



The City of Durham 2023 Title VI & LEP Program Update

**Prepared March 8, 2024
Title VI Compliance Officer**

GENERAL INFORMATION		
Document Name	2023 Title VI & LEP Program Update	
Document Author(s)	Brian Fahey, Mobility Services Manager (Title VI Coordinator)	
Area of Application	Transit Planning, Title VI	
Document Location	C: Mobility Services\GoDurham\Title VI\Plan Update 1-31-2024\	
Original Issue Date	August 8, 2013	
Expiration Date	October 31, 2025	
Current Version	2.0	
REVISIONS		
Rev.	Date	Description
1.0	August 8, 2013	3-year plan update submitted to FTA
1.1	July 20, 2016	3-year plan update submitted to FTA
1.2	December 17, 2020	3-year plan updated submitted to FTA
2.0	March 8, 2024	Plan update using information from the previous review period of <u>October 2020 – October 2023</u> . The City received written approval from FTA on 1/4/2024 for submission deadline of 3/31/2024.
2.1	May 21, 2024	Updated to incorporate new service standards and service change process.
EXECUTIVE SUMMARY		
The Title VI Program is a compilation of documents, plans, maps, policies, and standards, etc., that demonstrate City of Durham's compliance with Title VI. Guidance provided by the FTA Title VI Circular requires approval of the Title VI Program by the City of Durham Director of Transportation who is responsible for the program and policies. This document details how The City of Durham 's transit system (GoDurham) incorporates nondiscrimination policies and practices in providing services to the public.		
APPROVAL OF AUTHORIZING OFFICAL		
Signature of the approving authority is located within the document (Title VI Policy Statement and Plan Approval Document)		

TABLE OF CONTENTS

I. INTRODUCTION.....	5
II. OVERVIEW	6
Our Mission	6
History	6
III. POLICY STATEMENT AND AUTHORITIES	7
Title VI Policy Statement.....	7
Authorities.....	7
City of Durham Title VI – Policy Statement	8
IV. NONDISCRIMINATION ASSURANCES FROM THE CITY OF DURHAM	9
V. PLAN APPROVAL DOCUMENT	10
VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES	12
Overall Organization for Title VI.....	12
Title VI Compliance Officer Responsibilities.....	12
General Title VI Responsibilities of the Agency	12
1. Data Collection	13
2. Annual Report and Updates	13
3. Annual Review of the Title VI Program	13
4. Dissemination of Information Related to the Title VI Program	13
5. Resolution of Complaints.....	13
6. Written Policies and Procedures	14
7. Internal Education	14
8. Title VI Clauses in Contracts.....	14
City of Durham’s Title VI Program Goals and Objectives.....	15
VII. GENERAL REPORTING REQUIREMENTS.....	16
GoDurham Title VI Notice to the Public (English)	16
GoDurham Title VI Notice to the Public (Spanish)	16
Title VI Complaint Procedures and Form	18
Title VI Complaint Procedures (English)	18
Title VI Complaint Procedures (Spanish)	22
Title VI Investigations, Complaints and or Lawsuits Filed During the Review Period	26
Transit-Related Investigations, Complaints and Lawsuits	26

VIII. PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES (PUBLIC PARTICIPATION PLAN)	27
Overview	27
Introduction.....	27
Public Participation Guidelines and Prior Outreach	28
Goals and Objectives	28
Identification of Stakeholders	28
Meetings and Outreach	29
Agency Coordination	29
Public Meetings.....	29
Public Hearings	30
Other Meetings and Events	30
Communication Tools and Techniques.....	30
Measuring Success	31
Public Engagement Approach	31
Public Engagement Methods.....	32
Minority Representation on Committees and Councils Selected by the Recipient (General Requirement)	35
Monitoring Subrecipients.....	37
Determination of Site or Location of Facilities.....	37
IX. ACCESS FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS	38
Introduction.....	38
Program Objectives.....	38
Plan Summary	38
Four-Factor Analysis	39
1. The Number or Proportion of LEP Persons Eligible to be Served or Likely to Encounter a Program, Activity, or Service of the City of Durham.....	39
2. The Frequency with which LEP Individuals come in Contact with the Program	42
3. The Nature and Importance of the Program, Activity or Service Provided by GoDurham to People’s Lives.....	44
4. The Resources Available to the Recipient and Costs.....	45
Language Assistance Plan.....	46
1. Identifying LEP Individuals that Need Language Assistance	46
2. Language Assistance Measures.....	47
3. Training Staff.....	47

4. Providing Notice to LEP Persons	48
5. Monitoring and Updating the LEP Plan	48
Dissemination of the Limited English Proficiency (LEP) Plan.....	49

I. INTRODUCTION

Appendix I: Title VI Plan Signature Pages

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

In recent years, the Federal Transit Administration ("FTA") has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency ("LEP").

In accordance with the FTA Title VI Circular, 4702.1B, City of Durham is required to submit a Title VI Program once every three years or as otherwise directed by FTA.

The Title VI Program is a compilation of documents, plans, maps, policies, and standards, etc., that demonstrate City of Durham's compliance with Title VI. Guidance provided by the FTA Title VI Circular requires approval of the Title VI Program by the City of Durham Director of Transportation who is responsible for the program and policies. This document details how The City of Durham 's transit system (GoDurham) incorporates nondiscrimination policies and practices in providing services to the public.

II. OVERVIEW

Our Mission

The City of Durham's mission is to provide and maintain a safe, equitable, inclusive, and sustainable multimodal transportation system with high-quality infrastructure to improve mobility and to offer everyone in Durham access to necessities and opportunities.

History

The City of Durham (GoDurham Transit; formerly Durham Area Transit Authority-DATA) provides fixed route bus and paratransit (Demand Response) services for residents and visitors of the City and County of Durham. GoDurham is the name and brand for transit services managed and funded by the City of Durham and delivered by third-party contractors, currently RATP Dev for fixed-route services and National Express Transit for paratransit services. During FY23, GoDurham provided over 5.6 million annual fixed route trips and approximately 138,000 annual paratransit trips to the City and County residents as well as visitors (the highest among our peer systems in the state of North Carolina). Additionally, GoDurham provides bus services to Duke University, Duke University Hospital, VA Hospital, Research Triangle Park, and North Carolina Central University. GoDurham managed to deliver all these services with a total of 60 buses and 51 paratransit vans.

GoDurham currently operates 19 bus routes. Service is provided seven days a week generally from 5:30 a.m. until 12:30 a.m., Monday through Saturday, and 6:30 a.m. until 9:30 p.m. on Sundays and holidays. Working together, GoDurham and the City of Durham will continue to build and operate a safe, efficient, and effective transit system that is the preferred choice of transportation now and in the future.

In 2010, an interlocal agreement was created with GoTriangle for management, oversight, planning, and marketing of the GoDurham service. First Transit was the fixed-route operator, and the Durham City Transit Company (DCTC) was the employment entity for transit service personnel as a subsidiary to First Transit. GoTriangle also held the contract with First Transit on behalf of GoDurham. Together, GoTriangle and DCTC managed and operated GoDurham until June 30th, 2023. GoTriangle also contracted with National Express Transit for the management, operations, and maintenance of the GoDurham ACCESS on-demand system.

In late 2023, the City of Durham and GoTriangle agreed to a mutual termination of the interlocal agreement from 2010, and the City of Durham procured a new contract for a full turnkey contract for the management, operations, and maintenance of the fixed-route system. Effective July 1, 2023, The City of Durham contracted with RATP Dev for the fixed-route system. In addition, the contract between GoTriangle and National Express Transit was assigned to the City of Durham.


The City of Durham has developed its Title VI program that commits the transit authority to ensure that no person, shall, on the grounds of race, color, national origin, social or disability status, be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination under any program or activity which is managed by GoDurham, its recipients and contractors, regardless of the funding source. The City of Durham complies with the Title VI requirements, in conformity with Title 23 CFR Part 200 and Title 49 CFR 21. The existence of this program also offers the opportunity to receive complaints from people who feel discriminated against. The key objective of the program is to guarantee that no discrimination is made against any current and future riders of the transit service.

III. POLICY STATEMENT AND AUTHORITIES

Title VI Policy Statement

The City of Durham is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The City of Durham’s Title VI Compliance Officer is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (“CFR”) Part 200, and Title 49 CFR Part 21.

	3/22/24
Signature of Authorizing Official Director of Transportation, City of Durham	Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted);

U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

City of Durham Title VI – Policy Statement

As a federal grant recipient, the City of Durham complies with Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color, or national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons, be excluded from participation in, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

The City of Durham is committed to enforcing the provisions of Title VI and protecting the rights and opportunities of all persons associated with GoDurham and GoDurham ACCESS or affected by its programs. The City of Durham's commitment includes vigorously enforcing all applicable laws and regulations that affect GoDurham, GoDurham ACCESS, and those organizations, both public and private, which participate and benefit through our programs.

The City of Durham will take positive and realistic affirmative steps to ensure that all persons and/or firms wishing to participate in its programs are given an equal and equitable chance to participate. The City of Durham's subrecipients and contractors are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities, and services.

The City of Durham's Transportation Department / Mobility Services Division is responsible for providing leadership, direction, and policy to ensure compliance with Title VI of the Civil Rights Act. Any person(s) or firm(s) who feel that they have been discriminated against based on race, color or national origin are encouraged to report such violations to the Title VI Coordinator:

Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
Email: titlevi@durhamnc.gov
Phone: 919-560-4366

Complaints should be filed within 180 days of the alleged violation.

Additional information on the City of Durham's Title VI obligations and procedures to file a complaint is available at: www.godurhamtransit.org.

IV. NONDISCRIMINATION ASSURANCES FROM THE CITY OF DURHAM

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA is accompanied by an assurance that the City of Durham will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the City of Durham submits its annual certifications and assurances to FTA.

As part of the Certifications and Assurances all grant applications submitted including awards shall contain Nondiscrimination Assurance statements which addresses compliance with Title VI as well as nondiscrimination in hiring ("EEO") and contracting ("DBE"), and nondiscrimination because of a disability ("ADA").

In signing and submitting the assurance, the City of Durham confirms our commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the City of Durham- Title VI Implementation Plan FY-2023-2025 (this date should cover three (3) years from whenever the template is executed) I have reviewed and approved the Plan. I am committed to ensuring that no person is excluded from participation in or denied the benefits of GoDurham and GoDurham ACCESS transportation services on the basis of race, color, or national origin, as protected by Title VI according to FTA Circular 4702.1 B, Title VI requirements and guidelines for Federal Transit Administration sub-recipients.

Sean C. Egan

3/22/24

Signature of Authorizing Official
Director of Transportation, City of Durham

Date



Title VI Plan Update Meeting

March 20, 2024

Attendees:

- Sean Egan, Director of Transportation
- Brian Fahey, Mobility Services Manager / Title VI Coordinator
- Jennifer Green, Mobility Services Planning Manager

Meeting Minutes:

- Final draft of the plan was provided to the department director and other key Transportation staff on March 18th for review prior to the meeting.
- As previously discussed with the director, Brian confirmed that the period of the updated plan is from October 2023 – October 2025. On January 4, 2024, the FTA Civil Rights Office gave the City approval for an extended submission deadline of March 31, 2024. This is noted in the file information on page 2.
- Brian noted that all data used as part of the analysis was from fiscal year 2023, and tracking of any civil rights complaints, investigations and/or lawsuits was for the previous period (none reported).
- Major updates to the plan include:
 - Updated language to reflect the new management arrangement and direct oversight of the fixed-route and paratransit contractors
 - Using updated performance data from fiscal year 2023
 - Using updated rider data from the 2022 onboard survey for analysis
 - Incorporation of updated GoDurham Service Standards, approved by the Transportation Director in March 2024
- Brian noted that the next step in our process is to review best practices and create more defined procedures for monitoring contractors' compliance with Title VI. The new procedures will be implemented by June.
- Upon final review the director approved the updated Title VI plan and signed the approval pages in the final draft of the plan.
- The plan will be uploaded into TrAMS by 3/27 for review by FTA.

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

Under the authority of the City of Durham- the Mobility Services Manager will serve as the Title VI Compliance Officer and be responsible for ensuring implementation of the agency's Title VI program. (Please Note: more than one official may be designated to serve as the responsible Title VI official for each area listed below). The specific areas of responsibility are described below.

Overall Organization for Title VI

The Title VI Compliance Officer and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

Title VI Compliance Officer Responsibilities

The Title VI Compliance Officer is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color, or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Coordinate training opportunities on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI Responsibilities of the Agency

The Title VI Compliance Officer is responsible for ensuring the aforementioned elements of the plan are appropriately implemented and maintained, and for coordinating with designated staff who are responsible for public outreach and involvement and service planning and delivery.

1. Data Collection

To ensure that Title VI reporting requirements are met, the City of Durham will maintain:

- A database or log of Title VI complaints received that tracks the investigation and response to each complaint.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

As a recipient of FTA funds, the City of Durham is required to submit a log, as part of its Quarterly Report to the FTA, that documents any Title VI complaints received during the preceding quarter and for each year. The City of Durham will also maintain and provide on an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income individuals have meaningful access to these activities.

Furthermore, the City of Durham will submit updates to any of the following items subsequent to its previous submission, or a statement to the effect that these items have not been changed since the previous submission:

- A copy of any compliance review report for reviews conducted in the last three (3) years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations.
- Limited English Proficiency (“LEP”) plan,
- Procedures for tracking and investigating Title VI complaints,
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission, and
- A copy of the agency’s notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint.

3. Annual Review of the Title VI Program

Each year the Title VI Compliance Officer will review the agency’s Title VI program to ensure implementation of the Title VI plan. Additionally, the Title VI Compliance Officer will review the agency’s operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of Information Related to the Title VI Program

Information on the City of Durham’s transit Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the “public outreach and involvement” section of this document and in accordance with applicable federal and state rules, laws/regulations, and FTA Title VI Circular. The Title VI program will be available in other languages when/if needed according to the LEP plan.

5. Resolution of Complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she, or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. The City of Durham will report the complaint to FTA within three (3)

business days (per FTA requirements) and make a concerted effort to resolve complaints locally using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection is tracked and reported to the FTA in the Quarterly Report (in addition to immediately).

6. Written Policies and Procedures

The City of Durham's Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Compliance Officer will determine whether or not an update is needed.

7. Internal Education

Transit-related employees involved with the GoDurham and GoDurham ACCESS services receive training on Title VI policies and procedures upon hiring and upon promotion, including but not limited to "Diversity & Inclusion" and "Advancing Equity" training courses. This training will include requirements of Title VI, the City of Durham's obligations under Title VI (LEP requirements included), required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Coordination of Title VI training is the responsibility of the Mobility Services Manager.

8. Title VI Clauses in Contracts

In all federal procurements requiring a written contract or Purchase Order (PO), The City of Durham's contract/PO will include appropriate non-discrimination clauses. The Title VI Compliance Officer will work with the Business Services Administrator who is responsible for procurement contracts to ensure appropriate non-discrimination clauses are included.

City of Durham's Title VI Program Goals and Objectives

- Ensure that no individual citizens or patrons of the GoDurham service is denied any service, program, activity, or related transit benefits because of that "individual's race, color or national origin".
- Assure that GoDurham provides the same or similar service or benefits to all who desire the service and that those services are equitable and well provided by the transit authority to the extent that the resources can support.
- Ensure that GoDurham does not segregate or provide different/separate treatment in any manner related to the delivery of its current or future transit services.
- Ensure that the service standards set by the City do not segregate or provide different/separate treatment in any manner to all persons.
- Encourage full participation of minority and low-income populations in the planning and transit decision-making process.
- Ensure non-discrimination activity in any facility built in whole or in part with federal funds.
- Ensure that GoDurham provides information and related transit resources in languages other than English when significant numbers of users of Limited English proficiency are identified.
- Ensure that route planning process in no way limits or impedes access to a federally funded service or benefit.
- Assure that contractors and subcontractors adhere to Title VI non-discriminatory requirements.

VII. GENERAL REPORTING REQUIREMENTS

Title 49 CFR Section 21.9(d) requires the City of Durham to provide information to the public regarding its obligations under DOT's Title VI regulations and members of the public of the protections against discrimination afforded to them by Title VI. The multilingual Title VI notice in English and Spanish informs the public that GoDurham operates its programs without regard to race, color, or national origin and includes information on how to file a Title VI complaint. The complaint forms are located at: www.godurhamtransit.org.

Appendix A: Title VI Notice to the Public

GoDurham Title VI Notice to the Public (English)

The City of Durham is committed to ensuring that every person can participate in — and no one is denied — the benefits of its services on the basis of race, color or national origin, in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes he or she has been subjected to discrimination under Title VI may file a complaint with the City of Durham

The complaint must be in writing and submitted to the City's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged violation. If information is needed in another language, please call the telephone number below.

A complainant may file a complaint directly with the Federal Transit Administration (FTA) by filing with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor - TCR, 1200 New Jersey Ave., SE Washington, DC 20590.

For more information regarding the City of Durham's civil rights program or to file a complaint, visit our website at www.godurhamtransit.org, or contact:

Brian Fahey
Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
Phone: 919-560-4366 ext. 36404

GoDurham Title VI Notice to the Public (Spanish)

Notificación al público sobre el Título VI

La Ciudad de Durham se compromete a garantizar que ninguna persona será excluida de participar en, ni se le negará los beneficios de sus servicios debido a su raza, color del origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964, en su forma enmendada. Cualquier persona que crea que ha sido objeto de discriminación en virtud del Título VI puede presentar una queja ante GoDurham.

La queja se debe presentar por escrito y enviarla al Coordinador del Título VI de GoDurham dentro de los ciento ochenta (180) días posteriores a la fecha de la presunta violación de la ley. Si necesita información en otro idioma, llame al número de teléfono que se encuentra al pie de la página.

El demandante puede presentar una queja directamente ante la Administración Federal de Transporte (FTA, por sus siglas en inglés) haciendo llegar el reclamo a la Oficina de Derechos Civiles: Title VI Program Coordinator, East Building, 5th Floor — TCR, 1200 New Jersey Ave., SE Washington, DC 20590.

Para obtener más información sobre el programa de derechos civiles de GoDurham o para presentar una queja, visite nuestro sitio web en www.godurhamtransit.org, o comuníquese con el:

Coordinador de Título VI
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
Phone: 919-560-4366 ext. 36404
titlevi@durhamnc.gov

At a minimum, GoDurham shall disseminate this information to the public by posting to the following locations:

- All GoDurham and GoDurham ACCESS Revenue Vehicles
- GoDurham's Website
- Durham Station
- Bulletin Boards in Common Areas of the Operations and Maintenance Facility

Title VI Complaint Procedures and Form

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), the City of Durham is required to develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. The City of Durham must also develop a Title VI complaint form, and procedure for filing a complaint which must be available on GoDurham's website.

Title VI Complaint Procedures (English)

Title VI of the Civil Rights Act of 1964 provides that no person shall, on the grounds of race, color or national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Any person who believes that they have been subjected to discrimination in the provision of transit services may file a written complaint with the Title VI Coordinator. The complaint must be filed no later than one-hundred eighty (180) days after the alleged incident.

The complainant may submit a written statement or complete the Title VI Complaint Form on GoDurham's website. The complaint should include the following information:

- The complainant's name, mailing address, telephone number, email address, etc.
- Describe how, when, where, and why the complainant believes he or she was discriminated against. Include the location, names, and contact information of any witnesses.
- Include any additional information the complainant considers relevant to the complaint.
- The complainant's signature and date.

Once the complaint is received, the Title VI Coordinator (along with the Transportation Director, Deputy City Attorney, and the Equity & Inclusion Director) will review the complaint to determine if the City has jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether the complaint will be investigated by our office. In the event the City has jurisdiction an investigation will begin within fifteen (15) working days of receipt of complaint.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information within fifteen (15) days, the Title VI Coordinator may administratively close the complaint. A case can also be administratively closed if the complainant no longer wishes to pursue the complaint. The Title VI Coordinator will complete the investigation within ninety (90) days of receipt of the complaint.

A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings, and recommendations.

The Transportation Director, Deputy City Attorney, and the Equity & Inclusion Director will review the report. After the review, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary

action, additional training of the staff member or other actions will occur. If the complainant wishes to appeal the decision, she/he has fifteen (15) days after the date of the closure letter or the LOF to do so.

The complaint may be emailed, mailed, or faxed to the following address:

Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
Phone: 919-560-4366 ext. 36404
titlevi@durhamnc.gov

A person may also file a complaint directly with the Federal Transit Administration Office of Civil Rights Attention:

Title VI Program Coordinator East Building
5th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590
Phone: (888) 446-4511

Information provided must include:

- A summary of the complainant's allegations and any supporting documentation.
- Sufficient details for an investigator to understand why the complainant believes the public transit provider has violated their rights, with specifics such as names, dates and times of incidents, route numbers, witnesses, and any other information that would assist in the investigation of the allegations.
- Any related correspondence from the transit provider.
- The complaint must be signed, as the FTA cannot accept the complaint without a signature.



Title VI Complaint Form

Section I:	
Name:	
Address:	
Telephone (Home):	Telephone (Work):
Electronic Mail Address:	
Accessible Format Requirements?	<input type="checkbox"/> Large Print <input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD <input type="checkbox"/> Other
Section II:	
Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No	
*If you answered "yes" to this question, go to Section III.	
If not, please supply the name and relationship of the person for whom you are complaining:	
Please explain why you have filed for a third party:	
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. <input type="checkbox"/> Yes <input type="checkbox"/> No	
Section III:	
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin	
Date of Alleged Discrimination (Month, Day, Year):	
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.	
Section IV	
Have you previously filed a Title VI complaint with this agency? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Section V	

<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <p><input type="checkbox"/> Federal Agency:</p> <p><input type="checkbox"/> Federal Court <input type="checkbox"/> State Agency</p> <p><input type="checkbox"/> State Court <input type="checkbox"/> Local Agency</p>	You may
<p>Please provide information about a contact person at the agency/court where the complaint was.</p> <p>Name:</p> <p>Title:</p> <p>Agency:</p> <p>Address:</p> <p>Telephone:</p>	
<p>Section VI</p>	
<p>Name of agency complaint is against:</p>	
<p>Contact person:</p>	
<p>Title:</p>	
<p>Telephone number:</p>	

attach any written materials or other information that you think is relevant to your complaint.
Signature and date required below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
titlevi@durhamnc.gov
919-560-4366 ext. 36404

Title VI Complaint Procedures (Spanish)

El Título VI de la Ley de Derechos Civiles de 1964 establece que ninguna persona, por motivos de raza, color u origen nacional, incluida la denegación de acceso significativo a personas con dominio limitado del inglés (LEP), será excluida de la participación en, ni se le negará el beneficios de, o estar sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal.

Cualquier persona que crea que ha sido objeto de discriminación en la prestación de servicios de tránsito puede presentar una queja por escrito ante el Coordinador del Título VI. La denuncia deberá presentarse a más tardar ciento ochenta (180) días después del presunto incidente.

El demandante puede presentar una declaración escrita o completar el Formulario de queja del Título VI en el sitio web de GoDurham. La queja debe incluir la siguiente información:

- Nombre del demandante, domicilio postal, número de teléfono, dirección de correo electrónico, etc.
- Describa cómo, cuándo, dónde, y porqué el demandante considera que él o ella fue discriminado. Incluya la ubicación, nombres, e información de contacto de cualquiera de los testigos.
- Incluya cualquier información adicional que el demandante considere relevante a la queja/demanda.
- Fecha y firma del demandante.

