

# TRANSIT BILL OF RIGHTS

## FOR GREATER DETROIT

**We who live, work, play in and visit greater Detroit expect a high quality transportation system** that allows people to walk, bike, drive, ride buses and rapid transit to go to the places we want to go throughout the region. We want a well-coordinated, well-funded transportation network in order to restore our communities, support economic development, ensure transportation equity and improve the quality of life of people of all ages and abilities.

**We demand that our region's leaders work together to provide the following:**

1. **Reliable, on-time service** - Ensure that at least 90% of fixed-route vehicles depart within 5 minutes of the scheduled time. Schedule routes to allow people to travel every 10 minutes during peak times on major transit corridors and every 20-30 minutes during off peak or on other corridors.
2. **Efficient and well-managed service** - Adhere to the highest standards of customer service. Follow industry best practices regarding management, operations and service delivery. Diligently and timely investigate and respond to rider concerns. Plan and implement service and system improvements.
3. **Affordable fares** - Base fares on the amount and quality of service, transit industry averages and cost of living rates. Raise rates only as a last resort. Provide reduced fares for seniors, students and persons with disabilities. Establish and communicate policies regarding fares, passes, transfers, etc.
4. **Safe, clean, well-lit and well-maintained vehicles and facilities** - Regularly clean and maintain vehicles and transit stops and centers. Provide suitable lighting and readable signage at stops, transit centers and on vehicles.
5. **Good access to transit information** - Provide reliable, easy-to-use real-time information about scheduled routes, arrivals, departures and service delays. Communicate ridership and on-time performance by internet, phone, email or text message to subscribers and at transit centers, with consideration for people with disabilities, language and literacy concerns.
6. **Full accessibility** - Ensure the availability of fixed-route and specialized services for eligible seniors and persons with disabilities. Guarantee full access in, on and around vehicles, facilities, stops and transit centers. Make eligibility requirements and application processes readily-available to potential users and human service providers.
7. **Public involvement in transit decision-making** - Include meaningful involvement by a broad cross-section of the public in transit decision-making to improve transit for Southeast Michigan.

I agree with the principles contained in this Transit Bill of Rights and call on regional leaders to institute them.

Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Send me timely transit updates (by weekly email)  I want to get actively involved and volunteer with TRU.

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## Background and FAQ

For too long, the people of greater Detroit have suffered from an insufficient quantity and quality of transit service, leaving hundreds of thousands of people without reliable access to employment and educational opportunities, health care and other necessities. **We demand better.** DDOT, SMART, the People Mover, and any new transit service provider must meet a higher standard.

This effort is **led by Transportation Riders United (TRU)**, a nonprofit organization based in downtown Detroit that has been working since 1999 for more and better public transit throughout greater Detroit. TRU advocates for more and better bus service, breaks down barriers to real rapid transit, and promotes smart transportation investment in order to restore urban vitality, ensure transportation equity and improve quality of life. We are a non-partisan organization that is not affiliated with any candidate.

TRU is pleased to work with our volunteers, partners and allies to **gather thousands of signers onto this Transit Bill of Rights**. Your personal information will not be sold, traded, or otherwise shared with anyone other than transit agencies, transit decision-makers, and with TRU. People who mark the box will be added to TRU's weekly email newsletter to receive timely transit updates and can remove themselves from at any time. People who mark the volunteer box will be called or emailed with opportunities to get involved.

**Please fill out the information on the reverse and return it to a TRU volunteer or to the below address.**

**In autumn 2012, we will present these signatures to transit agencies and decision makers** to express our demands and press them for action that will achieve these rights for all who use and benefit from transit in Southeast Michigan. Please help us demonstrate the broad will of the region and **demand better transit!**

### Learn more about TRU and the Transit Bill of Rights

Website:	<a href="http://www.DetroitTransit.org">www.DetroitTransit.org</a>	500 Griswold, Suite 1650
Phone:	313-963-8872	Detroit, MI 48226
Email:	<a href="mailto:TRUmember@DetroitTransit.org">TRUmember@DetroitTransit.org</a>	
Facebook:	<a href="http://Support Detroit Transit">Support Detroit Transit</a> or <a href="http://www.Facebook.com/DetroitTransit">www.Facebook.com/DetroitTransit</a>	