

Overview:

Doug Middleton opened the meeting at 5:35 p.m.

- Jeffrey Sullivan walked people through a process of submitting comments online: GoDurhamTransit.org/feedback
- Angel Gentry: Discussed how GoDurham reviews and handles complaints
- Comments from attendees
- Mary-Kate Morookian: Update on GoDurham short-range transit plan
 - Presenting at the council budget retreat on Feb. 15 and if all goes well looking for approval in March
 - Assuming council approval in March, the first round of service changes would happen in September
- Comments from attendees

Meeting concluded at 6:50

Category	Comment
Admin	<p>C: Are we getting new buses?</p> <p>R: We are always in the process of getting new buses. We are not looking at any new services, outside of the changes to service via the short-range transit plan.</p>
Amenities/Capital Projects	<p>C: STOP #6586 needs to be fixed. Construction close by makes it hard to pick up wheelchair bound passengers on the Route 14. Stop could use a shelter.</p> <p>R: It sounds like the stop is unsafe and we need to look at moving it up or down the street temporarily. Our service and planning and capital development team will review this stop.</p>
Customer Service	<p>Q: When an operator does something commendable, how can you submit it so that it is actually seen?</p> <p>A: Through the online system, or any of the other ways we mentioned in the presentation. They are all reviewed by the customer service manager, and we commend operators as we are able.</p>
General	<p>C: Durham’s bus service is good compared to Raleigh’s.</p>
General	<p>C: GoDurham’s bus services are great. When we have a concern, we may not see the change right away, but it does happen. I made complaints about 3 years ago and one-by-one I saw the complaints addressed.</p>

C: Are the seats going to be cleaned/deep cleaned on the weekends?

R: We do work hard to make sure our seats are cleaned. We have monthly inspections. Seat cleanliness is a challenge for every system with cloth seats. We are looking a capital campaign to replace those seats with plastic seats.

Maintenance

Unfortunately we cannot deep clean the seats every day, the process is too time intensive.

C: Are buses still being cleaned every day? Is there a way to increase this frequency?

Maintenance

R: We spot clean during the day as we can. If you see a bus that is really bad, please report it. Unfortunately we don't have the resources clean more than once per day.

Q: Why do operators take breaks leaving a crowd of people waiting outside the buses in all kinds of weather? Can you make a policy change to allow passengers on at all times?

Operations

A: This should only be the case when an operator is taking a 10-7 (a restroom break). Our operators are human and have needs. We don't allow passengers on the buses without operators to ensure people pay the fare and for safety concerns.

C: People have freedom of speech, but the cursing on some of the routes is too much.

Operations/Security

R: We don't want that behavior going on the bus. We can run some public service announcements, but it can be difficult for operators to counteract that behavior.

C: Some operators seem comfortable kicking kids off the bus, but some don't seem to have the nerve.

Operations/Security

R: If the situation calls for it, we encourage our operators to call for assistance and help. We don't want operators escalating conflicts.

We are in conversations with the Durham Police Department to do ride-alongs on the buses. It won't happen tomorrow because it's a matter of resources, but we may be able to do more with that over the next couple of months.

C: Operator never showed up to pick up a client, but the client already paid fare \$9 (GoTriangle ACCESS)

Paratransit

R: We will send client information to the paratransit team to look into what happen with the reservation.

C: Can the vehicle number be printed bigger on the vehicles? It's difficult for seniors to run in and out of complex to meet operator, only to be told that vehicle is not for the person.

Paratransit

R: We will send this to the paratransit team to have them review this request and see if it can be done.

Paratransit

C: Client had an event at 7 and a reservation for 6:30 on MLK day. The ACCESS vehicle didn't show up until 8:45, at which point the event was over.

R: Our paratransit team will review what happened to the reservation.

C: Forest at Duke (2701 Pickett Rd, Durham, NC 27705):

Planning

- Currently workers have to walk close to a mile (17 minutes) to get to campus. Most workers use 2700 Chapel Hill Rd. or Tower Blvd. at Pickett.
- The walk in the cold or rain is a safety hazard for many workers
- There used to be a stop in the campus, but a resident complained (implied bias against bus riders)
- If GoDurham cannot go into the campus, at least a stop should be located on the curb

R: Our service planning and capital development team will review this request.

C: What service changes would happen first?

Planning

R: If the plan is approved by City Council

- Routes 6, 11, 1 and 12 would happen in the first round
- Another improvement will be staggering some routes to come in at the 15 and 45 of the hour. This will enable

C: Are transit on-demand zones happening?

Planning

R: The plan does have a designation for an on-demand zone in Northeast Central Durham (the service area for the Route 23. GoDurham would subsidize an uber or taxi trip up to \$10 in the current plan, to ensure riders can get home safely. (to and from established stops)

C: Route 23 is consistently packed on Sundays.

Planning

R: We would look at this closely. We think some people will be able to take Route 2 and 3, whereas other may shift to this on-demand service. We would talk with uber and taxi providers to ensure there is enough service to meet the demand in this area.

C: Is Route 11 getting more service?

Planning

R: In the proposal for the short range transit plan, Route 11 would run every 15 minutes. This proposal will be present to Council Feb. 15 and will be considered in March

C: What is "scenario 1"?

Planning

R: While developing the SRTP, we presented two scenarios, took comments and combined the best aspects of both scenarios.

C: What is happening with the route 15, 3, 16

R: The following changes are proposed:

Planning

- Combine route 2 and 15. This provides direct service from East Durham to Brier Creek, upgrades the services to run every 30 minutes and eliminates the time on 147 for Route 15 (frequent cause of lateness) and the portion that runs along US 70 (unsafe and may be closed to transit soon).
- No changes on the route 3
- No route 16, that route was changed several years ago.

C: What changes are coming to GoRaleigh?

Planning

R: Thanks to the Wake Transit funds, Raleigh is making a number of changes in the Fall and in January.

C: Would GoTriangle consider change the senior discount to make it free.

Planning

R: We've all been engaged in a regional fare study and we are proposing to change the senior fare to make it free on GoTriangle. The service planning team will be recommending that to our board on Feb. 13, and hopefully the change will be implemented in the Fall.

C: What kind of training do the operators have for logging into the buses? Why do we use Transloc opposed to NextBus.

Operations/Technology

R: There are a number of issues that may be contributing to that, we are in conversations with Transloc, regarding our future with using their platform.

We use Transloc regionally (GoDurham, GoTriangle, GoCary and GoRaleigh), we've invested a lot of resources into that relationship, and should only switch if we have to.

On the GoDurham end, knowing when a problem is occurring is important. If there is an equipment failure or operator error, the quicker we know the sooner we can address it.

C: If Transloc is not reliable, we need to have another alternative.

Technology

R: Riders can use the website. We can also look at placing paper schedules where necessary.

C: What's going on with the press conference for the light rail project tomorrow?

Light Rail

R: Community groups are organizing the event. It's not being hosted by GoTriangle and we do not know the agenda.

Staff Present:

- Tara Caldwell
- Angel Gentry
- Charles Menefee

- Doug Middleton
- Mary Kate Morookian
- Jeffrey Sullivan
- Shaundrelle Todd

Attendance: 16