La queja/demanda debe ser enviada por correo o por fax a la siguiente dirección:

Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
Phone: 919-560-4366 ext. 36404
titlevi@durhamnc.gov

Una vez recibida la queja, el Coordinador del Título VI (junto con el Director de Transporte, el Fiscal Municipal Adjunto y el Director de Equidad e Inclusión) revisarán la queja para determinar si la Ciudad tiene jurisdicción. El denunciante recibirá una carta de acuse de recibo informándole si nuestra oficina investigará la denuncia. En caso de que la Ciudad tenga jurisdicción, se iniciará una investigación dentro de los quince (15) días hábiles posteriores a la recepción de la queja.

El Coordinador del Título VI se comunicará con el denunciante por escrito a más tardar treinta (30) días hábiles después de recibir la queja para obtener información adicional, si es necesario para investigar la queja. Si el denunciante no proporciona la información solicitada dentro de los quince (15) días, el Coordinador del Título VI podrá cerrar administrativamente la denuncia. Un caso también puede cerrarse administrativamente si el denunciante ya no desea continuar con la denuncia. El Coordinador del Título VI completará la investigación dentro de los noventa (90) días posteriores a la recepción de la denuncia.

El investigador preparará un informe de investigación escrito. El informe incluirá una descripción resumida del incidente, los hallazgos y las recomendaciones.

El Director de Transporte, el Fiscal Municipal Adjunto y el Director de Equidad e Inclusión revisarán el informe. Después de la revisión, se enviará una de dos cartas al denunciante: una carta de cierre o una carta de conclusión (LOF). Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Una LOF resume las acusaciones y las entrevistas sobre el presunto incidente y explica si se tomará alguna medida disciplinaria, capacitación adicional del miembro del personal u otras acciones. Si el denunciante

desea apelar la decisión, tiene quince (15) días después de la fecha de la carta de cierre o de la LOF para hacerlo. Una persona también puede presentar una queja/demanda directamente ante atención:

Administración de Tránsito Federal Oficina/Agencia de Derechos Civiles Coordinador del Título VI
East Building, 5th Floor - TCR 1200 New Jersey Avenue, SE Washington, DC 20590
Teléfono: (888) 446-4511

Por favor proporcione:

- Un resumen de sus acusaciones y cualquier documentación de apoyo.
- Suficientes detalles para que un investigador entienda por qué cree que el proveedor de transporte público ha violado sus derechos, con detalles exactos como nombres, fechas y horas de los incidentes, números de la ruta, testigos, y cualquier otra información que ayude en la investigación de las acusaciones.
- Cualquier correspondencia relacionada del proveedor de transporte público.
- Por favor firme la queja, ya que la Administración Federal de Tránsito (FTA) no la aceptará sin una firma



Formulario de Oueja de Título VI

Sección I:		
Nombre:		
Domicilio:		
Teléfono (Particular):		Teléfono (Laboral):
Dirección de correo electrónico:		
Requerimientos de formato accesible?	<input type="checkbox"/> Texto Grande	<input type="checkbox"/> Audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Sección II:		
¿Presenta esta demanda por su cuenta? <input type="checkbox"/> Si <input type="checkbox"/> No		
*Si su respuesta a esta pregunta fue "sí", diríjase a la Sección III.		
Si su respuesta es "no", por favor indique el nombre y la relación de la persona en cuya representación presenta la demanda:		
Por favor explique porqué presenta una demanda en nombre de un tercero:		
Por favor confirme que obtuvo el permiso de la parte agraviada si usted presenta esta demanda en nombre de un tercero. <input type="checkbox"/> Si <input type="checkbox"/> No		
Sección III:		
Considero que la discriminación que experimenté se basó en (marque las que correspondan): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional		
Fecha de la discriminación alegada (Mes, día, año):		

<p>Explique con la mayor claridad posible qué ocurrió y porqué considera que fue discriminado/a. Describa todas las personas involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo/la discriminaron (si lo sabe) como así también los nombres e información de contacto de cualquier testigo. Si necesita más espacio, por favor use la parte posterior de este formulario.</p>
<p>Sección IV</p>
<p>¿ya presentó alguna demanda sobre el Título IV con esta agencia? <input type="checkbox"/> Si <input type="checkbox"/> No</p>
<p>Sección V</p>
<p>¿Presentó esta demanda ante cualquier otra agencia local, Federal o Estatal o ante cualquier otro tribunal Federal o Estatal? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Si respondió "sí", marque lo que corresponda: <input type="checkbox"/> Agencia Federal <input type="checkbox"/> Tribunal Federal <input type="checkbox"/> Agencia Estatal <input type="checkbox"/> Tribunal Estatal <input type="checkbox"/> Agencia Local</p>
<p>Por favor brinde información sobre una persona de contacto en la agencia/tribunal donde presentó la demanda.</p> <p>Nombre: Título/Cargo: Agencia: Domicilio: Teléfono:</p>
<p>Sección VI</p>
<p>Nombre de la agencia a la que va dirigida la demanda:</p>
<p>Persona de contacto:</p>
<p>Título/Cargo:</p>
<p>Número de teléfono:</p>

Puede adjuntar cualquier material escrito u otra información que considere relevante a su demanda A continuación debe colocar su firma y fecha:

Firma

Fecha

Envíe este formulario en persona a la dirección que figura a continuación, o envíe este formulario a:

Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
titlevi@durhamnc.gov
919-560-4366 ext. 36404

Title VI Investigations, Complaints and or Lawsuits Filed During the Review Period

	Date	Summary	Status	Actions
INVESTIGATIONS	None	n/a	n/a	n/a
COMPLAINTS	None	n/a	n/a	n/a
LAWSUITES	None	n/a	n/a	n/a

Transit-Related Investigations, Complaints and Lawsuits

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires that the City of Durham prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin, active investigations conducted by entities other than FTA: lawsuits: and complaints naming the recipient.

The City of Durham had no Title VI investigations, complaints and or lawsuits filed during the review period of October 1, 2020 – October 31, 2023.

VIII. PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES (PUBLIC PARTICIPATION PLAN)

Overview

As a federal grant recipient, the City of Durham is committed to complying with the provisions of Title VI of the Civil Rights Act of 1964 and its amendments and to protecting the rights and opportunities of all people associated with the City of Durham or affected by its programs.

Title VI requires that no person in the United States, on the grounds of race, color, or national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons, be excluded from participating in, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

The City of Durham takes steps to ensure that all people and firms wishing to participate in its programs receive equal and equitable opportunities to do so. The City of Durham's sub-recipients and contractors are required to prevent discrimination and to ensure nondiscrimination in all their programs, activities, and services.

To ensure that public engagement is consistent with those requirements, staff use the metrics, methods and approach outlined below.

Introduction

The purpose of this plan is to promote public involvement in transit planning decision making activities. This plan will establish formal procedures that allow for, encourage, and monitor public participation within GoDurham's service areas including, but not limited to, minority and disabled individuals, persons with Limited English Proficiency (LEP), and low-income populations. This document describes proactive public outreach strategies and procedures.

The plan ensures that the City of Durham utilizes effective means of providing information and receiving public input on transportation decisions from low-income, minority and LEP persons as required by Title VI of the Civil Rights Acts of 1964 and its implementing regulations.

The City of Durham's Public Participation Plan explicitly describes the proactive strategies, procedures, and desired outcomes that underpin our agency's public participation activities. The updated plan is to provide options and strategies from which to guide a customized, systematic, and strategic public involvement approach that seeks out and considers the viewpoints of the public and other stakeholders in the course of conducting public outreach and involvement activities. Of particular importance are those methodologies that specifically address linguistic, institutional, cultural, economic, historical, or other barriers that may be preventing minority, low-income and limited English proficient (LEP) populations from participating effectively in the decision-making process.

The plan also reflects and reinforces the primary goal of the City of Durham and GoDurham's public involvement activities: to offer early and continuous opportunities for the public to learn about a particular project or initiative while meeting the particular needs of the groups being presented to, such as language, schedule or location accommodations, in order to maximize their involvement in the identification of social economic and environmental impacts of proposed transportation decisions.

Public Participation Guidelines and Prior Outreach

The Federal Transit Administration (FTA) guidelines for general Title VI program involvement are fairly broad and allow the transit providers to choose specific strategies that will best meet the needs of their rider demographics. However, it is required that every Title VI program include a public participation plan that outlines the strategies for engaging minority, low income, and limited English proficient populations.

Goals and Objectives

The goal of the plan is to offer a variety of opportunities for the general public to engage in transit planning and decision-making activities at the City of Durham in accordance with FTA Circular 4702.1B Chapter III-5 Promoting Inclusive Public Involvement.

The overall goal of this plan is to outline the strategies that will be implemented to raise awareness and provide valuable input to be used in the decision-making process. The objectives of the Public Participation Plan, in support of this goal, include:

- Solicit participation and feedback from target populations,
- Hold meetings early in the process,
- Provide frequent notification of opportunities to be involved,
- Provide equitable access to relevant project information,
- Monitor and evaluate outreach activities to determine effectiveness,
- Strategies to conduct ongoing public engagement,
- Determine what non-English languages and other barriers may exist to public participation within GoDurham's service areas,
- Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area,
- Scheduling meetings at times and locations which are convenient and accessible to all area residents, including, but not limited to, minority, LEP, and low-income members of the public;
- Coordinating with community-and-faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority, low income and/or LEP communities; and
- To utilize a variety of communication methods to capture public input from populations which are typically not likely to attend or engage in public meetings.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by a plan, project, or program based on decisions related to recommendations or implementation actions.

General stakeholders within GoDurham's service area includes, but are not limited to:

- Durham County residents
- Public (including minority, LEP, and low-income populations),
- Major employers,
- Major colleges, universities, and school districts,
- Non-profit and private business community,
- Local Chambers of Commerce, and

- Regional transit partners.

Meetings and Outreach

Appendix C.2: October 2020 Service Change Public Engagement Summary

A variety of public participation methods will be used to facilitate public involvement and engage the community in transit planning and decision-making activities at the City of Durham. The following section lists the methods for engaging the target audience and stakeholders:

- Presentations to non-profit and civic groups serving seniors, youth, persons with disabilities, low-income, LEP and other populations,
- Presentations to schools, churches, and interest groups,
- Open houses,
- Informational handouts,
- Translated written materials,
- Informational websites,
- Social media sites (Twitter, Facebook, etc.) announcements,
- Press releases,
- Public service announcements
- Surveys,
- Questionnaires,
- Comment forms,
- Hotline/Toll free telephone number,
- Online surveys and comment forms,
- Interagency coordination,
- Community interviews,
- Community recreational events/festivals,
- Staffed booths at events,
- Targeted outreach to organizations serving Title VI (and LEP) populations, and
- Pass programs targeted to Title VI populations.

Agency Coordination

The City of Durham works closely with regional transit agencies, local and state agencies, government agencies, etc., as they play a vital role in project planning and development.

The City of Durham's Transportation Director shall review and approve policies, service and fare changes, and review or identify mitigation for Title VI impacts.

Public Meetings

Public meetings - Refers to any meetings held by the City of Durham, contractor staff or our consultants that are intended to communicate information to our customers and the public or to receive input from those groups. Typically, these events are advertised in advance and held in a location that is accessible for the target population. We make translation and/or interpretive accessibility services available at these meetings. All meetings are held in ADA accessible locations with access to transit services as well as they may be virtual. Meetings are scheduled at

convenient times to allow people the opportunity to attend the meeting that best fits their schedules. The City of Durham typically advertises in media that targets low income, underrepresented and LEP populations.

Public outreach activities: The City of Durham and GoDurham goes out to customers or the public on-board buses, at bus stops, or in other public places to share or solicit information. These activities are not typically communicated in advance but are an excellent way to reach individuals who are unlikely to participate in a public meeting. These activities are sometimes also conducted online. Meeting notifications and advertisements include information in Spanish and instructions on how to request accessibility services if needed for the meeting.

Public Hearings

Public Hearing- This is a formal opportunity for the public to comment on a proposed change to the fixed-route or paratransit fares . It must be advertised at least 10 days before the scheduled hearing.

Other Meetings and Events

The City of Durham and GoDurham staff also attend community events and/or meetings across the service area in an effort to engage a broader audience and specifically target Title VI populations and those interested in transit related concerns/issues and information. If LEP populations are present in the area, translation/interpretive services are available at the meetings. Community Group Briefings are attended by staff and project team members. These events and meetings are held by community organizations to further educate Title VI populations and other community members about the project and solicit public comment.

Communication Tools and Techniques

Notifications

The City of Durham and GoDurham employ several notification strategies to ensure the public is aware of upcoming meetings and activities. Notifications are translated based on the LEP population that is identified in the area. Strategies include:

- Flyers placed in strategic locations (ex: transit centers, buses, etc.) to reach the target audience that convey key project information and to advertise public forums,
- Comment forms (English & Spanish) distributed at community events and public workshops with staff assisting in completion of forms at canvassing opportunities,
- Staff presentations,
- Advertisements,
- Media: Email, Social Media
- Organizational list services,
- Posting to community websites, and
- GoDurham website.

Web-Based Communications and Social Media

Web-based communication and social media outreach is another method of public outreach strategies that is a highly effective tool in providing information quickly to a wide and diverse audience, for little or no cost.

GoDurham staff and our consultants develop content and strategies on how it will be submitted, and where it will be uploaded, as well as when/how updates will be provided.

Community organizations are identified to whom web page, social media and electronic notifications are to be distributed. A description of the types of planned electronic notifications are distributed to community organizations and stakeholders which also includes an instruction and an overview of whom and how they should be distributed.

Press releases are developed and circulated to media outlets across the region and provided updates on projects and important meeting notifications. News releases are distributed to minority and Spanish language media outlets to support outreach to Title VI minority population groups and LEP populations.

Media Releases

News releases are used to provide information about public workshops. Newspapers, radio and television broadcast stations and online forums are the media routinely used.

Measuring Success

Quantifiable performance measures are essential for determining the success of public participation strategies. Both qualitative and quantitative approaches will be used to evaluate the effectiveness of outreach. The following list measures of effectiveness:

Accessibility

- Meeting and community event locations represent the target demographics,
- All meetings are ADA accessible, and
- All meetings have language accessibility.

Decision Integration

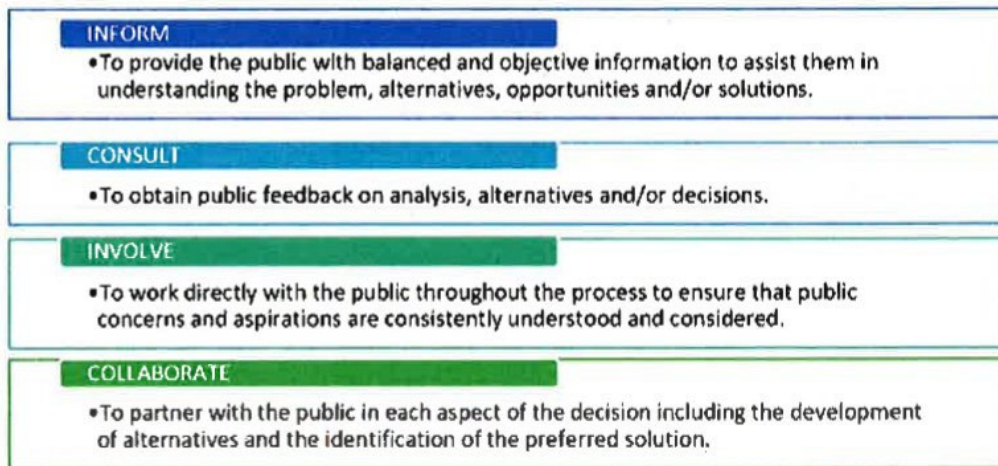
- All comments are analyzed and summarized to the project team in a timely manner for decision (posted online at the GoDurham public meeting web site, posted online at project-specific web sites, direct response to persons who submitted a comment and requested a response, etc.),
- All comments requiring response are responded to within 15 business days, and
- Comments requiring response and actions taken in response to comments are tracked.

Public Participation Schedule

A project schedule should be included noting key and public participation milestones. If appropriate, note that activities and dates are subject to change throughout a study or project process and will be updated as needed.

Public Engagement Approach

Outreach conducted by the Public Engagement team involves four levels of engagement, outlined in the chart below and drawn from best practices in the field of community involvement. Each level serves a unique purpose, and some efforts accomplish more than one type of involvement. The Public Engagement team works with project leaders to determine strategically the appropriate level of engagement for a specific effort as well as the activities involved, known as an Outreach Plan. The Public Engagement teams coordinates with all areas of the Community & Public Affairs department including marketing, communications, public relations, social media, and design when developing outreach plans and materials.



Source: [International Association of Public Participation \(IAP2\) Public Participation Spectrum](#).

Public Engagement Methods

Appendix D: Public Outreach Efforts

The Public Engagement team uses a variety of tools to involve the community at the four levels of engagement. Engaging various stakeholders requires using methods that address their specific needs and goals. Methods utilized by the public engagement team can be found in the chart below:

Method	Description (What is it?)	Strategy	Method	Description (What is it?)
Public Meeting	Public meetings engage a wide audience in information sharing and discussion.	Public meetings are useful for introducing new information, services, or plans to the public, and creating opportunities for discussion and the collection of feedback.	General public (likely those more in tune with the planning process)	Inform + Consult
Pop-Ups	Pop-ups consist of setting up tables at major festivals, local fairs and other community events to distribute information. Pop-ups can also be in neighborhoods or as part of door-to-door canvassing.	These events allow for deeper conversations with people in less formal settings. Pop-ups are useful when trying to reach people who may not have the opportunity to attend formal meetings.	General public (in their daily life)	Inform + Consult

Method	Description (What is it?)	Strategy	Method	Description (What is it?)
Community Meetings	The community related to issues pertinent to that community organizes these meetings, which take many forms. Staff attend to present information or establish a relationship.	Community meetings are a great opportunity to present new information and answer community specific questions in an informal setting.	Targeted audience based on a geographic area or community issue	Inform + Consult
Presentations	A presentation is the act of presenting a topic or idea to an audience.	Presentations are useful in communicating new information to the public and creating a space to answer questions, promote conversation, and gain feedback.	Particular audience at a meeting or event	Inform + Consult
Surveys	A survey is a research method used to collect information from a variety of individuals. Surveys deployed online and on paper at events.	Surveys are useful for gathering specific information or feedback regarding a project, plan, or engagement effort. Surveys are also useful in engaging a diverse group of people and doing targeted outreach due to the various distribution platforms including printed questionnaires, telephone, by mail, in person, or on the web.	General public or targeted audience, depending on distribution	Consult
Advisory Committee	An advisory committee is a group of individuals, typically volunteers or community members that work to identify issues and propose solutions and recommendations	Advisory committees are a great way to involve the community and bring a diverse set of opinions and experiences to the table, which can facilitate both	Members of the advisory committee, which may represent larger populations	Collaborate

Method	Description (What is it?)	Strategy	Method	Description (What is it?)
	to a business or organization.	innovation and improvement within the organization and project.		
Email Blast	An email blast is an informational email sent to a listserv or large group of individuals or organization contacts.	Email blasts are useful in creating a consistent flow of communication with stakeholders and updating them on various project developments.	Individuals and organization s	Inform
Online/Website	Project documents posted to the project website in a timely, organized, and accessible fashion.	Utilizing a website is helpful when you want to create longevity for documents and store them in a place that allows easy access to all information at any time.	General public (computer literate)	Inform
Online Comment Box	A comment box is similar to a comment card, but the card is accessible online.	An online comment box is useful for engaging a larger variety of stakeholders, as online forums allow stakeholders to submit comments at a time and place most convenient for them.	General public (computer literate)	Consult
Paper Comment Cards	A comment card is a tool that allows various stakeholders to give their opinion or provide feedback on a topic.	Paper comment cards are useful for engaging stakeholders with limited access to technology, or for providing quick opportunities for stakeholders to submit feedback at meetings or community events.	General public (non- computer literate)	Consult
Multilingual Material	Both print materials and a variety of online content will	Offering content in multiple languages is useful in further	General public, non- English speakers	Inform + Consult

Method	Description (What is it?)	Strategy	Method	Description (What is it?)
	be available in multiple languages.	engaging underserved populations.		

Minority Representation on Committees and Councils Selected by the Recipient (General Requirement)

Background

The City of Durham has several committees or task forces that advise and provide input and feedback on mobility services. The Equity & Inclusion Department works within all aspects of City government to closely examine policies, practices, budget allocations, and programs that may perpetuate institutional racism and systemic inequities (as shown in image 1 below). **This includes using racial equity tools in the selection processes for committees to ensure participation of minorities.**

Image 1. Racial Equity Action Plan Goals (Equity & Inclusion Department)



The Equity & Inclusion Department is responsible for:

- Development and implementation of the City of Durham Racial Equity Action Plan.
- Development and implementation of equitable decision-making tools and processes.
- Development and implementation of equity, inclusion, belonging, and tools training for City staff.
- Ongoing monitoring, assessment, and reporting on City equity efforts and initiatives.
- Supporting the work of the Racial Equity Commission and the Mayor's Committee for Persons with Disabilities.

In general, the City of Durham advertises for open committee/commission positions through the [City of Durham web site](#), through stakeholder groups, in City Council meeting agenda releases, and through various community groups.

Durham Bicycle & Pedestrian Advisory Commission

The primary purpose of the Commission is to provide advice to the City Council and the Board of County Commissioners on questions relating to bicycle and pedestrian issues. Nine (9) members are appointed by the City Council representing the following constituencies which have an interest and expertise in the following categories: Recreation / Urban Trails and Greenways; Transportation Planning Policy; Walking/Running/Pedestrian Community for Marginalized Groups; Public Transit / Paratransit; North Carolina Central University (student or staff person); Youth Representative; and three (3) At-Large positions.

Mayor's Hispanic/Latino Committee

The mission of the Committee shall be to improve the opportunities and quality of life of Hispanic/Latinos in the city of Durham through civic engagement by promoting the interests and needs of the Community at large, and to serve as liaison and consultative body between the Hispanic/Latino residents and City government officials in order to further promote and protect equal opportunities for all.

To meet the mission, the Committee will function to serve as a communication channel between Hispanic/Latino community groups and individuals living, working, and/or playing in Durham and City government, including, but not limited to, the Mayor and City Council. The Committee will advise and inform the Mayor and City Council regarding any concerns of specific impact to the Hispanic/Latino Community and the broader Durham community at large. The Committee will help establish collaborative efforts to improve services and outreach to the Hispanic/Latino Community in the areas including, but not limited to, fair and equitable housing opportunities, economic development, civil rights and justice, culture, recreation and fine arts, and public safety. The Committee will provide a regular and open forum for the discussion of issues pertaining to Hispanic/Latino community members living, working and/or playing in the city of Durham.

The Committee shall consist of eleven (11) members with at least six (6) members being Hispanic/Latino individuals of Hispanic/Latino descent.

Mayor's Committee for Persons with Disabilities

The role of the Durham Mayor's Committee for Persons with Disabilities is to act as an educational and advocacy group focusing on the needs of individuals with disabilities. One of the committee's primary objectives is to raise public awareness and foster a greater sense of sensitivity towards people with disabilities. Additionally, the committee aims to establish collaborative efforts in order to dismantle existing barriers that affect individuals with disabilities. In pursuit of these goals, the committee maintains open communication with the Mayor and other community leaders, addressing any concerns or requirements related to housing, education, recreation, transportation, and employment for persons with disabilities.

Paratransit Task Force

The Paratransit Task Force was developed to improve customer and stakeholder coordination with the goal of achieving 95% on-time performance, improving customer communication, and providing same-day reservations for the GoDurham ACCESS service. The task force is comprised of staff from the City of Durham (2), Durham County (1), and the paratransit service contractor (1); as well as customers who use the GoDurham ACCESS service (6), all who are persons with disabilities. Recruiting for the task force was done by issuing a notice to all GoDurham ACCESS customers and through other key stakeholders (such as Durham Exchange Club Industries, Lions Club Industries, and Vision Insights) requesting interest in rider participation. Selection of participants was performed based on a representative population of minorities for the City and GoDurham ACCESS services, as well as ensuring 100% of riders have a permanent disability.

