

## GoDurham Public Meeting Summary

4/3/2019, 5:30-7:00 p.m.

Overview:

Meeting Open: 5:30

Meeting Summary:

- Jeffrey Sullivan reviewed notes from the last meeting (5:30)
- Doug Middleton gave GoDurham updates (5:38)
  - Getting new buses
  - Looking at electric buses
  - Short on operators, help us recruit
- Tara Caldwell gave GoDurham ACCESS updates
  - New automatic call back feature
  - 6 new operators, hiring two new operators

Meeting Conclusion: 6:45

Category	Comment
Admin/ Planning	<p><b>C:</b> Is data being analyzed to look at ridership of paratransit v. fixed route.</p> <p><b>R:</b> We have just began to look at the data to see patterns. We don't see any low-hanging fruit. We are hoping to start a small pilot soon with ride-sharing partners to help the loads on GoDurham ACCESS.</p>
Admin	<p><b>C:</b> Mayor Schewel's priority in transportation is to get a fare-free system. Is that moving forward?</p> <p><b>R:</b> We presented data on this topic to the City Council. Both the cost projections and loss of revenue. City Council has this data and will probably consider this going forward.</p>
Admin	<p><b>C:</b> In response to fare-free, let's remember the tax base of Durham v. the tax base in Chapel Hill. Economics don't work</p>
Admin	<p><b>C:</b> Why don't we do advertising on the sides of buses to get additional revenue?</p> <p><b>R:</b> We are actually updating the policy to allow that.</p>
Capital Projects	<p><b>C:</b> Want to see more Simmee seats in our system.</p>
Capital Projects	<p><b>C:</b> No street light at the bus stop (Route 400 transfer to 10)</p>

Customer behavior	<b>C:</b> Riders near the front of the bus need to allow elderly/disabled riders to sit in the marked seats. Transit operations employees and transit police need to offer seats to elder/disabled riders and people with a lot of bags.
GoTriangle	<b>C:</b> CHT makes is very difficult for GoTriangle to park at Carolina Coffee. CHT on a layover can't get to the curb at Carolina Coffee shop stop. CHT vehicles are often empty because the routes are changing over.
Light Rail	<b>C:</b> If we're not doing light rail, which is horrendous. <Expression against Duke.> It's horrendous that gentrification is going on in Durham. Rider doesn't appreciate they were just allowed to pull out of agreement because of their concerns. The regular citizens of Durham are offended by that.
Maintenance	<b>C:</b> GoDurham seats are more uncomfortable than other seats
Maintenance	<b>C:</b> Use maintenance time to fix small things like the bell cords
Marketing	<b>C:</b> Bong before announcements is confused with stops
Operations	<b>C:</b> Boarding protocol for disabled riders different. Some allow disabled riders first, others don't. Some don't <b>R:</b> Operators cannot force riders to move out of seats
Operations	<b>C:</b> Rider finds the loitering announcement offensive. Every hour that announcement is made. "Who wants to wait at Durham Station?" Today, rider waited at Durham Station for an hour in a half for the public meeting and was approached by the police.
Operations	<b>Q:</b> How far from the curb to operators stop? (18 inches or 3 feet – need to check the manual)
Operations	<b>C:</b> A bus did not show up at all one day, illustrating operator problem. Maybe operators should be treated better and get more money.
Operations	<b>C:</b> New operators are not trained the right way, don't know the routes even with turn-by-turns.
Operations	<b>C:</b> Pay-day weekend service seems to be worse and non-payday weekends. What are you doing about that?
Operations	<b>C:</b> When the bus is running late, operators allow able-bodied rider to disembark at the bottom of the platform, but leave disabled riders. Don't call connecting bus to hold for disabled riders. <b>R:</b> We need to look at these options. Policy (especially during hourly service levels, we need to hold buses to ensure all the buses meet) We are hoping that with the service changes, some of our on-time performance issues will be solved.



Operations/ Planning	<b>C:</b> Need to take care of buses. Some turns like in the village, are tearing up the vehicles (Pot holes/and such)
Operations/ Security	<b>C:</b> People get on the bus with open containers of alcohol, riders turning nasty/violent when operators confront the riders.
Operations/ Security	<b>C:</b> Riders smoke on the platforms, despite no smoking signs. Lack of curtesy from riders.
Planning	<b>C:</b> Are some route becoming every 15 minutes? <b>R:</b> Some routes will under the short-range transit plan
Planning	<b>C:</b> To make Route 11 on time, don't go down LaSalle Street twice. A/B only serve one direction at the top v. bottom of the hour. <b>R:</b> LaSalle stop are some of our highest ridership stops, so we don't want to take away frequency. Through SRTP, adding extra buses, changing route configuration. We will try the SRTP solutions and then we may need to try that solution.
Planning	<b>C:</b> To make Route 2 on time, don't let it go down Highway 70?
Planning	<b>C:</b> The short-range plan includes a change for the route 9 that will stop it from going down Buchanan Blvd. The rider is concerned about being able to walk uphill two blocks both ways. <b>R:</b> Mary-Kate Moorokian will talk with rider offline
Planning	<b>C:</b> Falls Point apartment complex residents are still worried about their service being cut. But proposed changes will make transit much more difficult for rider. <b>R:</b> Our planning team will talk with the rider offline.
Planning	<b>C:</b> How can I get to Main Street, does the Route 2 still go there? <b>R:</b> That is all dependent on construction. We have construction detours along East Main Street. Our staff will help you plan this trip after the meeting.
Planning/ Operations	<b>C:</b> Bus 10 arrives and leaves late consistently (9 p.m. trip) – taking to three stops before Target <b>R:</b> We will have our planning and operations staff look at this concern.
Transit Amenities	<b>C:</b> The Seats: We need benches at stops, especially for old people <ul style="list-style-type: none"> <li>• In front of Roses on the route 4</li> <li>• Horton road (9A). I'm 69-YO and I'm sitting on a trash can.</li> </ul>
Transit Amenities	<b>C:</b> Still seeing the stop issue at assisted living on route 14. Dangerous stop for ADA riders. (Stop # 6586) This has been an issue for a year and we have seen no progress.

R: Our amenities team will review this concern.

Staff Present:

- Tara Caldwell
- Brian Fahey
- Stan Hutchens
- Charles Menefee
- Doug Middleton
- Jeffrey Sullivan
- Mary-Kate Moorokian
- Angel Gentry

**Attendance:** 14