
- Space on the bike rack is available on a first-come, first-served basis. If a bus arrives and the bike rack is full, please wait for the next bus.

For more information, pick up the BoB User Guide or visit our website at: www.RideDetroitTransit.com

DDOT regularly seeks input from our riders and the general public on service development, proposed projects, and customer service.

- Public Hearings** are held in accordance with Federal Transit Administration regulations. Meetings are held at designated locations throughout the community.
- Public and Informational Meetings** are held to provide updates on projects and services as needed. Meetings are held at designated locations throughout the community, especially neighborhoods most impacted by the project or service.
- Regular Customer Information Meetings** are held the third Thursday of every month from 5:00 to 7:00 p.m., at the DDOT Main Office, 1301 E. Warren and other locations as may be announced.
- Local Advisory Council for the Disabled and Elderly Meetings** are conducted the third Tuesday of January, March, May, July, September, and November from 10:00 a.m. to 12:00 p.m., at the DDOT Main Office, 1301 E. Warren.

Look for meeting notice postings on the DDOT website or contact DDOT Customer Service at (313) 933-1300.

KEY TO POINTS OF INTEREST

Libraries	Attractions	Shopping Areas
Dearborn Public Library.....S-11 Esper Branch Library.....S-17 Detroit City High School.....K-17 Detroit International Academy.....M-19 Detroit School of Arts.....P-22 Douglas Academy.....K-15 Ferguson Academy.....Q-18 Goochby.....K-28 Henry Ford.....T-11 Amtrak Station.....Q-19 Amtrak Station.....T-19 Millennium.....M-11 Mumford.....L-13 Northwestern.....Q-16 Osborn.....L-23 Parshling.....I-20 Henry Ford Community College.....R-8 Marygrove College.....K-14 University of Detroit Mercy.....K-15 University of Michigan - Dearborn.....S-9 WCCO (Northwest Campus).....J-9 WCCO (Eastern Campus).....L-25 Wayne State University.....O-19 College for Creative Studies.....O-20 Westside Academy.....P-17	Compuware World Headquarters.....Q-20 Cultural Center.....P-20 Eastern Market.....P-21 State Fairgrounds.....H-17 Fisher Theatre.....O-19 Max M. Fisher Music Center.....P-20 Motown Historical Museum.....O-18 New Detroit Science Center.....O-19 Pewabic Pottery.....O-25 International Gospel Music Hall of Fame & Museum.....K-11 Youthville Detroit.....O-20 Adams/Butzel.....L-13 Brewer.....M-25 Bubel Family Center.....K-28 Cannon.....N-27 Clark Park.....S-18 Clemens.....R-19 Coleman A. Young Community Center.....P-22 Considine.....M-19 Crowell.....K-7 Delray.....U-16 Handicap/Lenox.....O-27 Hawthorne.....J-18 Heilmann.....L-28 Joseph Walker Williams.....N-18 Kemery.....V-14 Lasky.....K-20 Lenox.....O-27 Lighthouse.....O-28 Lipke.....J-22 Northwest Activities Center.....L-28 Patton.....S-15 St Hedwig.....R-17 State Fair Senior Center.....L-16 McNichols/Meyers Commercial District.....K-13 Myers/7 Mile Commercial District.....J-13 Northland Mall.....H-11 Old Redford Shopping District.....J-7 Riverend Plaza.....N-27 Warren/Chalmers Commercial District.....S-16 Mack/Moross Commercial District.....K-29	7 Mile/Gratiot Commercial District.....L-25 8 Mile/Dequindre Commercial District.....H-18 Belmont Shopping Plaza.....H-19 Eastern Market.....P-21 Eastland Center.....H-28 Fairlane Meadows.....R-11 Grand River/Greenfield Commercial District.....M-11 Hamtramck CBD.....O-20 Harper/Cadieux Commercial District.....O-23 Highland Park CBD.....K-17 Jefferson/Chalmers Commercial District.....S-16 Livernois/7 Mile Commercial District.....J-13 Mack/Moross Commercial District.....K-29

DDOT SYSTEM MAP



See Downtown Central Business District Map (See other side)

LEGEND

- DDOT Transit Location
- Downtown Routes
- North and South Routes
- East and West Routes
- Airport
- Amtrak Station
- College
- High School
- Hospital
- Police Station
- Recreation Center
- Shopping Area

KEY TO CITY-WIDE BUS ROUTES

DOWNTOWN ROUTES	CROSSTOWN ROUTES
7 Cadillac-Harper	8 Caniff
10 Chene	9 Chalmers
16 Dexter	11 Clairmount
18 Fenkell	12 Conant
19 Fort	13 Conner
21 Grand River	14 Crosstown
23 Hamilton	15 Chicago-Davison
25 Jefferson	17 Eight Mile
27 Joy	20 Grand Belt
29 Linwood	22 Greenbelt
31 Mack	24 Holbrook
34 Gratiot	30 Livernois
36 Oakland	32 McNichols
37 Michigan	37 Puritan
38 Plymouth	41 Schaefer
40 Russell	43 Schoolcraft
47 Tireman	45 Seven Mile
48 Van Dyke-Lafayette	46 Southfield
49 Vernor	54 Wyoming
53 Woodward	60 Evergreen
76 Hayes	
78 Imperial	

To obtain detailed route information and service hours for individual bus routes, please refer to a pocket schedule. Schedules are available at the DDOT Administration Building: 1301 E. Warren, Detroit Public Libraries, Neighborhood City Halls, and online at www.RideDetroitTransit.com.

All DDOT routes are accessible to wheelchair users.