Table 1 shows the membership of the committees/task forces broken down by race.

Table 1: Membership of Committees and Task Forces Demographic Breakdown

Body	Members Appointed by City Council?	Caucasian	Latino	African American	Asian American	Native American
Population	-	45%	13%	37%	5%	0%
Durham Bicycle & Pedestrian Advisory Commission	Yes	48%	22%	18%	4%	8%

Mayor's Hispanic/Latino Committee	Yes	9%	73%	18%	0%	0%
Mayor's Committee for Persons with Disabilities	Yes	45%	10%	40%	5%	0%
Paratransit Task Force	No	53%	0%	47%	0%	0%

Monitoring Subrecipients

The City of Durham does not have any subrecipients and therefore no monitoring is required in accordance with 49 CFR 21.9(b).

Determination of Site or Location of Facilities

The City of Durham has not constructed any facilities such as a vehicle storage facility, maintenance facility, operation center during the plan period. Major improvements are planned at the Durham Station (at the current station site) beginning in fiscal year 2025 that do not require an analysis.

IX. ACCESS FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS

Appendix G: 2022 GoDurham Onboard Survey, Language Spoken Most Often at Home

Introduction

Pursuant to FTA guidance, The City of Durham must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are Limited-English proficiency in a competent and effective manner, to help ensure City of Durham's services are safe, reliable, convenient, and accessible to LEP customers.

Most individuals in the United States read, write, speak, and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be Limited English Proficient, or "LEP". This language barrier may prevent individuals from accessing services and benefits.

There are two pieces of legislation that establish the manner in which agencies which are recipients of federal funds must address the needs of LEP persons. Title VI of the Civil Rights Act of 1964 and Executive Order 13166 clarifies requirements for LEP persons under Title VI.

Title VI of the Civil Rights Act of 1964 and implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state and local agencies, and governments, private and non-profit entities, and subrecipients. The purpose of this LEP guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation and assist them in fulfilling their responsibilities to LEP persons. The Executive Order also requires agencies to examine the services it provides and develop and implement a Language Implementation Plan which includes a system by which LEP persons can meaningfully access those services.

Program Objectives

- a) Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.
- b) Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- c) Ensure meaningful access to transit-related programs and activities by persons with Limited English Proficiency.

Plan Summary

The City of Durham's Limited English Proficiency Plan (LEP) has been developed to ensure that LEP persons will have meaningful access to the transit system's services as required by Executive Order 13166.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

The City of Durham was guided by U.S. Department of Transportation's four-factor LEP analysis in developing the plan which essentially describes the extent of the Transit system's obligation to provide LEP services as described below: 1) The number or proportion of LEP persons eligible in City of Durham service area who may be served or likely to encounter a City of Durham program, activity, or service; 2) the frequency with which LEP individuals come in contact with the GoDurham fixed route and GoDurham ACCESS paratransit services; 3) the nature and importance of the program, activity or service provided by GoDurham to the LEP population; and 4) the resources available to GoDurham and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four-Factor Analysis

As part of Title VI general requirements and guidelines, a Four-Factor Analysis must be completed to ensure equal and meaningful access to programs and activities for persons with limited English proficiency. A Four-Factor Analysis assesses the following: the number or proportion of LEP persons in the service area; the frequency with which LEP individuals come into contact with the service; the nature and importance of the service to LEP persons; and the agency resources available and costs for outreach. The purpose of this process is to determine if language access is needed.

1. The Number or Proportion of LEP Persons Eligible to be Served or Likely to Encounter a Program, Activity, or Service of the City of Durham

The City of Durham operates GoDurham Transit Service. The daily operation and management of the system is done through GoDurham Transit to provide joint effort to offer assistance to LEP groups in the city. The City's Public Affairs Office, and Police, Technology Solutions and Human Resources Departments have established processes for identifying and engaging Durham's LEP population. GoDurham examined several data sources for demographic data of its service areas to assess whether there are any underserved LEP populations. LEP persons interact with GoDurham on a daily basis. GoDurham operates fixed-route bus and shuttle service, paratransit services, ride-matching, and vanpool services for the City of Durham and Durham County. For FY 23, GoDurham's annual ridership on fixed-route was 5,616,072 riders and annual trips on GoDurham ACCESS was 124,628. The system currently has 19 fixed routes and a fleet of 40 buses between peak pullouts. The system also has a paratransit unit called GoDurham ACCESS for patrons/individuals who have been qualified with an assessed disability, are unable to independently ride a bus, get on/off a bus, or get to/from a bus stop. The GoDurham ACCESS service currently operates 38 peak vehicles. Services on both divisions are provided seven days a week, generally from 5:30 a.m. until 12:30 a.m., Monday through Saturday and 6:30 a.m. until 9:30 p.m. on Sundays and holidays.

The City of Durham works with GoTriangle and other transit agencies in the Triangle Area to provide a unified regional call center. Bilingual (English & Spanish) call center representatives interact daily with LEP customers, assisting them with planning transit trips, fare and schedule information, real-time bus status, paratransit trip scheduling and applications and several other services through their Regional Information Center. Additionally, the Regional Transit Center ("RTC") provides customer service for window and pass sales, lost-and-found, route and informational brochure requests, transit agency policy information, trip planning, fare and schedule and other services to customers. The RTC is staffed with bilingual representatives to assist LEP persons. The operators of this call center

are often the first line of interaction our customers have with our services and are trained to help the Triangle's LEP population utilize appropriate language assistance resources.

The City of Durham reviewed information from the U.S. Census Bureau; American Community (ACS) for 2022 for Durham County.

The 2022 –ACS Survey estimated Language Spoken at Home for the population 5 years and over for Durham County was 305,519. That total includes:

Speaks only English- 248,256 or 81.3%; speaks English only or well- 283,313 or 92.7%; speaks English less than very well- 22,206 or 7.3%; speaks a language other than English- 57,263 or 18.7%. The ACS indicates that Spanish speaking LEP persons are most likely to be encountered. Spanish speaking persons comprise 36,040 or 11.8% of the population in Durham County, of which 16,920 are LEP persons.

The ACS estimates that Chinese (including Mandarin and Cantonese) LEP speakers are the other most likely group to be encountered. Chinese speakers comprise 3,453 persons or 1.1% of the population in Durham County. The ACS estimates that 2,298 or 66.6% of the Chinese (including Mandarin and Cantonese) groups speak English very well, while 1,155 or 33.4% speak English less than very well.

Durham Public Schools (DPS) demographics for 2022-2023 were reviewed. DPS enrollment was 31,124; down slightly from 32,928 from 2019-2020. DPS race/ethnic composition comprised of:

Black or African American, 38.5% down from 41.6%; White 19.4%, up from 19.0%; Hispanic/Latino 34.3%, up from 32.8%, Asian 2.1%, unchanged; Multiracial 5.5%, up from 4.3%; American Indian 0.1%, down from 0.2%; and Hawaiian/Pacific Islander 0.1%, unchanged.

Table 2: Language Spoken Most Often at Home

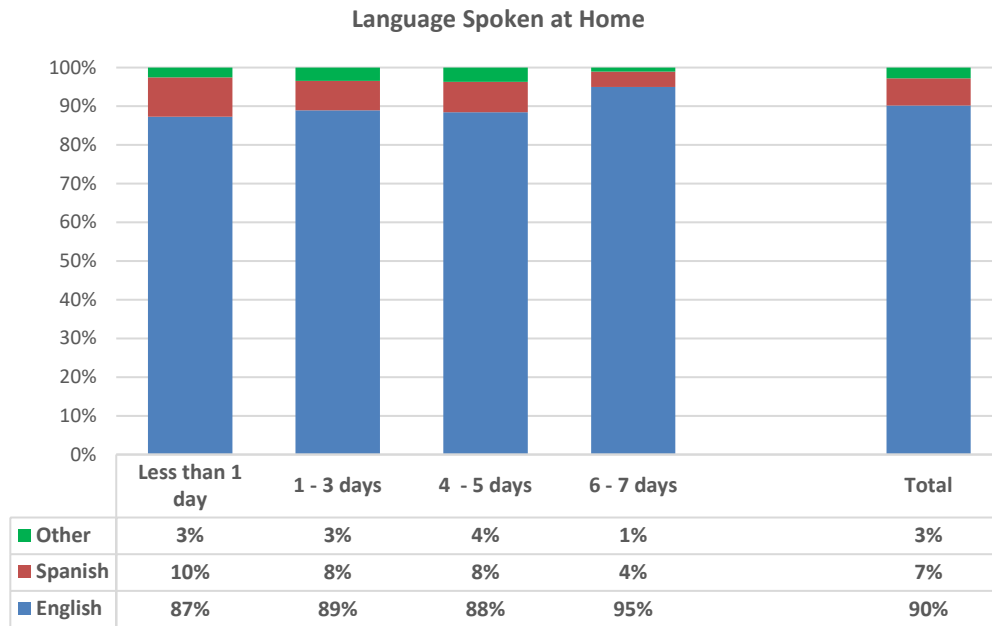


Table 2 presents the language that GoDurham riders speak most often at home. The overwhelming majority (90%) of GoDurham customers most often speak English at home while 7% speak Spanish and 3% another language. The rider frequency segments do not vary significantly in this respect.

The Safe Harbor Provision

The Safe Harbor Provision stipulates that a recipient provides written translation of vital documents for each eligible LEP Language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons to be served or likely to be affected or encountered. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only.

Based on GoDurham's Onboard Passenger Survey feedback from its employees, requests for translated documents, etc., the City of Durham will continue to focus on translation of vital documents for Spanish LEP individuals. The City of Durham has not received any documented requested for any translated documents or language assistance other than Spanish.

2. The Frequency with which LEP Individuals come in Contact with the Program

The City of Durham assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes reviewing GoDurham’s records of contact with customers from the RTC and Durham Station; Onboard passenger Survey; phone inquiries; request for translated documents; and staff feedback.

A past Onboard Passenger Survey noted that GoDurham’s communication with its riders was evolving as to how they preferred to obtain service change updates. Transit systems are experiencing a transition from the use of printed materials to communicate with riders to electronic and increasingly mobile electronic modes.

Frequency of Using GoDurham

Riders were asked how many days in a typical week did they use GoDurham in 2020 and 2021 during the pandemic. The findings are presented in Table 3. For the purpose of further analysis, the customers are grouped into four sets, or “segments”, depending upon how frequently they use GoDurham. The analysis refers to them as:

- Less than one day: Those who use GoDurham less than one day a week (11%)
- One-to-three day: Those who use GoDurham one, two, or three days a week (21%)
- Four-to-five day: Those who use GoDurham four or five days a week (32%)
- Six-to-seven day: Those who use GoDurham six or seven days a week (34%)

Table 3: Frequency of Using GoDurham

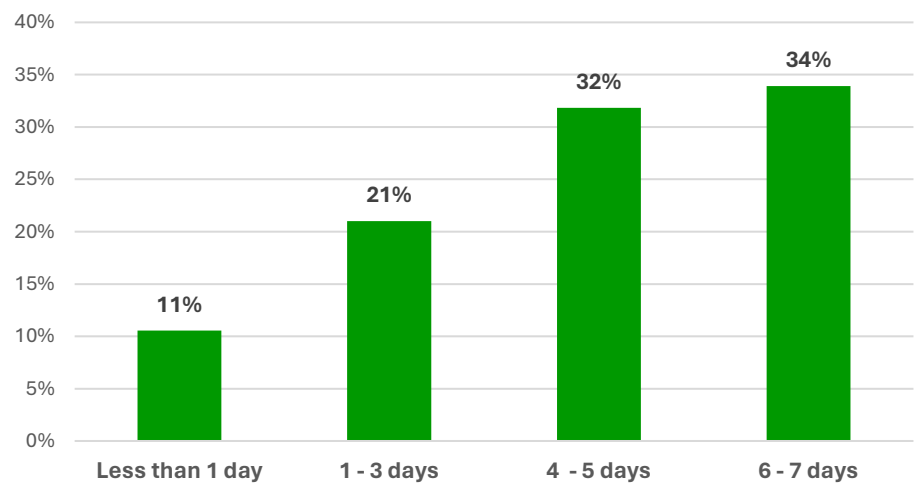


Table 4: Service Use Compared to Before the COVID-19 Pandemic

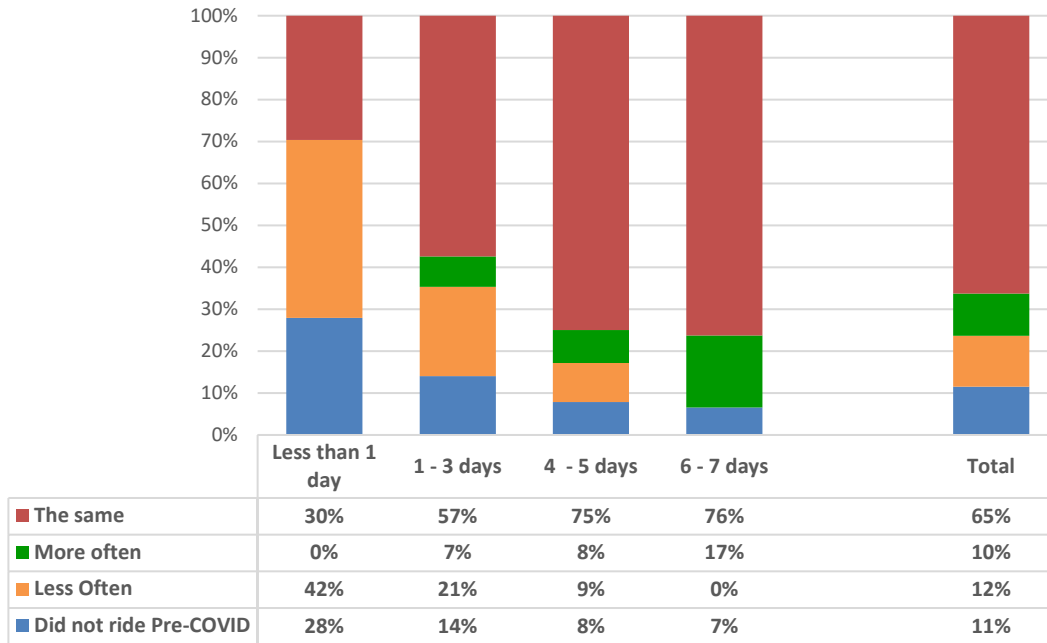


Table 4 presents Service use comparisons of riders before and after the COVID-19 Pandemic. Overwhelmingly, respondents say that they are riding with the same frequency (65%) as before the pandemic, a comparable share (10% and 12%) say that they are riding more or less often, and 11% say they are new riders. The less than one day riders are the most likely to say that they are riding less often (42%) followed by one-to-three day riders (21%), while the most frequent riders are more likely (17%) than the other segments to say they are riding more often.

Table 5: GoDurham Ridership Fiscal Year Comparison 2020-2023

Consumption	FY 2020	FY 2021	FY 2022	FY 2023
Total Annual Ridership	5,602,299	4,403,671	4,744,135	5,616,072

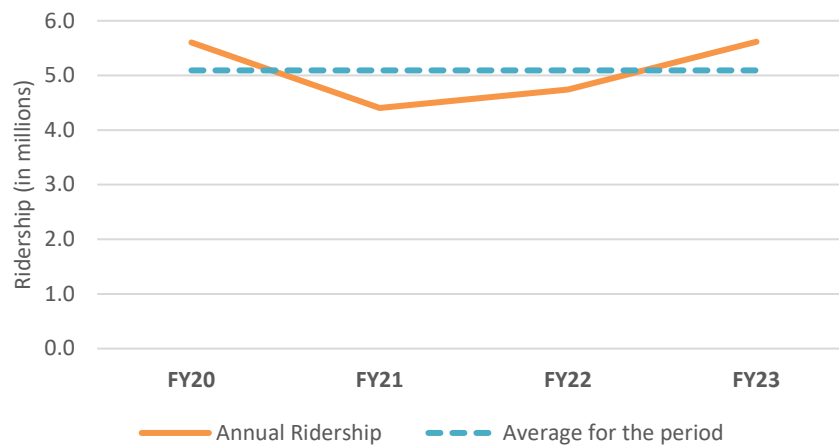


Figure 1: GoDurham Ridership FY 2020 to 2023

As shown in Table 5 and Figure 1, ridership and survey figures are not strictly comparable. Thus, the finding that 21% say they are either new riders or riding more often may or may not be entirely consistent with the ridership data; during the pandemic in 2020 and 2021, GoDurham ridership was the lowest in FY21 and increased in the following years, by 8% in FY22 and 18% in FY23 going back to the ridership levels in 2020.

3. The Nature and Importance of the Program, Activity or Service Provided by GoDurham to People’s Lives

GoDurham’s role as a public transportation agency is critical in providing people access to employment, education opportunities, medical care, shopping, entertainment, recreational opportunities, and access to childcare to those who rely on public transportation.

The Onboard passenger survey findings presented in Figure 2 indicates that of those purposes listed above, the main trip purpose of a GoDurham’s rider’s specific trips is usually for employment and shopping purposes. A substantial majority of the four-to-five-day riders (75%) and six-to-seven-day riders (71%), but fewer of the less than one day (43%) and one-to-three-day riders (37%) had made work trips. The less than one day and one-to-three-day week riders are more likely than the other segments to have used GoDurham for non-work purposes, including school/college trips (20% and 12%), shopping (18% and 28%), and other purpose trips (8% and 11%) respectively.

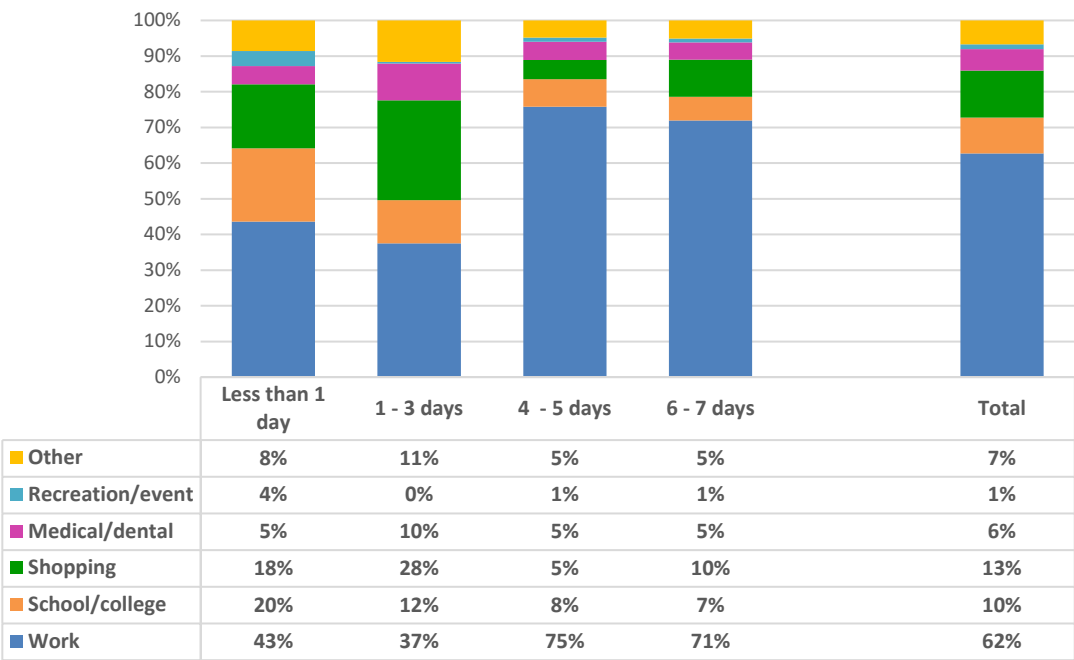


Figure 2: Main Trip Purpose for Using GoDurham Buses

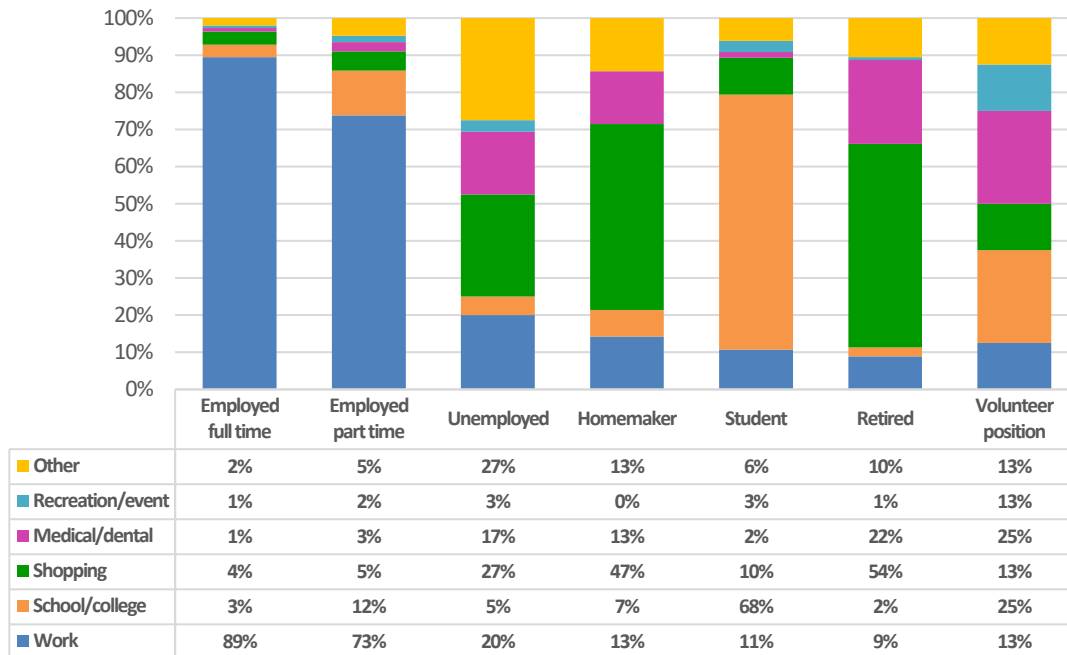


Figure 3: Employment and Trip Purpose by GoDurham

Figure 3 presents the main trip purpose for various types of riders based on their employment status. As expected, 89% of those employed full time use GoDurham to go to or from work, while 73% of part time workers are headed for work; another 12% of the part time workers are headed for school. More than half of the riders who say they are unemployed are riding GoDurham for shopping (27%) or other purposes (27%). Less expected is that 20% of those who say they are unemployed say they are going to or coming from work. One possibility is that they are in temporary jobs of some short time while looking for work; therefore, consider themselves to be unemployed according to those conditions.

Similarly, 9% of retirees say they are making a work trip, probably working part time but still consider themselves to be primarily retired. A majority of riders who are retired (54%) or homemakers (47%) say they are making a shopping trip. Nearly 13% of homemakers say they are going to work. These individuals could be working part time but consider homemaker to be their main occupation. Students, as anticipated, are going either to school (68%) or to work (11%). In short, a customer's employment circumstances strongly influence, but do not determine trip purpose.

4. The Resources Available to the Recipient and Costs

The City of Durham is committed to assuring that resources are used to reduce the barriers that limit access to its services by LEP individuals. The City of Durham will continue that commitment by continually assessing the available resources to provide LEP assistance. The City of Durham and GoDurham will make available bilingual staff, professional interpreters (upon request), and translation of vital documents and decide what level of staff training is needed. The City of Durham has also established partnerships and works closely with community organizations that serve LEP populations.

