

## SERVICE ANIMALS

The Detroit People Mover welcomes leader dogs and service animals aboard DPM trains with harness or leash required.



## REASONABLE ACCOMMODATION

To ensure equality and fairness, DTC is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling (313) 224-2160 or emailing [webmaster@thepeoplesmover.com](mailto:webmaster@thepeoplesmover.com).

## CONTACT DTC

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## THANK YOU FOR RIDING WITH US

Our goal at The Detroit Transportation Corporation is to provide patrons with the safest and most efficient method of rail transportation available. The Detroit People Mover System operates on a schedule in the Downtown Detroit Central Business District.

Patrons can be certain that they will receive a quality, safe and timely shuttle service when they follow the safety guidelines that have been developed to protect all patrons of the Detroit People Mover system.

Adherence to the following guidelines and safety rules will protect all patrons on the Detroit People Mover.

## ADA

## ACCOMMODATIONS

Providing the highest levels of safety for our elderly and disabled patrons



## INFORMATION FOR YOUR NEXT RIDE



## PASSENGER BOARDING

Elevators and/or escalators are offered at the People Mover's 13 stations. Grand Circus Park is accessible by elevator only. DTC will notify patrons via printed station announcements and website postings should any of the stations experience upgrades or repairs to its elevators or escalators.

## INFORMATION & ACCESS



### CHAIR SECUREMENT: LIFT KNOB, RAISE SEAT

Each train includes the vehicle numbers, seating areas and emergency phone instructions in both raised letters and Braille. Priority seating is located in each car for the elderly and disabled.

THIS IS CAR NUMBER

01

### EMERGENCY ASSISTANCE PHONE

1. PUSH AND RELEASE RED BUTTON
2. WAIT FOR CENTRAL CONTROL RESPONSE
3. SPEAK CLEARLY

## ANNOUNCEMENTS

Automated announcements are to assist all passengers, including the visually-impaired. Trains feature an automated audio which announces the current station location. Chimes indicate the opening and closing of vehicle doors. Before the train leaves the station, the audio will announce the next approaching station.

## DEDICATED SEATING

Interior vehicle areas include a retractable seat which draws upward to allow spacing and secure restraint of a manual wheelchair in each train.

The People Mover stations and vehicles also accommodate electric scooters used by patrons with disabilities. We recommend use of the brake system equipped on the scooter, as these types of chairs are not made for our wheelchair securements on each train (manual, un-powered chairs only).



## NEEDING HELP

### 01 - DURING AN EMERGENCY

will hear live announcements by Control Center personnel in the stations and inside each train. Should emergency evacuation be required,

ADA passengers should notify the Control Center using the emergency communication system or calling directly at 1+ (313) 963-0171 and assistance will be accommodated.

### 02 - DELAYS OR SYSTEM INTERRUPTIONS

In the event of an immediate change in operations such as an extended train delay or system closure, audible announcements or instructions will be provided for safe exit from the vehicles or stations. During a system hold/delay, ADA passengers who are in the stations have the option to exit the station in a calm manner or wait until service resumes. If on board a train during a service delay, passengers may safely exit vehicles only if the train is located at a DPM station with the doors open.