Language Assistance Plan

After analyzing the four factors outlined in the U.S. DOT policy guidance, the City of Durham has used the results of the analyses to determine which language assistance services are appropriate and developed an assistance plan to address the needs of the LEP population(s) that is served by GoDurham.

There are five areas that comprise the City of Durham's LAP Plan:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LEP Plan

GoDurham's website includes Google Translate so that LEP customers can view information in their preferred language.

1. Identifying LEP Individuals that Need Language Assistance

The City of Durham will review demographic data annually and solicit data from the LEP community to identify language assistance needs within its service areas.

Based on the U.S. Census Bureau; American Community Survey (ACS) for 2022, GoDurham's 2022 Onboard passenger survey, Durham Public Schools (DPS) demographic data, and documented calls to GoDurham and the Regional Information Center, Spanish speaking LEP persons are the primary group requiring language assistance in GoDurham's service areas.

The City of Durham will continue to monitor and evaluate our agency's efforts based on requests for LEP assistance in our service area and make changes as needed. There are several measures that can be taken to identify persons who may need language assistance in our service area, with emphasis on our primary group requiring help:

- Send out notifications in Spanish of upcoming events/meeting(s),
- Select locations that may be more convenient for LEP persons; send out the notices in Spanish,
- Include a sign in Spanish and a Spanish speaking person at the Durham Station desk
- When open houses or public meetings are held, set-up a sign-in table and have a staff member greet and briefly speak to each attendee in order to informally gauge his/her ability to speak and understand English,
- Have the Census Bureau's "I Speak Cards" at various events. Although staff may not be able to provide translation assistance at events at this time, the cards are an excellent tool to identify language needs for future events/meetings. The cards are also available at the RTC.
- Post a notice of available language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings,
- Survey bus operators periodically and other staff who have contact with LEP individuals to record language assistance requests.

2. Language Assistance Measures

GoDurham has or will implement the following LEP measures:

- Bilingual call center staff is available for Spanish LEP language assistance and to respond or interpret correspondence in Spanish. Call center staff are also responsible for recording complaints and forwarding them to the Customer Service Manager (“CSM”). Complaints that come under the Title VI are forwarded by the CSM to the designated department for appropriate action.
- Notice on website that language assistance services are available upon request, free of charge.
- Interior bus poster displaying the Title VI Notice to the Public in English and Spanish.
- The Title VI complaint form and complaint procedures are translated into Spanish and available on GoDurham’s website.
- Provide translators for all public hearings and meetings (upon request) and translated press releases.
- Several bus operators speak Spanish. As frontline employees, operators are the most direct point of contact for LEP persons. However, if the operator is not bilingual, they are instructed to ask for assistance from a bilingual passenger. If there is no one on the bus who can offer language assistance, the operator contacts dispatch for assistance.
- Users of GoDurham’s website have online access to Google Translate, the online language translation service which allows users to translate to and from Spanish and other languages.
- GoDurham’s website to add feature to increase/decrease font size to view text in different sizes for the visually impaired.
- GoDurham has an Interpretation Service contract CTS Language link with the ability to access an interpreter as needed by telephone that supports more than 240 languages and dialects.
- The text on signs identifying the locations at which people must gather in the event of an emergency are located at the administrative offices, Durham Station, and the Bus Operations and Management Facility is in both English and Spanish.

3. Training Staff

It is important that staff members, especially those having contact with the public, know their obligation to provide timely, reasonable, and meaningful language assistance to its LEP populations. Bus operators have the most frequent contact with LEP persons, through daily interactions with passengers. City of Durham has implemented the following training program on its language assistance plan. Each employee in attendance reviews a “summary” copy of City of Durham’s LEP Plan that summarizes their responsibilities and roles in interacting with and providing language assistance to LEP populations. That training includes:

- An overview of Title VI and City of Durham’s responsibilities,
- Discussion of Title VI Notice to the public poster and complaint procedures,
- Language assistance services City of Durham offers,
- Use of language identification cards or “I Speak Cards”,
- Specific procedures to follow when encountering an LEP person,
- Document/report language assistance requests; and
- Reference, DVD “Understanding and Abiding by Title VI of the Civil Rights Act of 1964”. The DVD “Breaking down the Language Barrier: Translating Limited English Proficiency into Practice” is also available for training purposes.

4. Providing Notice to LEP Persons

City of Durham has or will implement the following outreach efforts:

- A statement on its website in Spanish indicating that language assistance is available free of charge,
- Public meetings and open house announcements should include a tagline in Spanish affirming that City of Durham will make reasonable accommodations to translate any materials into Spanish (or other languages), or provide an interpreter, and posting signs in intake areas and other empty points in public meetings of available language assistance,
- Major service changes including fare exchanges that require legal notice in advertising are translated into Spanish. The translated notices are posted in public locations, major stops, and vehicles and at the RTC,
- Information tables at local events,
- Post notices to inform the public that Spanish speaking personnel are available to aids in translation at the RTC or by telephone,
- Include notices in local newspapers in Spanish,
- Consult with community-based organizations and other stakeholders to inform LEP individuals of GoDurham's services, including the availability of language assistance services.

5. Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and to monitor changes in demographics and types of services, and to update the LEP Plan on an annual basis as needed. City of Durham will also evaluate the LEP and LAP plan and propose revisions and updates based on the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?
- What is the current LEP population in GoDurham's service area?
- Has there been a change in the types of languages where translation services are needed?
- Do staff members understand the LEP Plan policies and procedures?
- Were any complaints received?

There are several methods that can be used to assist in answering these questions. One method is to review customer comments and complaints to determine if services are accessible to the LEP community. Feedback from the LEP community will be sought through community outreach events and presentations to determine the effectiveness of the plan in reaching LEP persons.

Census data will also be reviewed as it becomes available to determine changes in the LEP population.

Other Evaluation criteria include:

- Feedback from staff, customers, community members and community organizations,
- Review surveys and studies,
- Changes in regulations, etc.

All proposed revisions to the LEP Plan and LAP Plan will be presented to the Director of Transportation for consideration and approval.

Dissemination of the Limited English Proficiency (LEP) Plan

The City of Durham will include the LEP Plan on its website at: www.godurhamtransit.org. Copies of the plan will be provided to any person or agency requesting a copy. In addition, LEP individuals may request translated copies of documents in an LEP identified language.

Questions or comments regarding this plan should be directed to:

Title VI Coordinator
101 City Hall Plaza, Suite 4200
Durham, NC 27701
Phone: 919-560-4366 ext. 36404
Email: titlevi@durhamnc.gov

APPENDICES TO THE CITY OF DURHAM TITLE VI & LEP PROGRAM UPDATE 2023

Appendix Table of Contents

Appendix		Page
A	Title VI Notice to the Public	3
B	GoDurham System-Wide Map, Service Data, and Vehicle Types	5
	B.1 – GoDurham System Map	6
	B.2 – FY21 GoDurham Performance Summary	9
	B.3 – FY21 GoDurham ACCESS Performance Summary	23
	B.4 – FY22 GoDurham Performance Summary	37
	B.5 – FY22 GoDurham ACCESS Performance Summary	63
	B.6 – FY23 GoDurham Performance Summary	76
	B.7 – FY23 GoDurham ACCESS Performance Summary	102
	B.8 – Vehicle Types	134
C	Service Changes, Public Engagement Summary, and Service Change Standards	136
	C.1 – List of Service Changes and Service Change Memo	137
	C.2 – Public Engagement Summary	148
	C.3 – Service Change Standards	157
D	Public Outreach Efforts	159
E	Investigations, Lawsuits, and Complaints Document	161
F	Durham Public Schools Facts	163
G	2022 GoDurham Onboard Survey, Language Spoken Most Often at Home	168
H	GoDurham Service Standards and Service Change Policies	170
I	Title VI Plan Signature Pages	200

Appendix A:
Title VI Notice to the Public

TITLE VI NOTICE

GoDurham hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United State of America shall, on the grounds of race, color, national origin, sex, age or disability be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

If you believe you have received discriminatory treatment by GoDurham on the basis of your race, color or national origin, you have the right to file a complaint with the GoDurham Title VI coordinator. The complaint must be filed no later than 180 calendar days after the alleged discriminatory incident. To address complaint or to seek further information about GoDurham's Title VI policy, please send all questions to:

Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
Phone: 919-560-4366 ext. 36404
Email: titlevi@durhamnc.gov

De GoDurham presente da aviso público de su política de defender y asegurar la completa conformidad con el título VI de la ley de Derechos Civiles de 1964 y todos relacionados con los estatutos. Título VI y relacionados con los estatutos que prohíben la discriminación en programas asistidos por el gobierno federal requieren que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional, sexo, edad o discapacidad excluidas de la participación en, ser negado el digno de, o ser objeto de discriminación bajo cualquier programa o actividad recibiendo asistencia financiera Federal.

Si usted cree que usted ha recibido un trato discriminatorio por los GoDurham sobre la base de su raza, color u origen nacional, tiene el derecho de presentar una queja con el Coordinador de GoDurham Título VI. La queja debe presentarse no más tarde de 180 días calendario después del presunto incidente discriminatorio. Dirección queja o para solicitar más información sobre política de GoDurham Título VI, por favor enviar todas las preguntas a:





Title VI Coordinator
101 City Hall Plaza, Ste. 4200
Durham, NC 27701
Phone: 919-560-4366 ext. 36404
Email: titlevi@durhamnc.gov

Appendix B:
GoDurham System-Wide Map, Service Data, and Vehicle
Types

Appendix B.1: GoDurham System Map

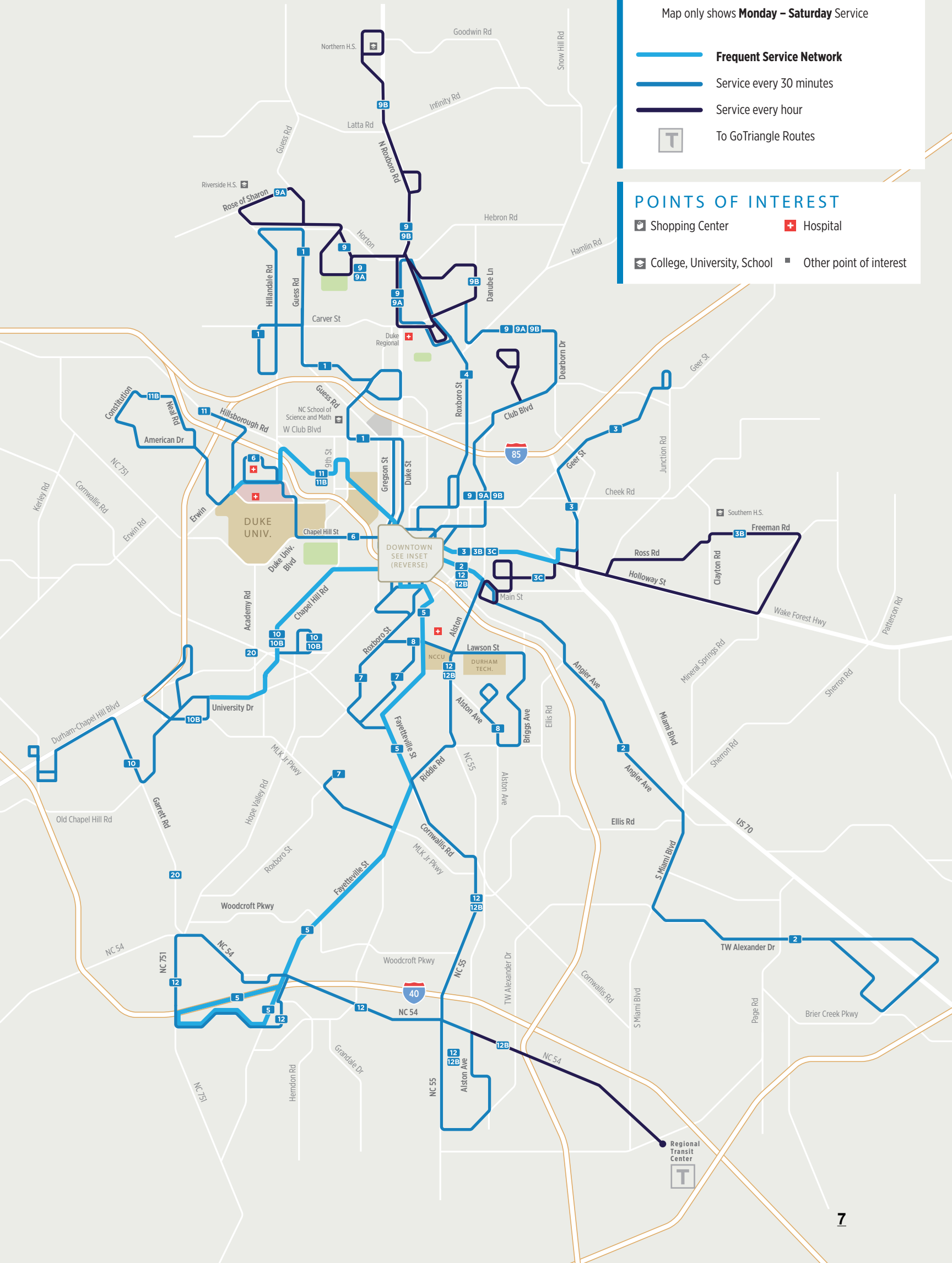
LEGEND

Map only shows **Monday – Saturday** Service

-  **Frequent Service Network**
-  Service every 30 minutes
-  Service every hour
-  To GoTriangle Routes

POINTS OF INTEREST

-  Shopping Center
-  Hospital
-  College, University, School
-  Other point of interest



Appendix B.2:

FY21 GoDurham Performance Summary



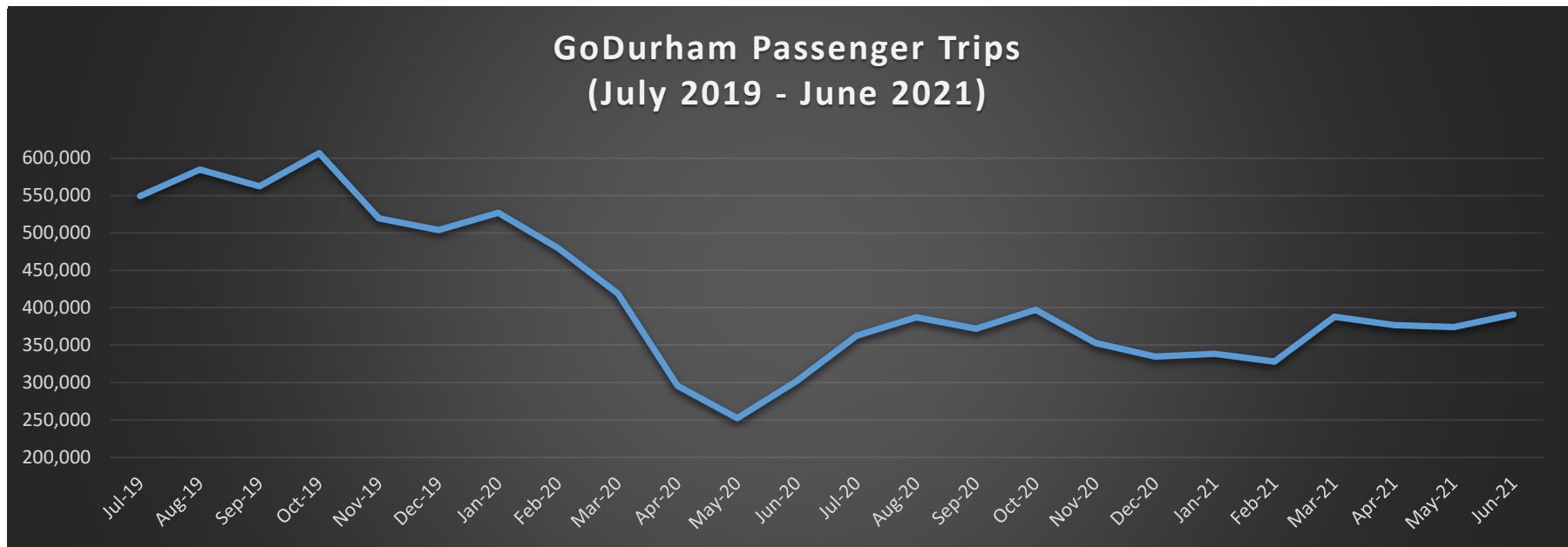
GoDurham Performance Summary

Fiscal Year 2021

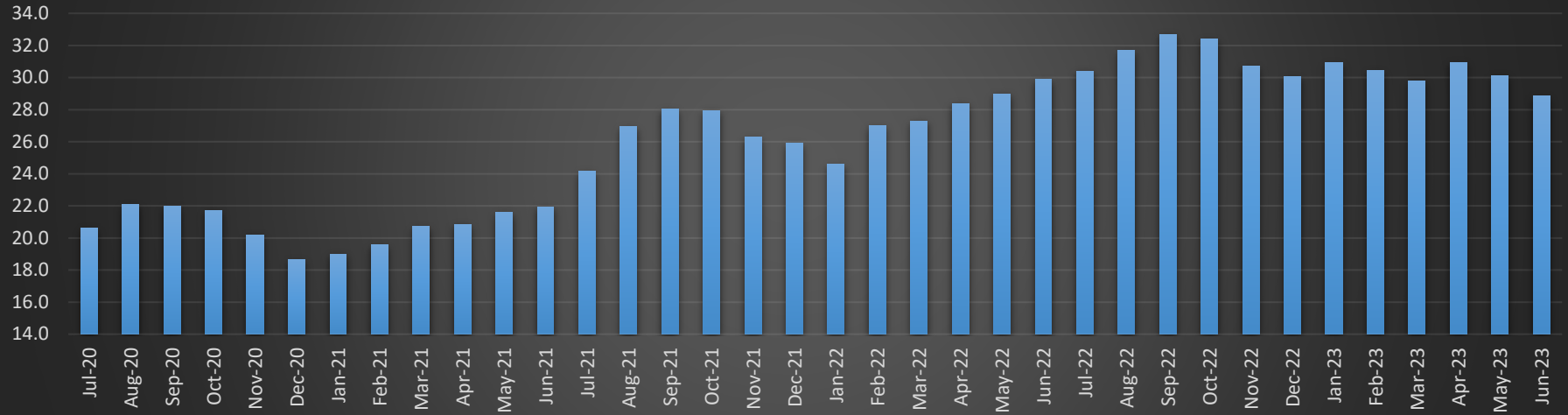


Ridership

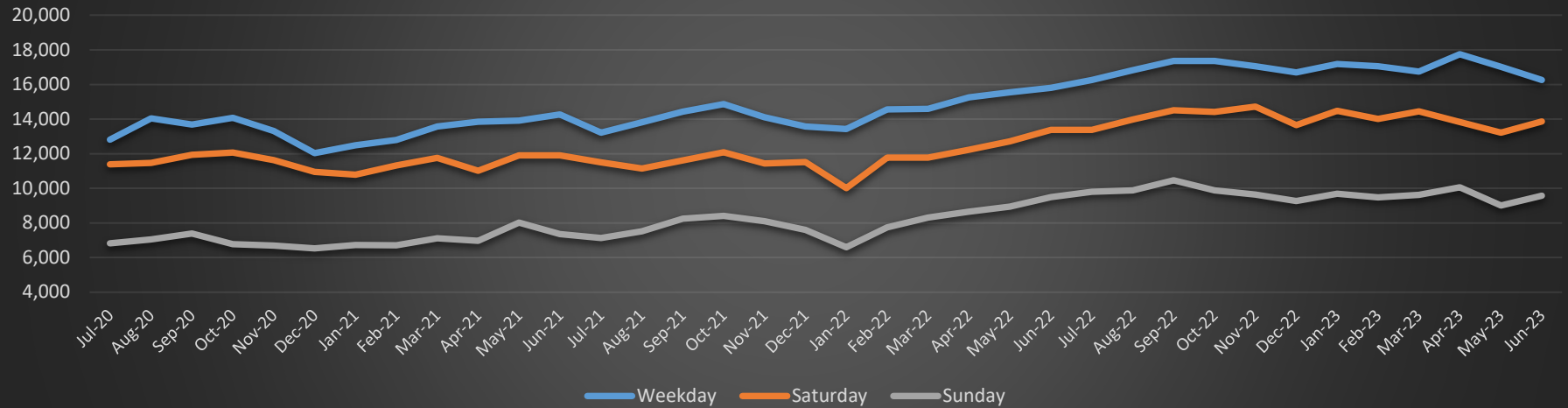
Ridership Comparison	JUN 2021	JUN 2020	FY 2021 TOTAL	FY 2020 TOTAL
Passenger Trips	391,033	302,115	4,403,671	5,602,299
Passengers per Revenue Hour	21.9	24.0	20.7	29.4
Average Weekday Ridership	14,271	10,844	13,410	17,474
Average Saturday Ridership	11,906	9,343	11,517	13,369
Average Sunday Ridership	7,361	6,546	7,060	7,779



Passengers per Revenue Hour



Average Daily Boardings





Safety

Ensure the Safety and Security of Employees and Passengers	JUN 2021	FY 21 TOTAL	TARGET
Durham Station Incident Rate per 100K Passengers	1.28	0.52	≤ 2.00
Onboard Incident Rate per 100K Passengers	1.20	1.10	≤ 2.00
Operator Assault Rate per 100K Passengers	0.00	0.00	0.00
Passenger Injury Rate per 100K Passengers	0.00	0.21	≤ 3.00
Preventable Vehicle Crashes per 100K Miles	1.17	1.09	≤ 1.00



Reliability

Deliver Reliable Service	JUN 2021	FY 21 TOTAL	TARGET
On-Time Performance	87%	83%	≥ 90%
On-Time Performance at Durham Station	99%	98%	≥ 99%
First Timepoint On-Time Performance	N/A	N/A	-
Scheduled Revenue Hours Delivered	98%	99%	-
Budgeted Revenue Hours Delivered	98%	99%	-

Maintain a Reliable Fleet	JUN 2021	FY 21 TOTAL	TARGET
Miles Between Major Mechanical Vehicle Failures	28,594	24,119	≥ 20,000
Preventative Maintenance Completed On Time	100%	100%	100%



Customer
Service &
Satisfaction

Continually Reduce Unsatisfactory Passenger Experiences		JUN 2021	FY 21 TOTAL	TARGET
Verified Complaint Rate per 100K Passengers		5.11	4.02	≤ 3.50
ADA-Related Complaints		0	0	0
Ensure Timely Positive Interactions with Customers		JUN 2021	FY 21 TOTAL	TARGET
Complaint Response Timeliness Rate		100%	100%	≥ 90%



Efficiency &
Effectiveness

Provide Service Efficiently

JUN
2021

FY 21 TOTAL

Passengers per Revenue Hour

21.9

20.7

Provide Service Effectively

JUN
2021

FY 21 TOTAL

Operating Cost per Revenue Hour

\$125.10

\$105.66

Operating Cost per Trip

\$8.32

\$7.57

Maximize Ridership	JUN 2021	FY 21 TOTAL
Average Weekday Ridership	14,271	13,410
Average Saturday Ridership	11,906	11,517
Average Sunday Ridership	7,361	7,060

Fiscal Accountability	FY 2021 Total	Target
Annual Operating Budget Spend Rate	96.3%	≤ 100.0

Appendix B.3:
FY21 GoDurham ACCESS Performance Summary



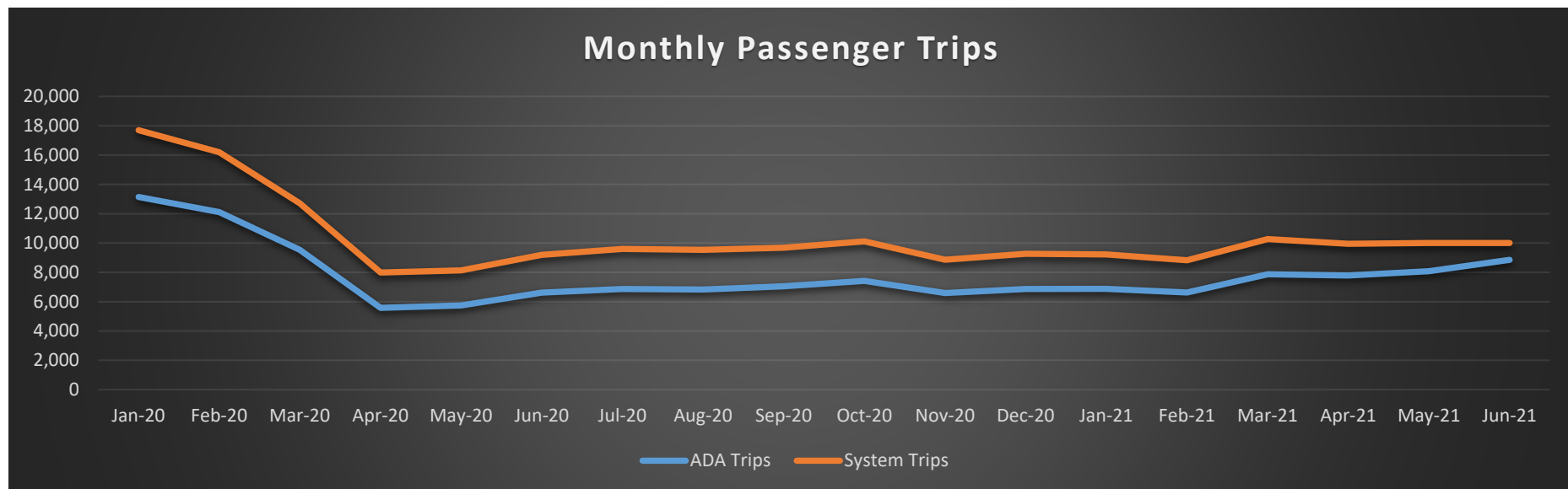
GoDurham ACCESS

FY 2021 Summary



Ridership

Ridership Comparison	JUN 2021	JUN 2020	FY 2021 TOTAL	FY 2020 TOTAL
Total System Trips	10,001	9,196	115,328	174,862
Total ADA Paratransit Trips	8,855	6,620	87,718	127,813
Average Weekday Ridership	411	372	394	609
Average Saturday Ridership	173	204	210	250
Average Sunday Ridership	69	49	69	117





Safety

Ensure the Safety and Security of Employees and Passengers	JUN 2021	FY 2021 TOTAL	TARGET
Onboard Incident Rate per 10K Passengers	0.00	0.00	0.00
Operator Assault Rate per 10K Passengers	0.00	0.00	0.00
Passenger Injury Rate per 10K Passengers	0.00	0.00	0.00

Continually Reduce Preventable Vehicle Crashes	JUN 2021	FY 2021 TOTAL	TARGET
Preventable Vehicle Crashes per 100K Miles	2.33	0.28	≤ 1.00



Reliability

Deliver Reliable Service	JUN 2021	FY 2021 TOTAL	TARGET
On-Time Performance (Pickup)	72%	82%	≥ 95%
On-Time Performance (Drop Off)	86%	92%	≥ 95%
Missed Trip Rate	0.15%	0.05%	< 5.00%

Maintain a Reliable Fleet	JUN 2021	FY 2021 TOTAL	TARGET
Miles Between Major Mechanical Vehicle Failures	85,628	112,100	≥ 12,500
Preventative Maintenance Completed On Time	100%	100%	≥ 99%



Customer
Service &
Satisfaction

Ensure Timely, Positive Interactions with Customers	JUN 2021	FY 2021 TOTAL	TARGET
Phone Calls Answered in Less than 3 Minutes	87%	89%	≥ 95%
Phone Calls Answered in Less than 5 minutes	94%	95%	≥ 99%
Complaint Timeliness Response Rate	100%	100%	100%

Continually Reduce Unsatisfactory Passenger Experiences	JUN 2021	FY 2021 TOTAL	TARGET
Verified Complaint Rate	0.12	3.97	≤ 1.00
ADA Complaints	0	0	0



Access

Provide Service When People Need It	JUN 2021	FY 2021 TOTAL	TARGET
Trip Denial Rate	0.00%	0.00%	0.00%



Efficiency &
Effectiveness

Provide Service Effectively	JUN 2021	FY 2021 TOTAL	TARGET
Operating Cost per Revenue Hour	\$78.65	\$64.46	N/A
Operating Cost per Boarding	\$35.90	\$32.48	N/A
No-Show / Late Cancel Rate	3.82%	3.50%	≤ 5.00%

Provide Service Efficiently	JUN 2021	FY 2021 TOTAL	TARGET
Passengers per Revenue Hour	2.19	1.98	≥ 2.10

Adhere to Budget	FY 2021 TOTAL	TARGET
Annual Operating Budget Spend Rate	84.3%	95%

Appendix B.4:

FY22 GoDurham Performance Summary



GoDurham Performance Summary

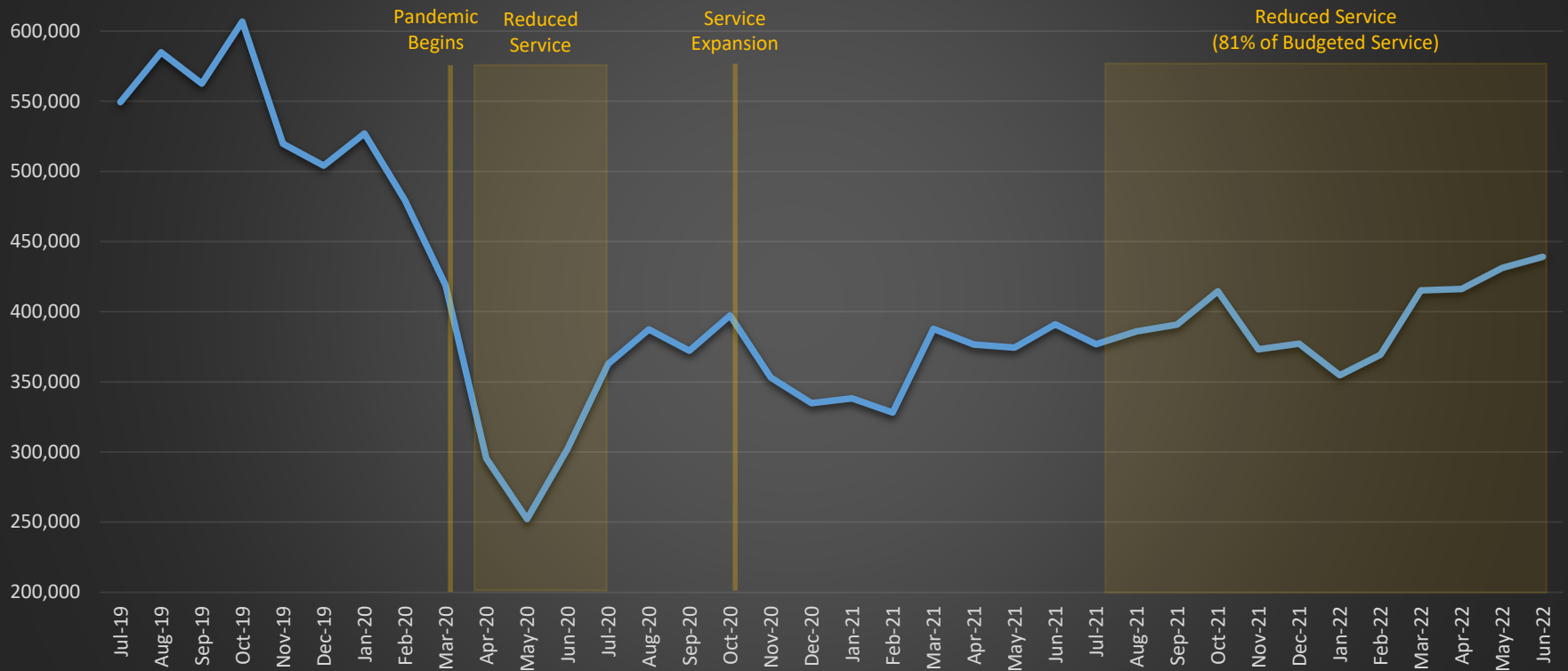
Fiscal Year 2022



Ridership

Ridership Comparison	June 2022	June 2021	FY 2022 TOTAL	FY 2021 TOTAL	Increase
Passenger Trips	439,127	391,033	4,744,135	4,403,671	8%

Monthly Passenger Trips (FY 20-22)

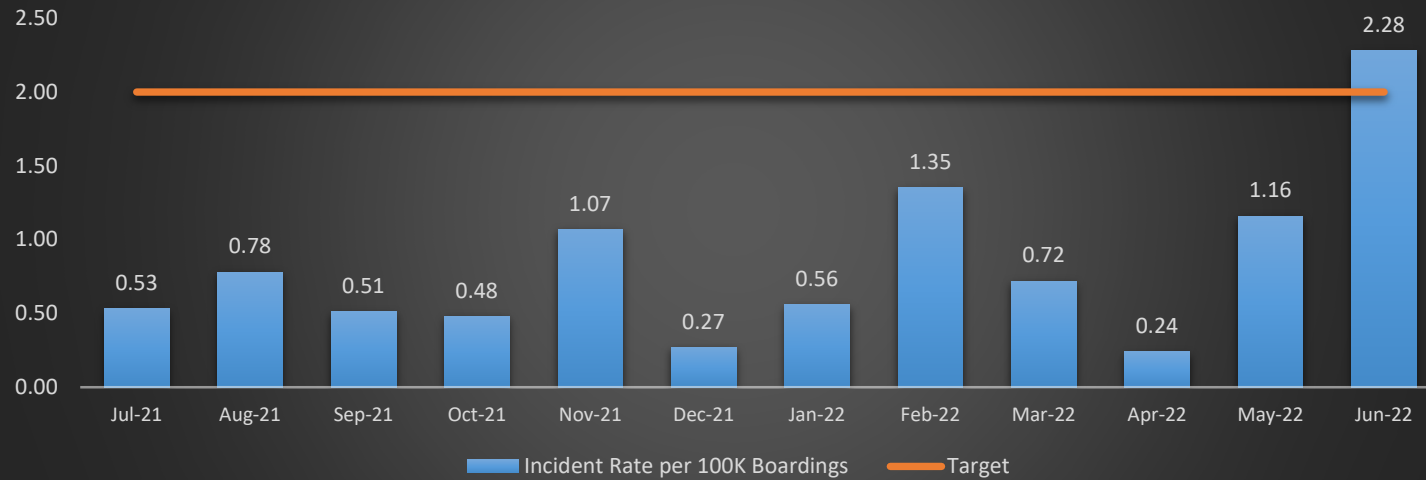




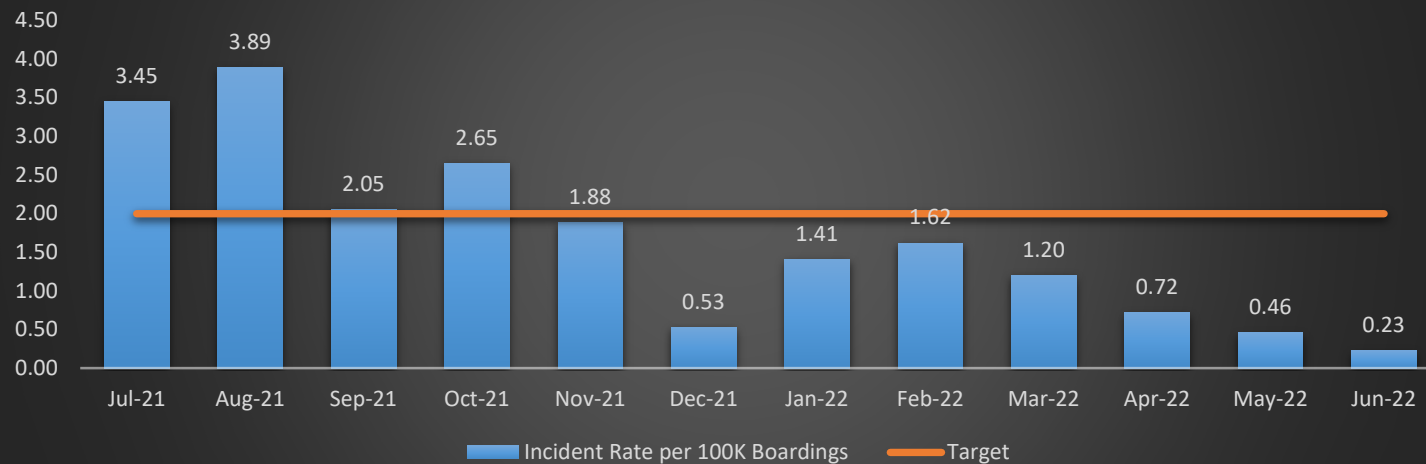
Safety

Ensure the Safety and Security of Employees and Passengers	June 2022	Final FY 2022
Durham Station Incident Rate per 100K Passengers	2.28	0.84
Onboard Incident Rate per 100K Passengers	0.23	1.64
Operator Assault Rate per 100K Passengers	0.00	0.11
Passenger Injury Rate per 100K Passengers	0.00	0.08
Preventable Vehicle Crashes per 100K Miles	1.37	1.29

Durham Station Incident Rate

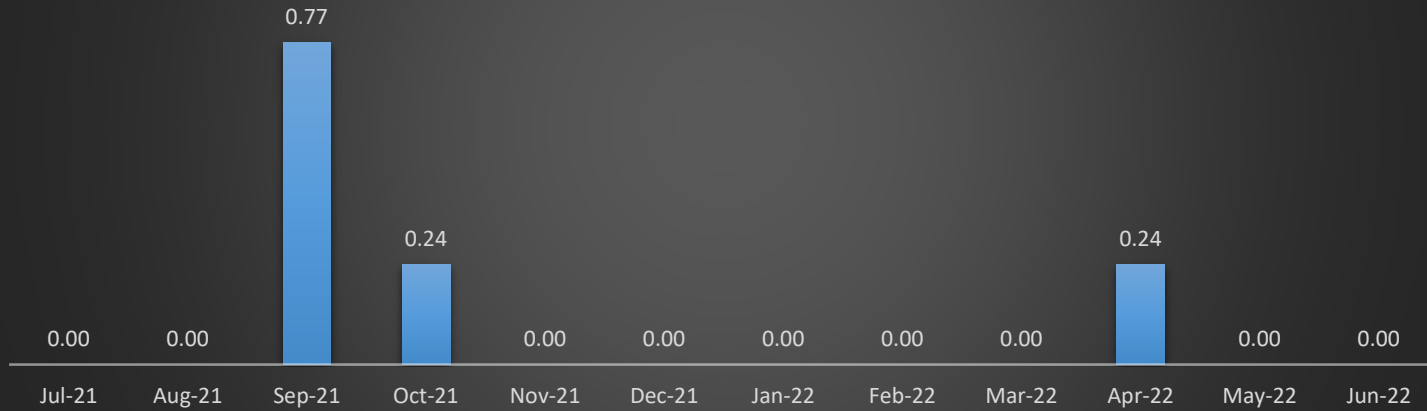


Onboard Incident Rate

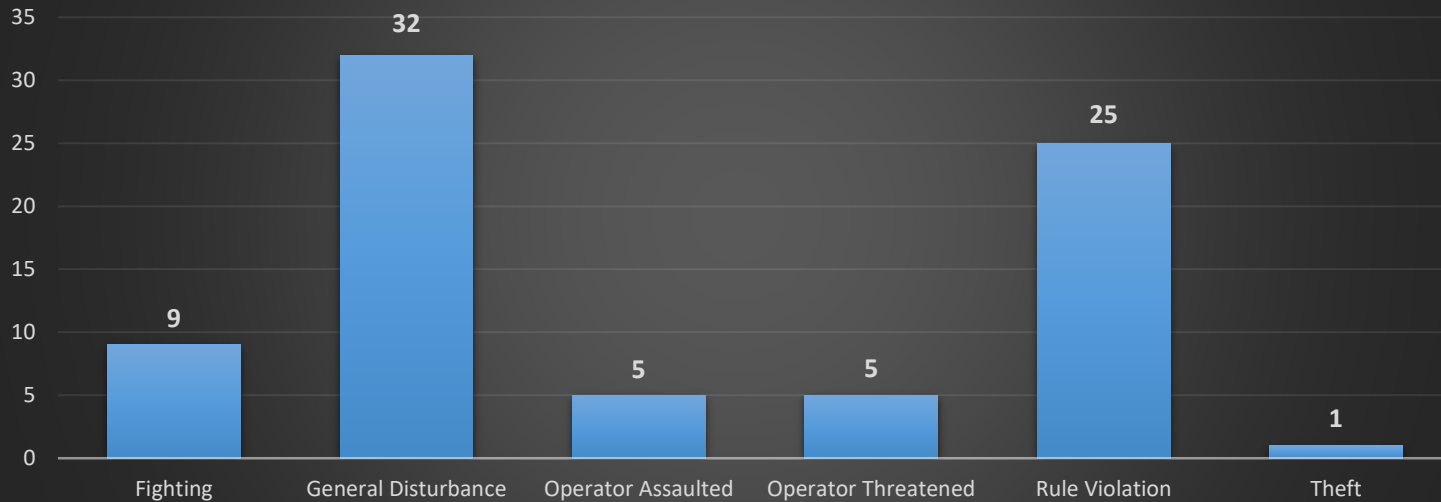


Operator Assault Rate

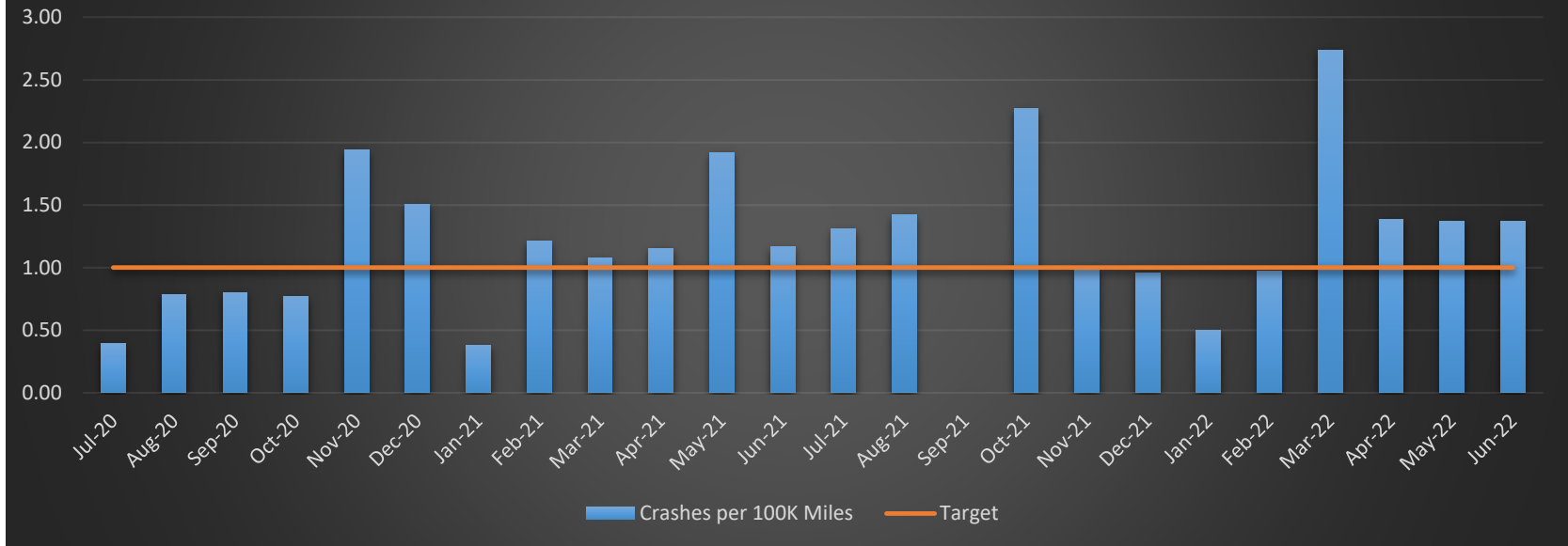
■ Rate per 100K Boardings



FY 2022 Onboard Incidents by Type



Preventable Vehicle Crashes per 100K Miles



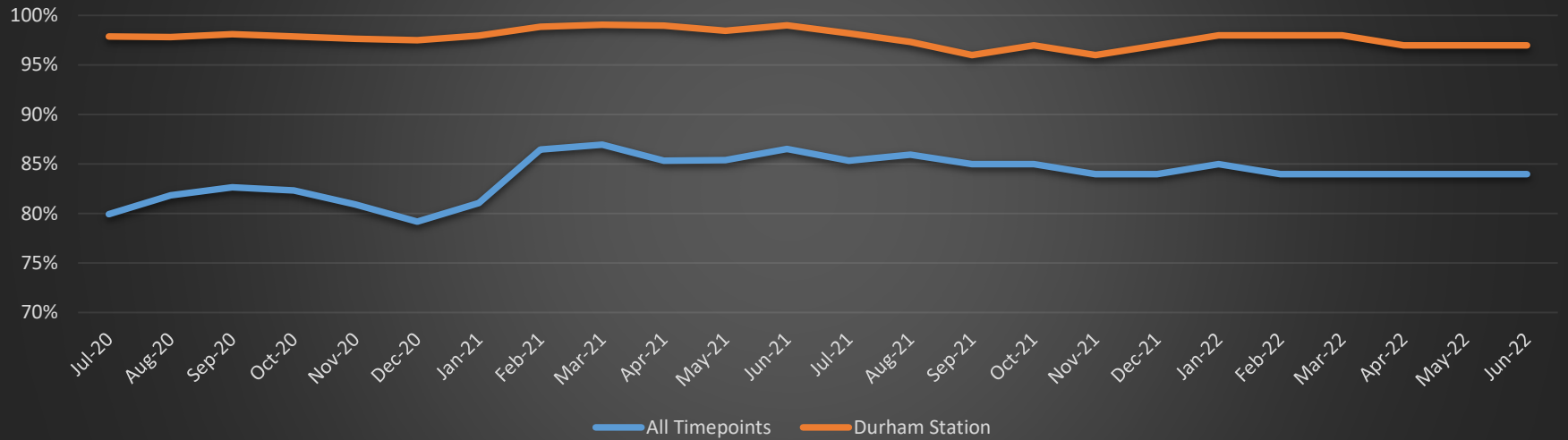


Reliability

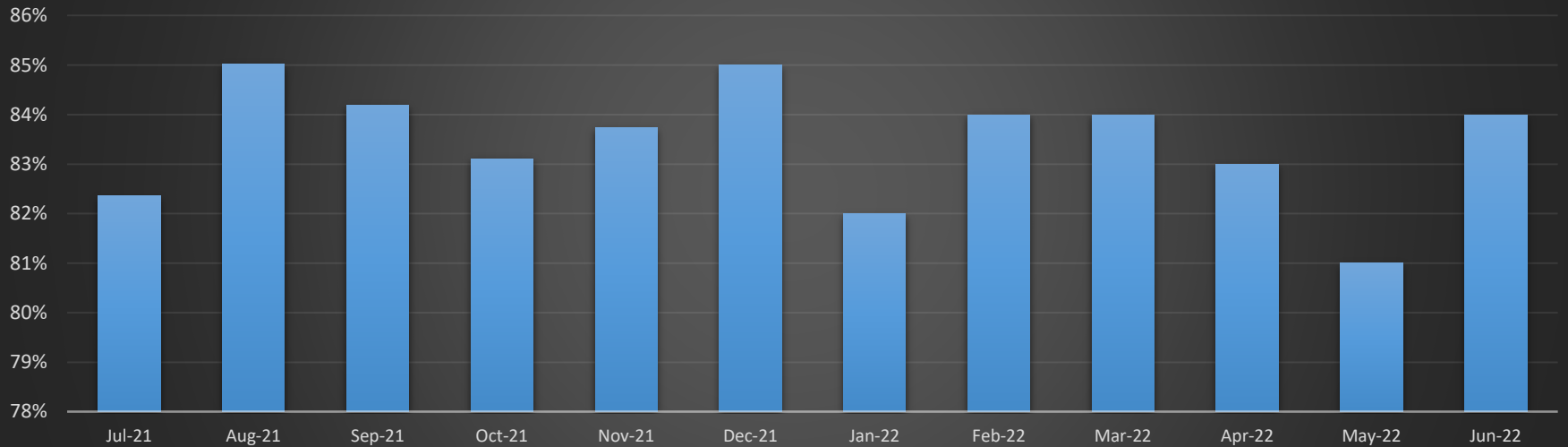
Deliver Reliable Service	June 2022	Final FY 2022
On-Time Performance	84%	84%
On-Time Performance at Durham Station	97%	97%
First Timepoint On-Time Performance	84%	84%
Scheduled Revenue Hours Delivered	100%	100%
Budgeted Revenue Hours Delivered	81%	81%

Maintain a Reliable Fleet	June 2022	Final FY 2022
Miles Between Major Mechanical Vehicle Failures	21,884	24,314
Preventative Maintenance Completed On Time	100%	100%

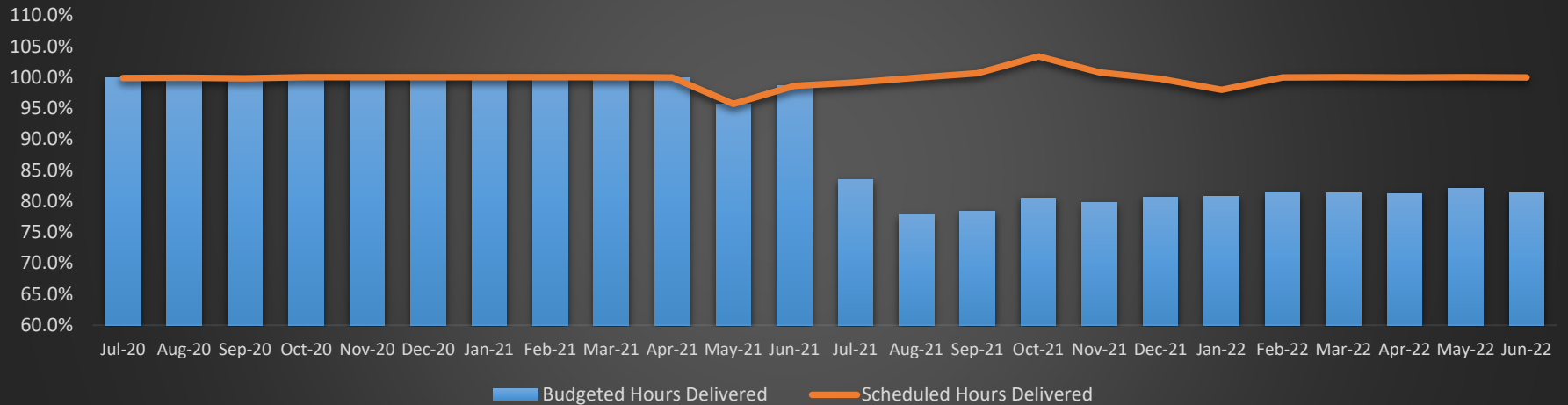
On-Time Performance



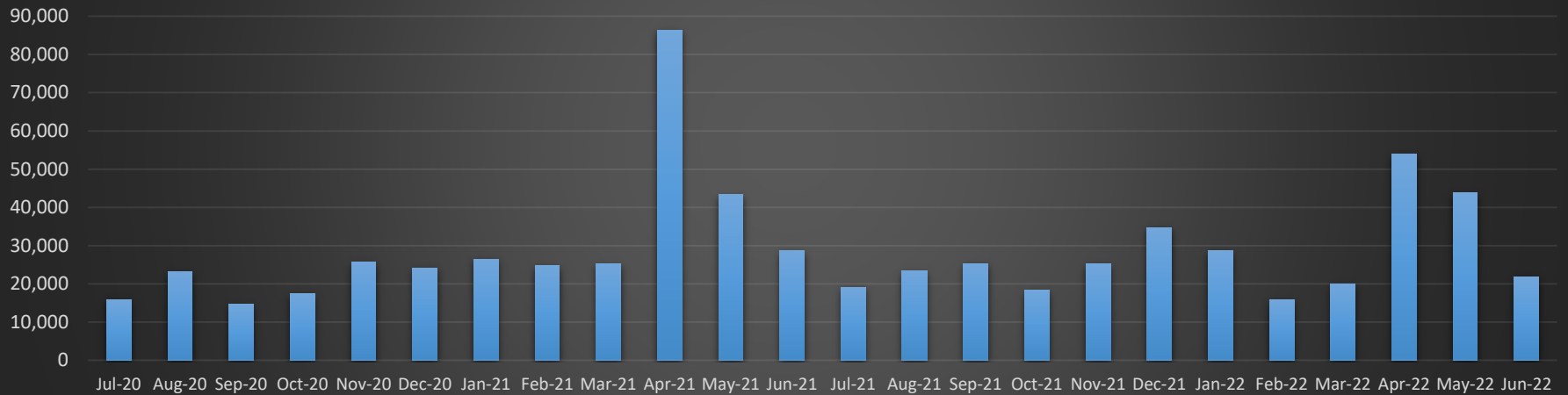
First Timepoint On-Time Performance



Revenue Hours Delivered



Miles Between Major Mechanical Vehicle Malfunctions





Customer
Service &
Satisfaction

Continually Reduce Unsatisfactory Passenger Experiences

June
2022

Final
FY 2022

Verified Complaint Rate per 100K Passengers

0.68

2.47

ADA-Related Complaints

0

1

Ensure Timely Positive Interactions with Customers

June
2022

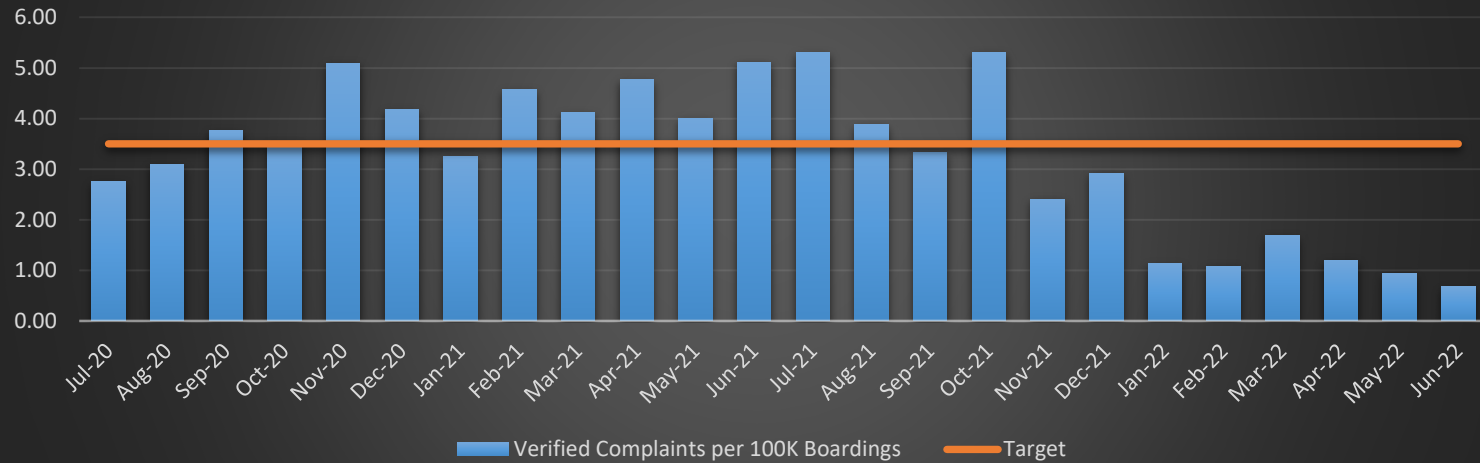
Final
FY 2022

Complaint Response Timeliness Rate

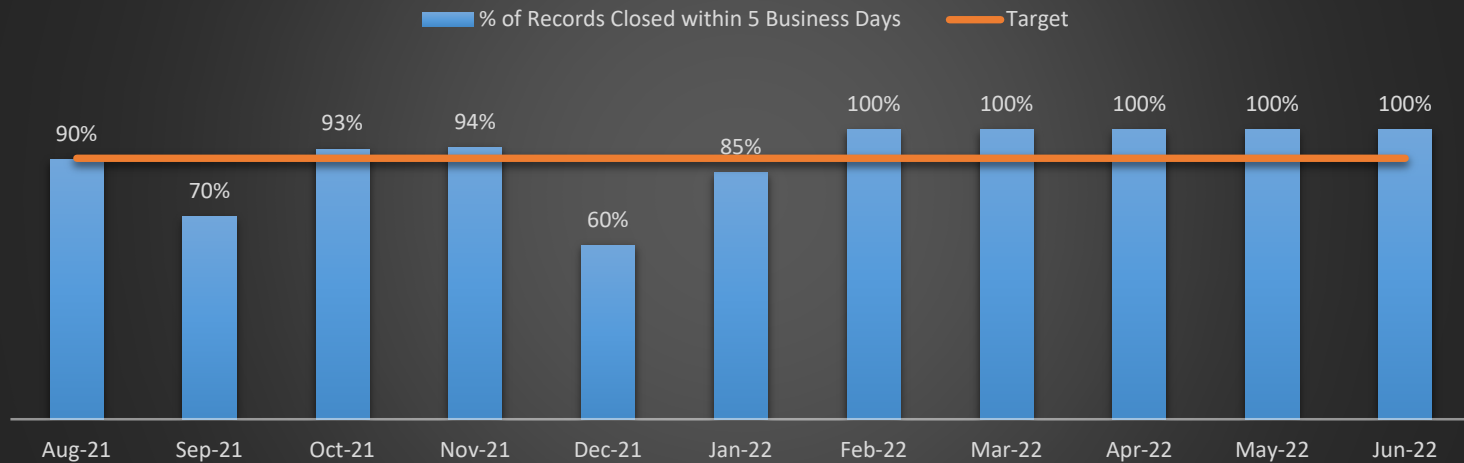
100%

90%

Customer Complaint Rate



Customer Response Rate





Efficiency &
Effectiveness

Provide Service Effectively	June 2022	Final FY 2022
Passengers per Revenue Hour	29.9	27.1

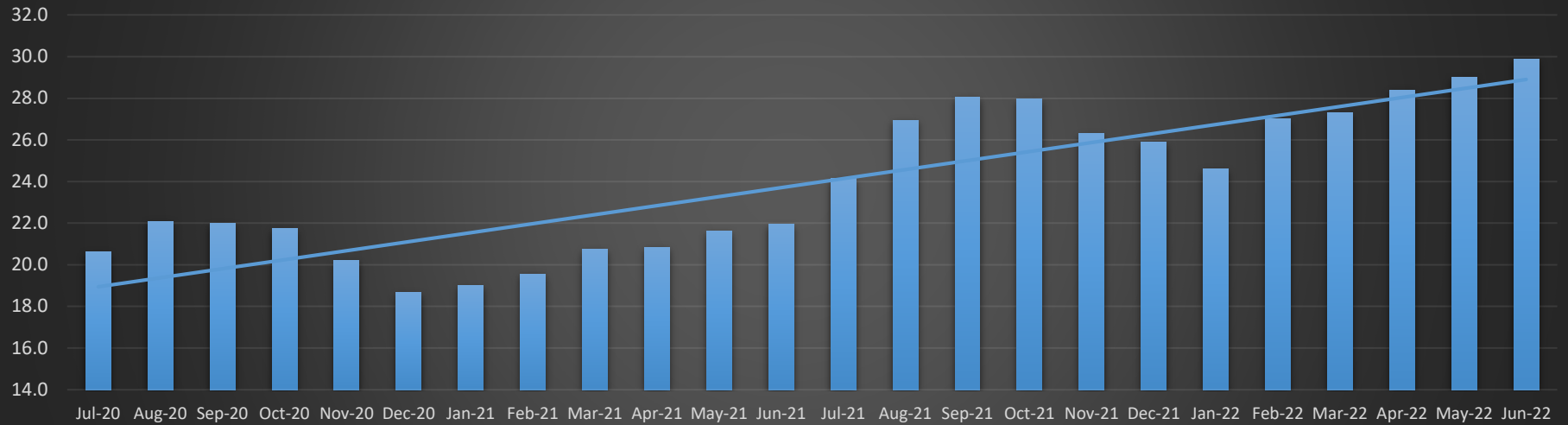
Provide Service Efficiently	June 2022	Final FY 2022
Operating Cost per Revenue Hour	\$171.24	\$130.67
Operating Cost per Trip	\$5.73	\$4.82

Maximize Ridership	June 2022	Final FY 2022
Average Weekday Ridership	15,802	14,428
Average Saturday Ridership	13,383	11,511
Average Sunday Ridership	9,491	8,020

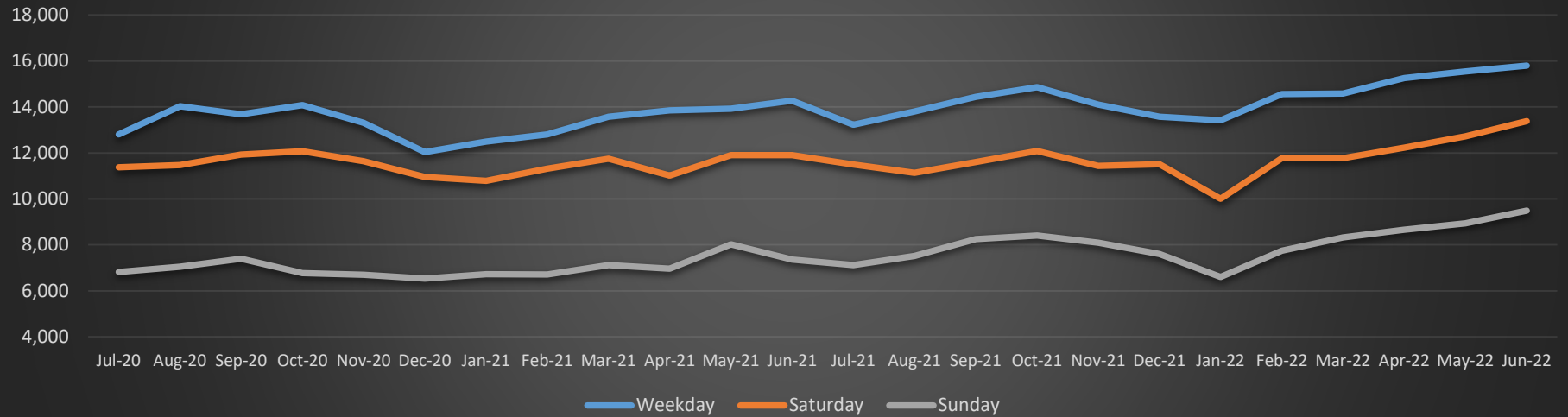
Fiscal Accountability	Final 2022	Target
Annual Operating Budget Spend Rate*	90%	100%

**The spend rate & target include fuel, but do not include capital or service expansion.*

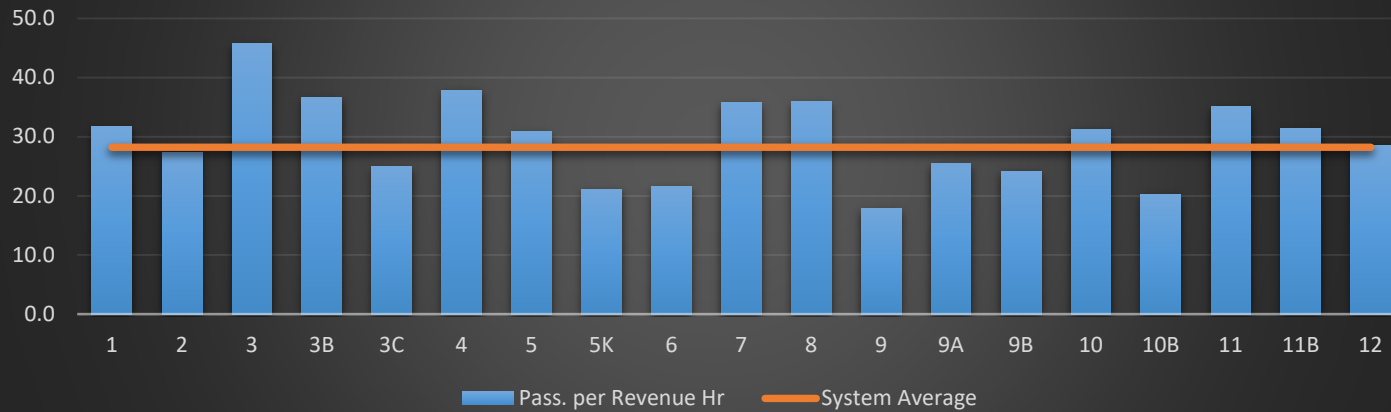
Passengers per Revenue Hour



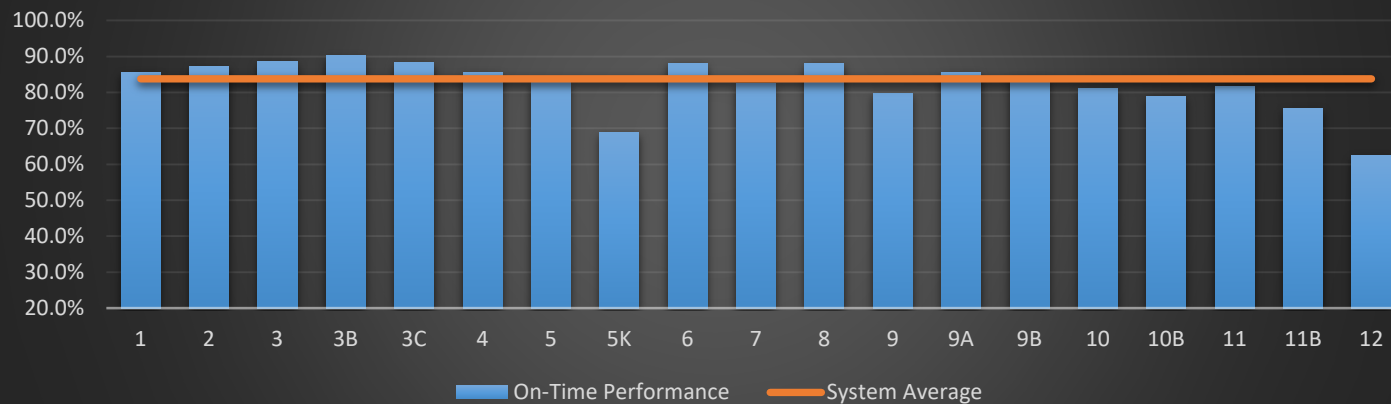
Average Daily Boardings



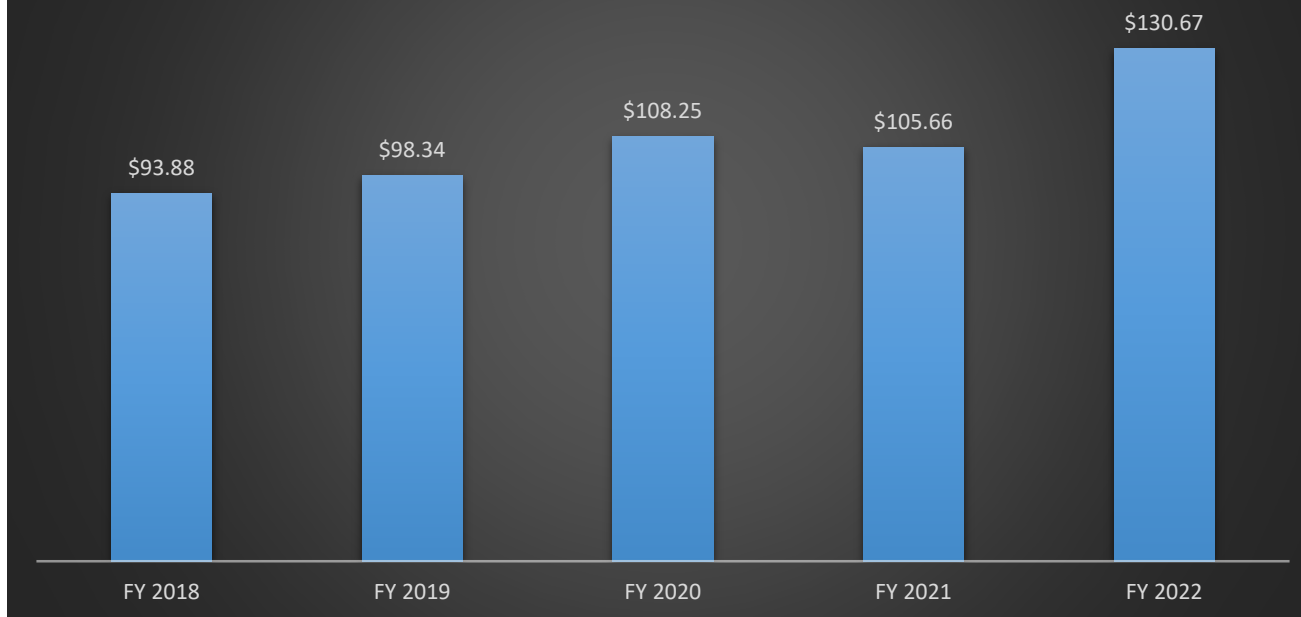
Weekday Route-Level Passengers per Hour FY 2022



Weekday Route-Level On-Time Performance FY 2022



Cost per Revenue Hour (FY 2018 - 2022)



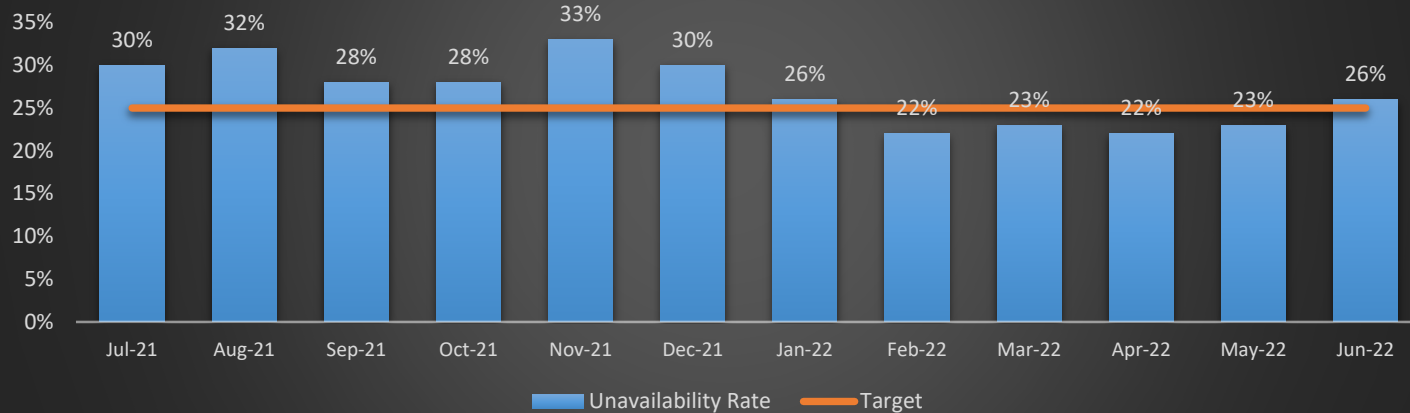


Operator Availability

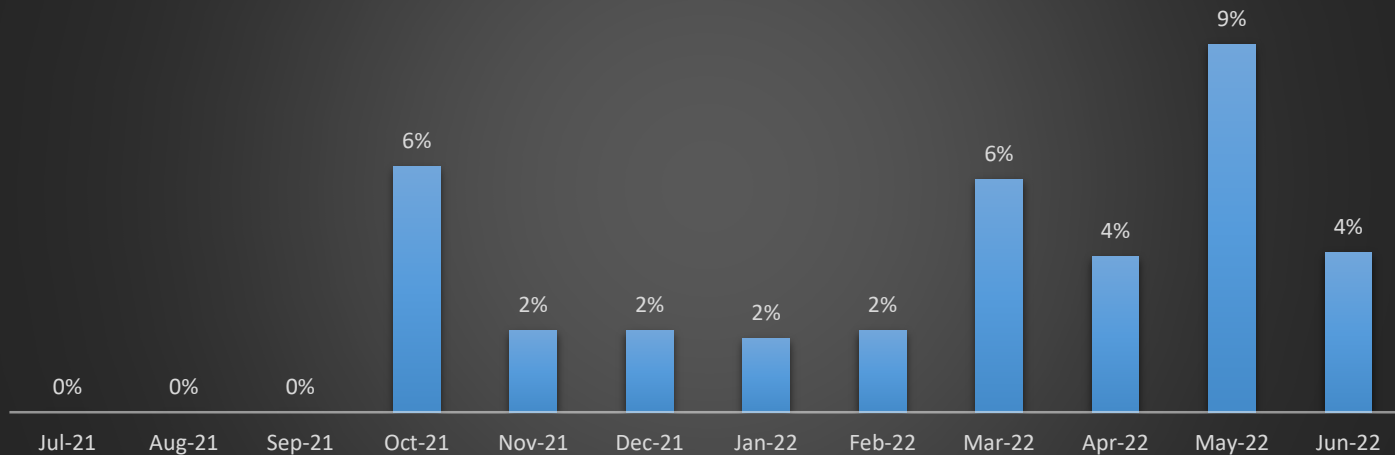
Effectively Manage and Mitigate Absences	June 2022	Final FY 2022
Operator Unavailability Rate	26%	27%

Maintain Adequate Operator Staffing Levels	June 2022	Final FY 2022
Operator Turnover %	4%	48%
Operator Attrition Rate	4.0	4.4
New Operator In-Service Rate	1.0	2.2

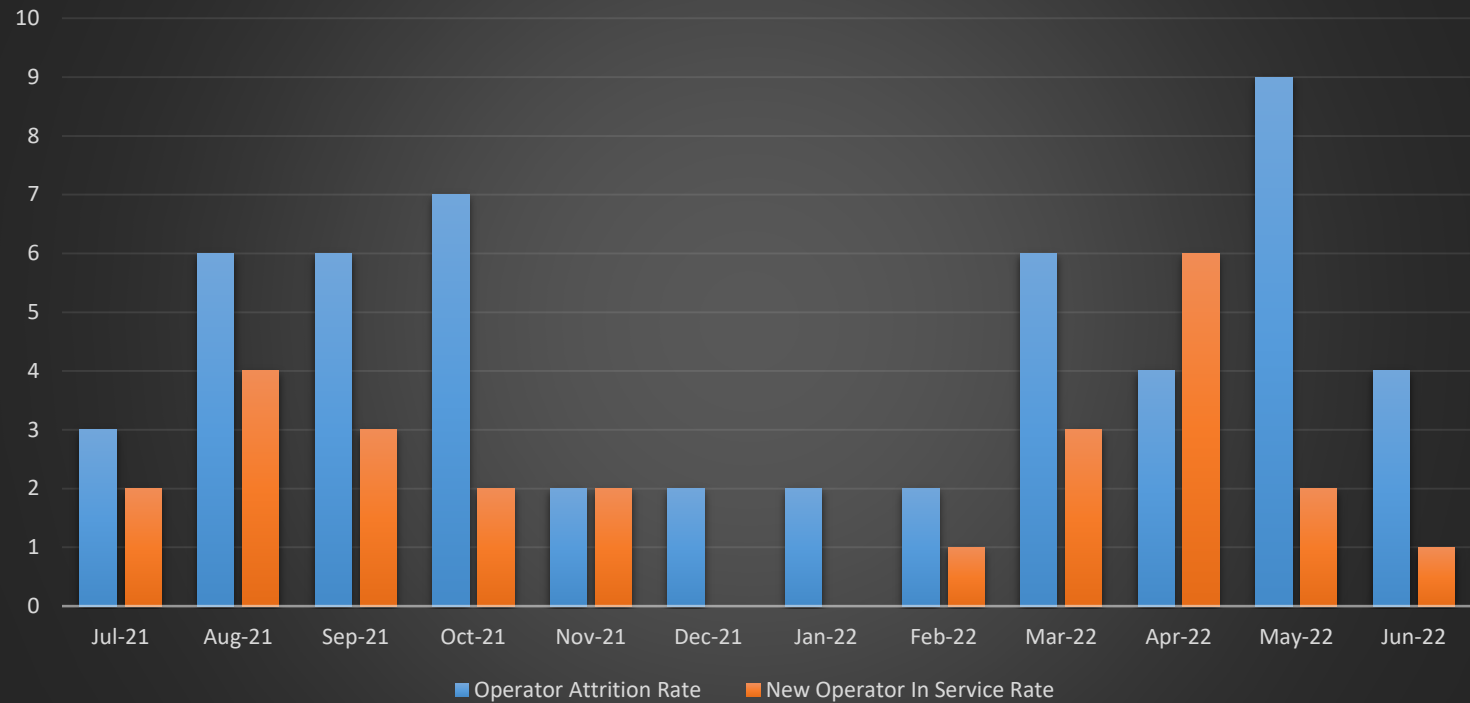
Operator Unavailability Rate (Absence Hrs / Platform Hrs)



Operator Turnover Percentage



Operator Attrition vs. New Operator



Appendix B.5:
FY22 GoDurham ACCESS Performance Summary

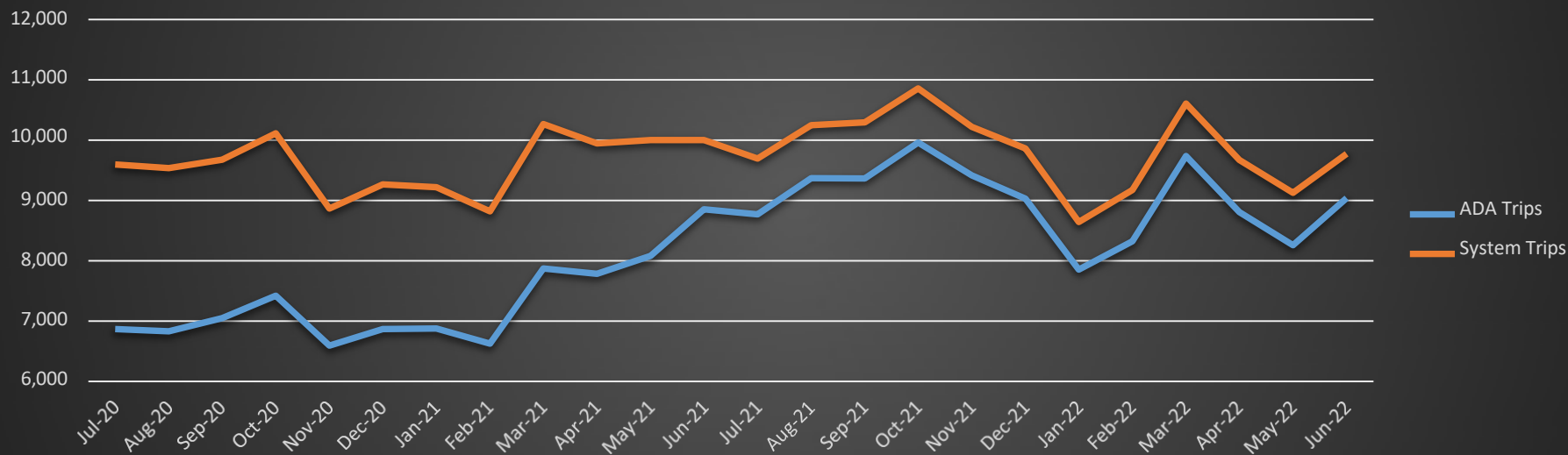


GoDurham ACCESS Performance Summary

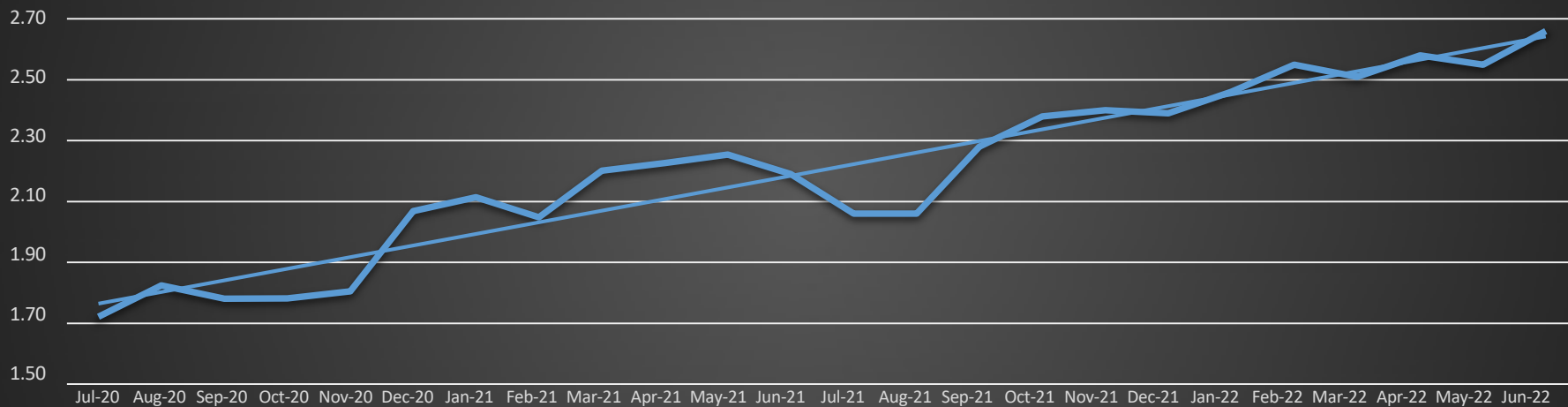
Fiscal Year 2022

GoDurham ACCESS Performance Measures	FY 2022	FY 2021
ADA Passenger Trips	107,934	87,718
System Passenger Trips	118,194	115,328
Passengers per Revenue Hour	2.41	2.00
Pick Up On-Time Performance	73%	82%
Drop Off On-Time Performance	83%	92%
No Show Rate (No Shows / Total Trips)	6.36%	3.50%
Customer Complaints per 1,000 Trips	0.81	0.80
Average Trip Time (min)	33	31
% of Phone Calls Answered within 3 Minutes	87%	89%
% of Phone Calls Answered within 5 Minutes	93%	95%
Preventable Vehicle Crashes per 100K Miles	0.39	0.29
Cost per Revenue Hour	\$100.79	\$65.14
Cost per Passenger Trip	\$44.22	\$32.51

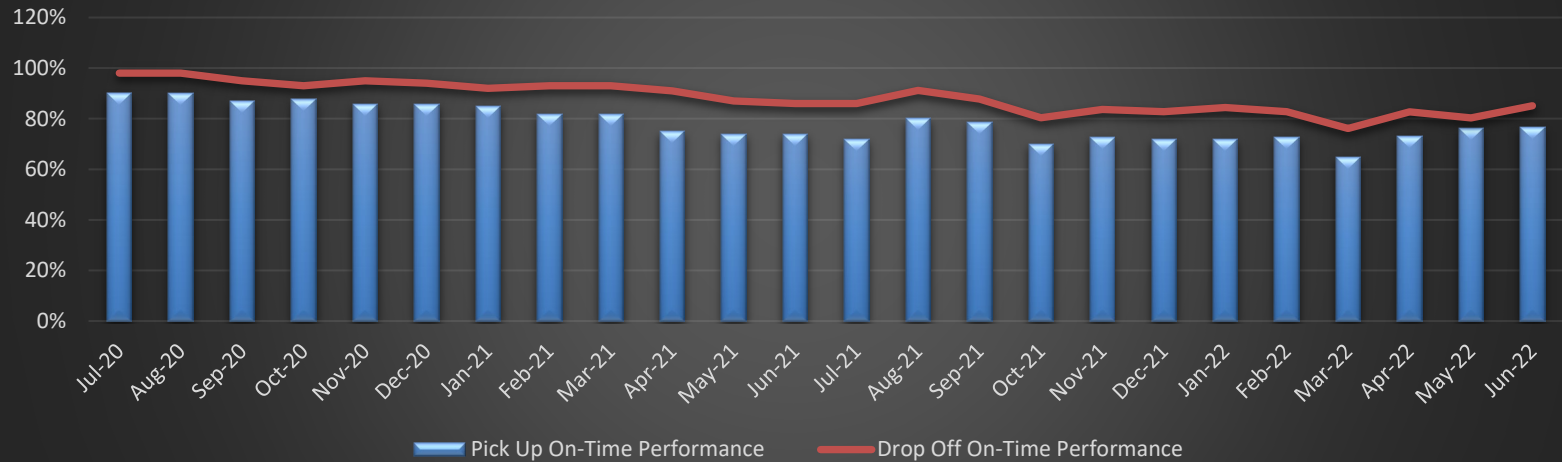
Monthly Passenger Trips



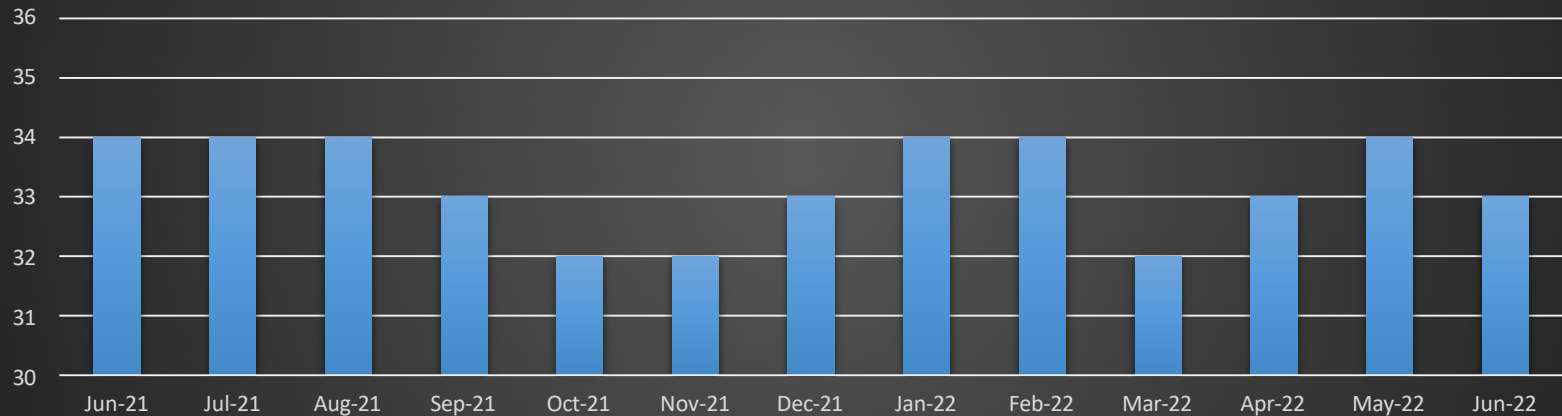
Passengers per Revenue Hour



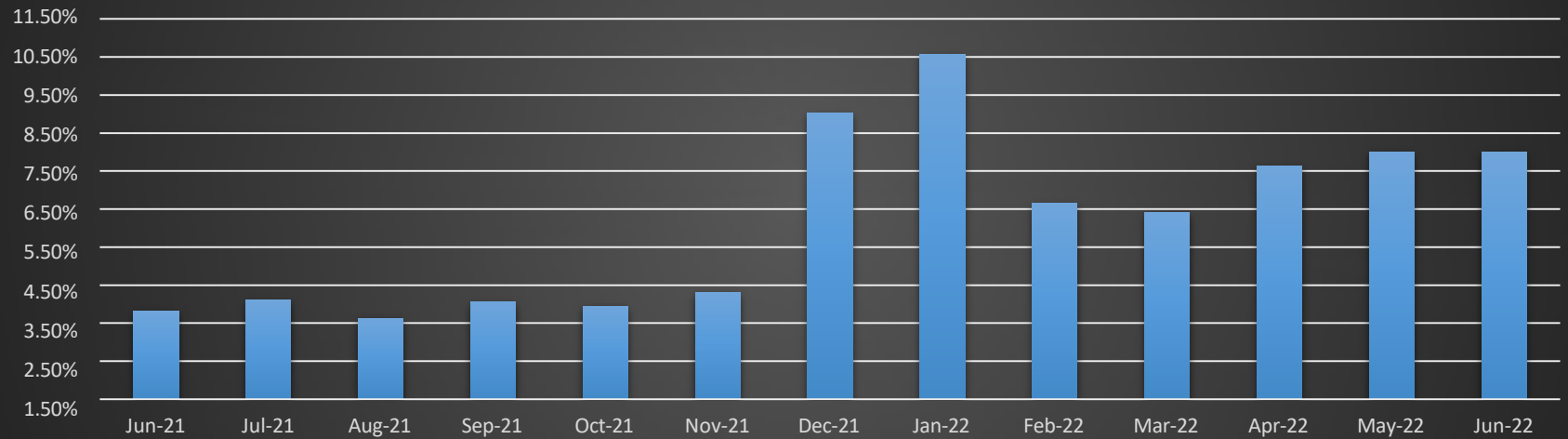
On-Time Performance



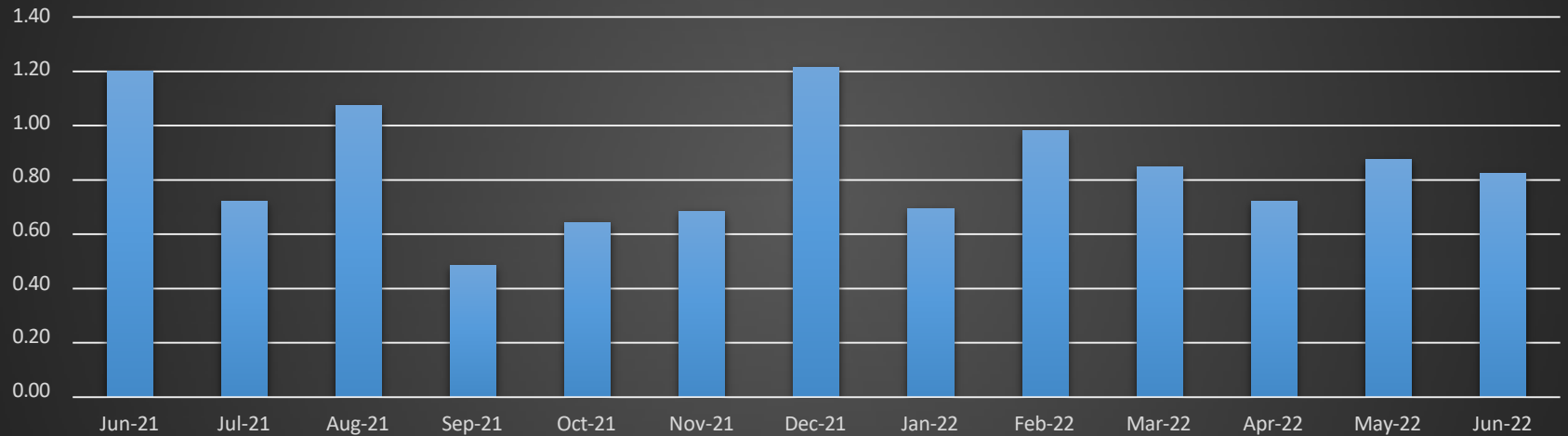
Average Travel Time (minutes)



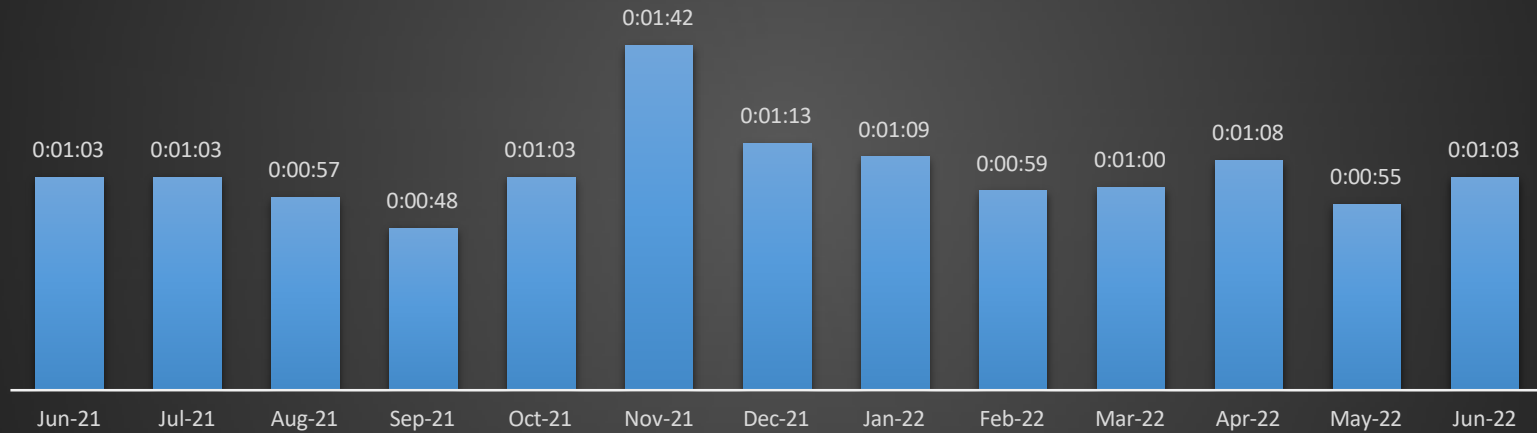
No Show Rate



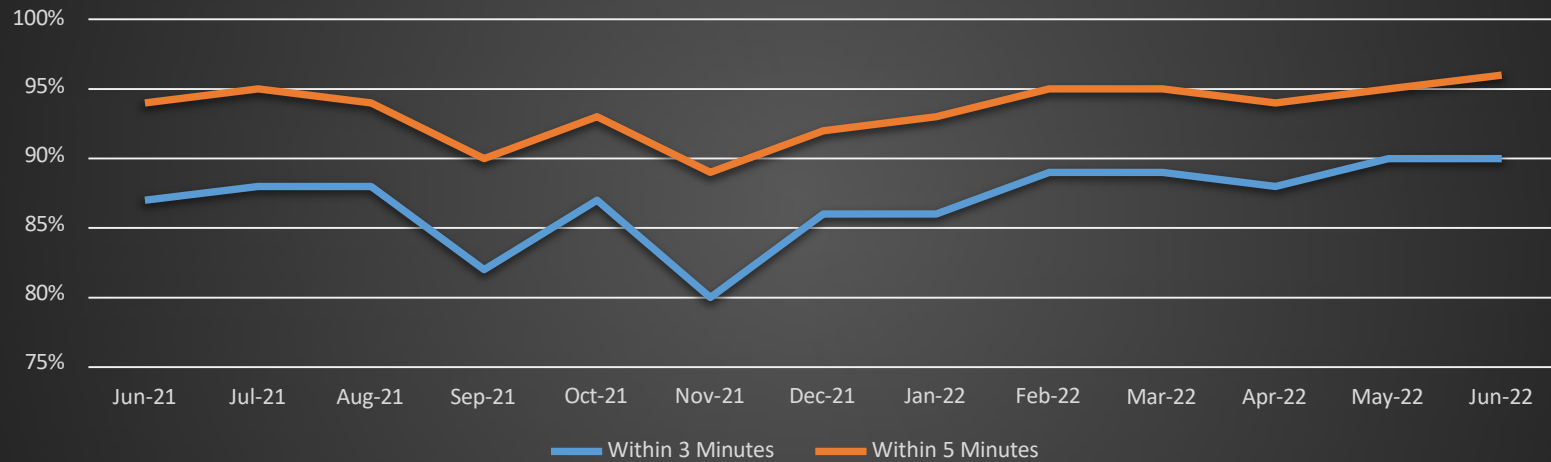
Customer Complaints per 1,000 Trips



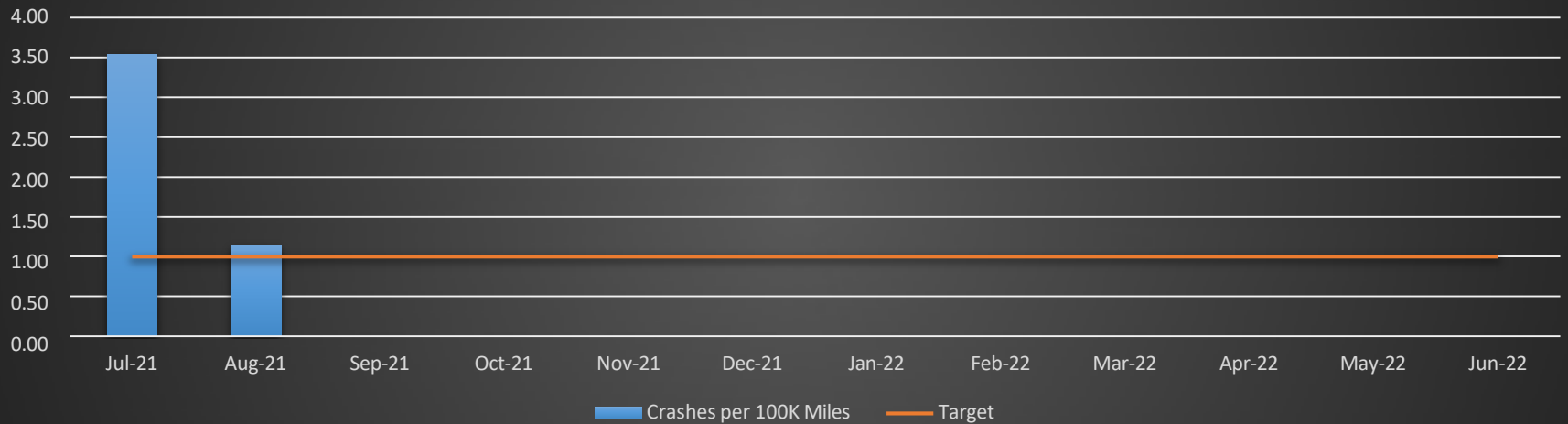
Average Phone Hold Time



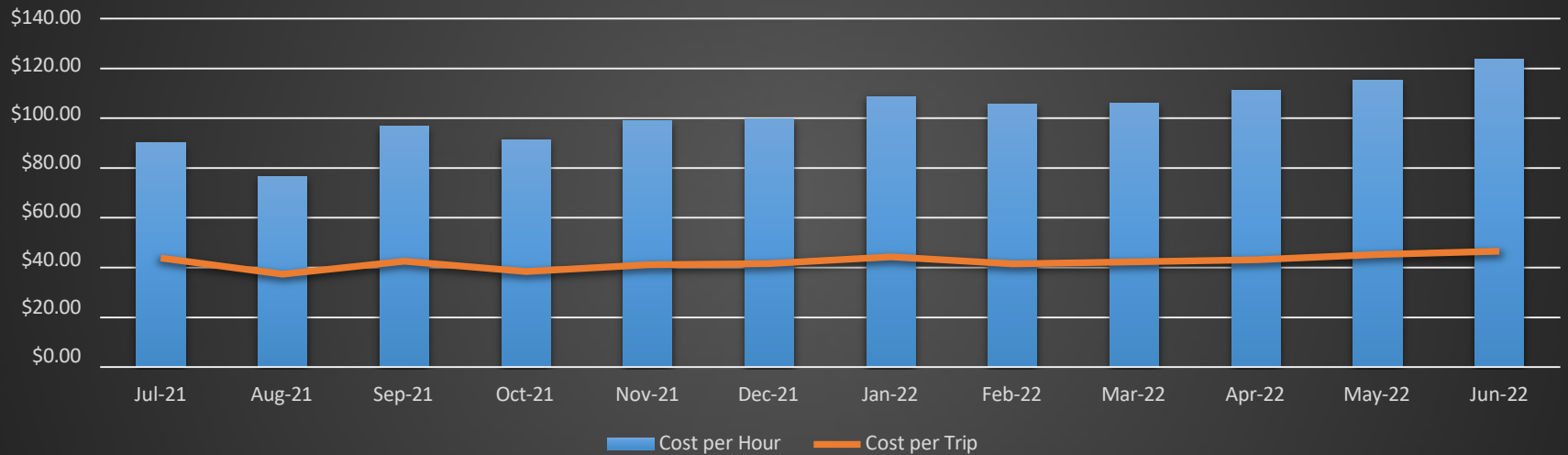
Phone Calls Answered



Preventable Vehicle Crashes per 100K Miles



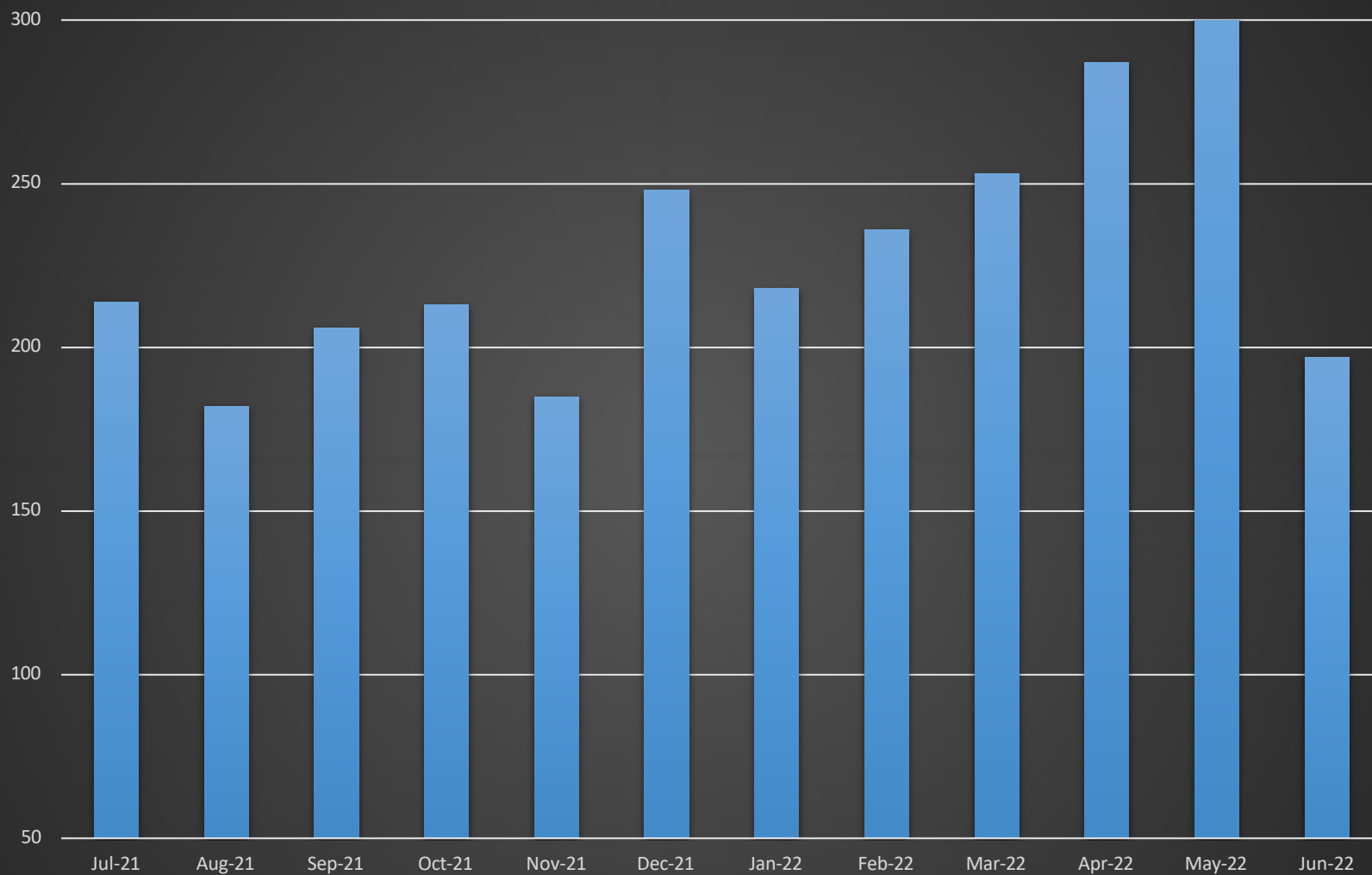
Cost





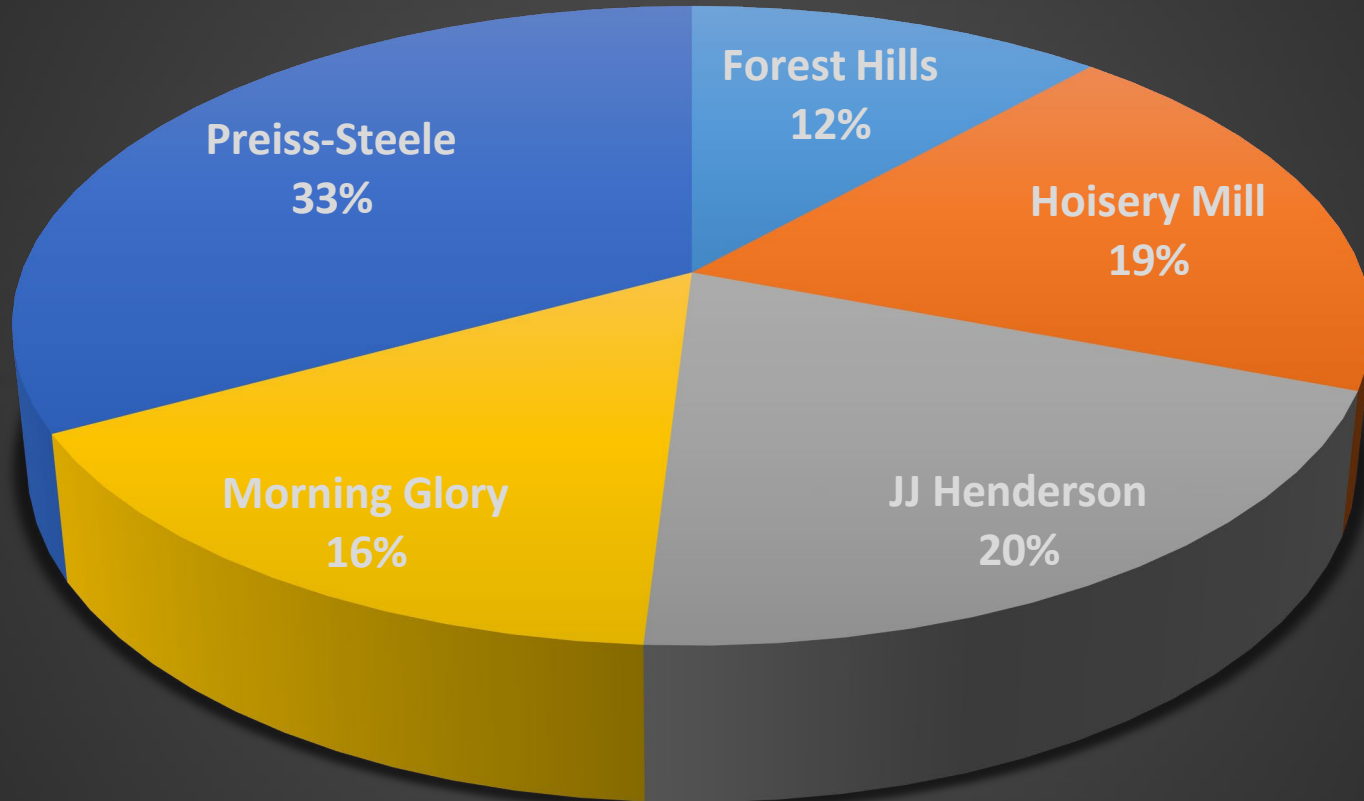
Senior Shuttle

SENIOR SHUTTLE MONTHLY TRIPS



	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
■ Total Trips	214	182	206	213	185	248	218	236	253	287	324	197

Senior Shuttle Trip Distribution





Durham

ACCESS

POWERED BY UZURV®

UZURV	Fiscal Year 2022
TOTAL TRIPS	12,654
• ADA Trips	10,809
• County-Funded Trips	1,845
Average Daily Trips (Weekday)	51
Average Daily Trips (Saturday)	28
Average Daily Trips (Sunday)	17
Average Trip Time	18.2 min
Average Trip Distance	8.7 mi
Average Cost per Trip	\$28.04
On-Time Performance (Pick-Up)	99%
Average Weekday Active Drivers	14

Appendix B.6:

FY23 GoDurham Performance Summary



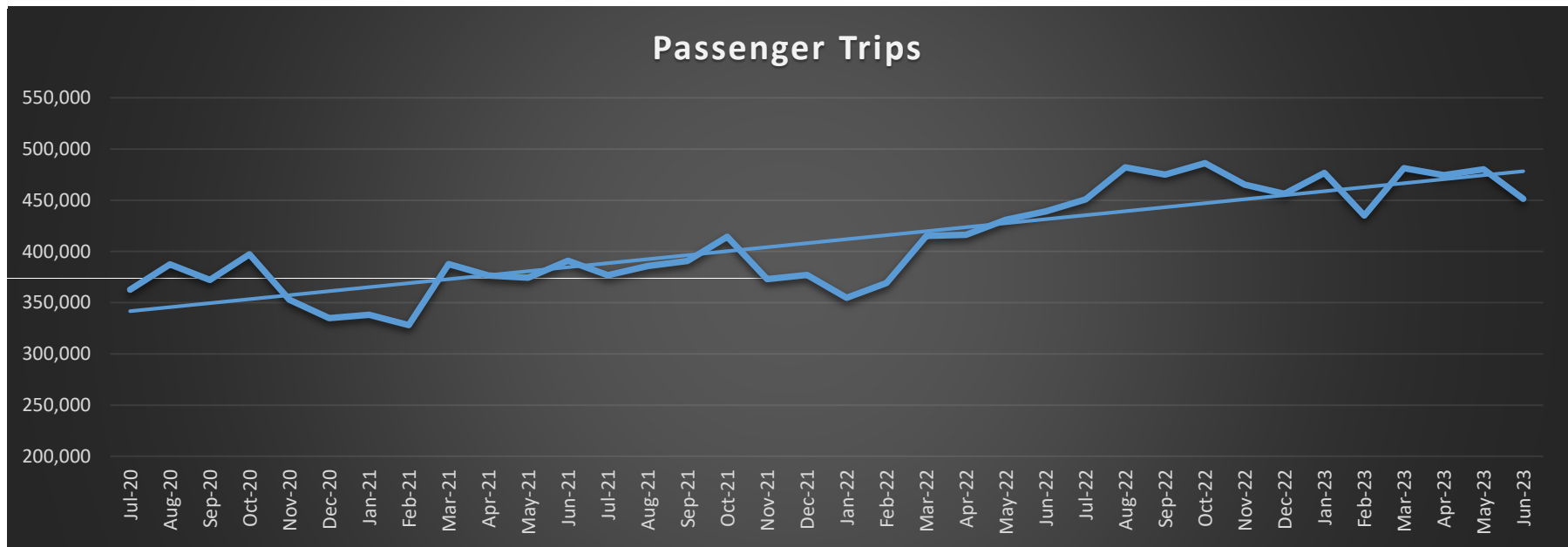
GoDurham Performance Summary

Fiscal Year 2023

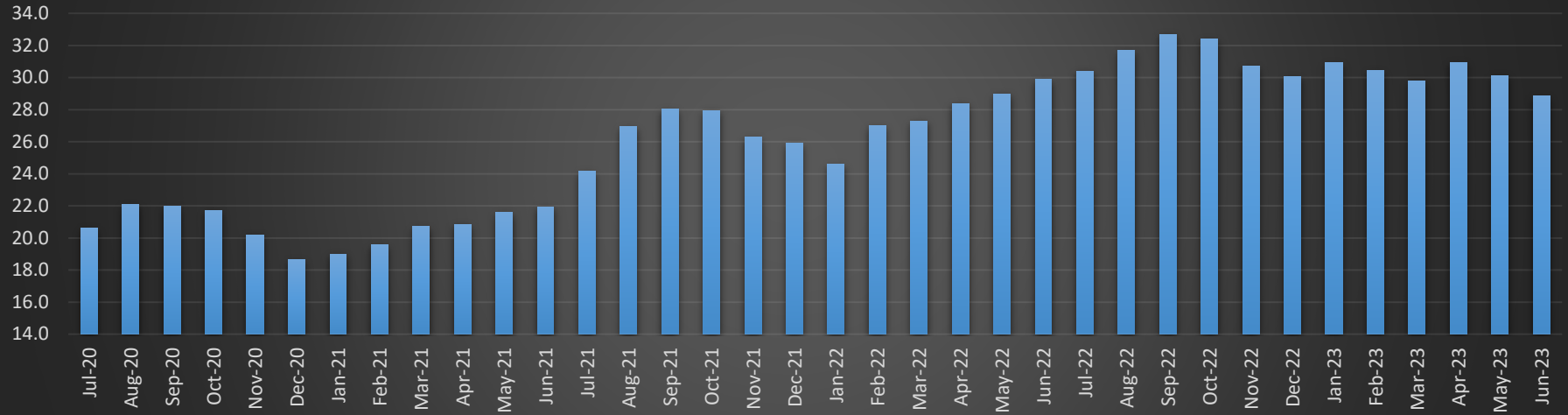


Ridership

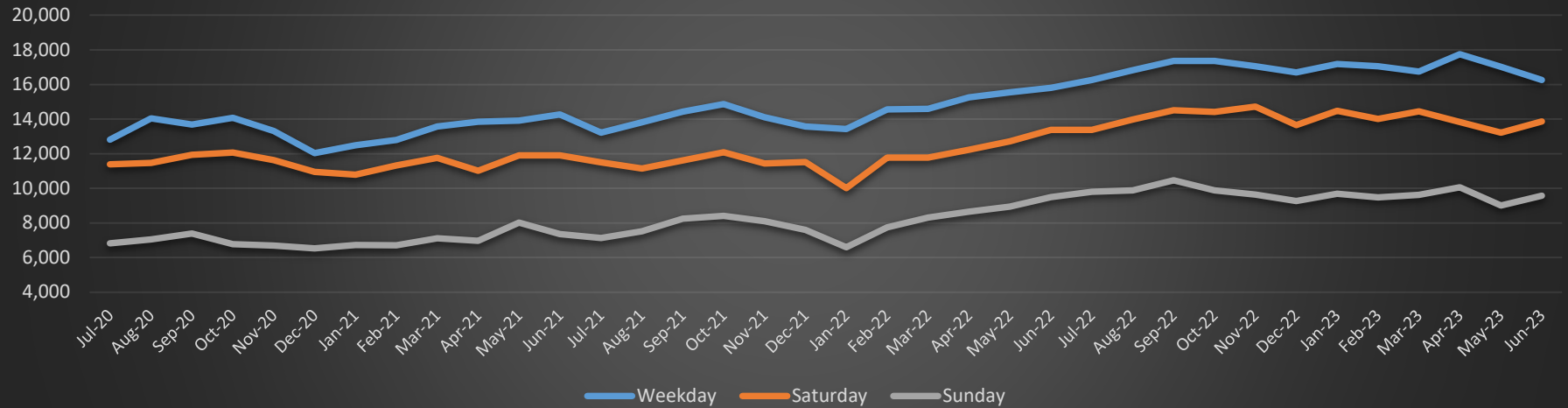
Ridership Comparison	JUN 2023	JUN 2022	FY 23 TOTAL	FY22 TOTAL
Passenger Trips	451,487	439,127	5,616,072	4,744,135
Passengers per Revenue Hour	28.9	29.9	30.7	27.1
Average Weekday Ridership	16,259	15,802	16,834	13,682
Average Saturday Ridership	13,870	13,383	13,682	11,763
Average Sunday Ridership	9,576	9,491	9,712	8,063



Passengers per Revenue Hour



Average Daily Boardings

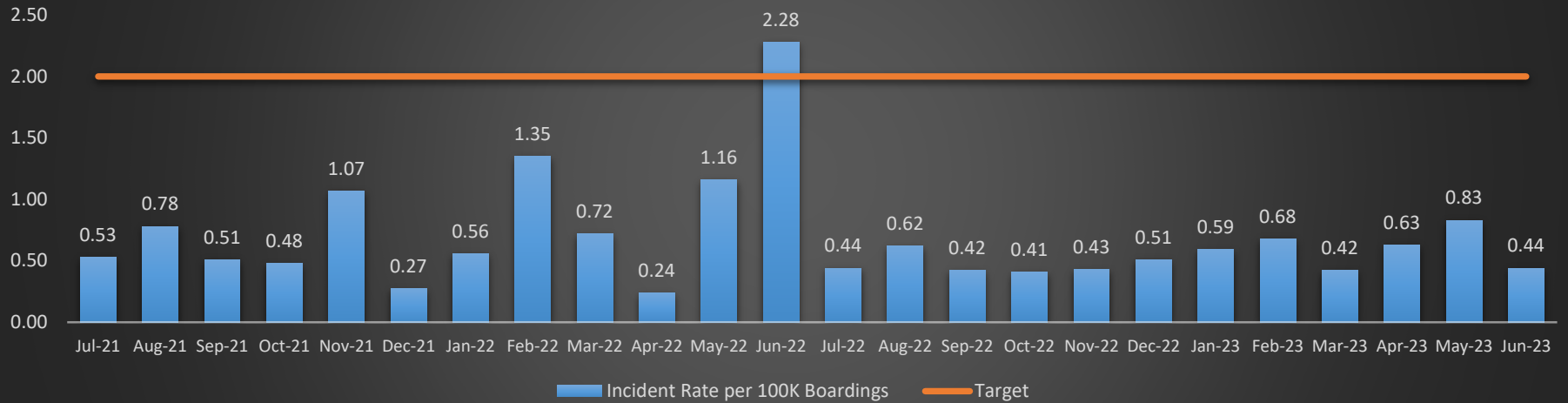




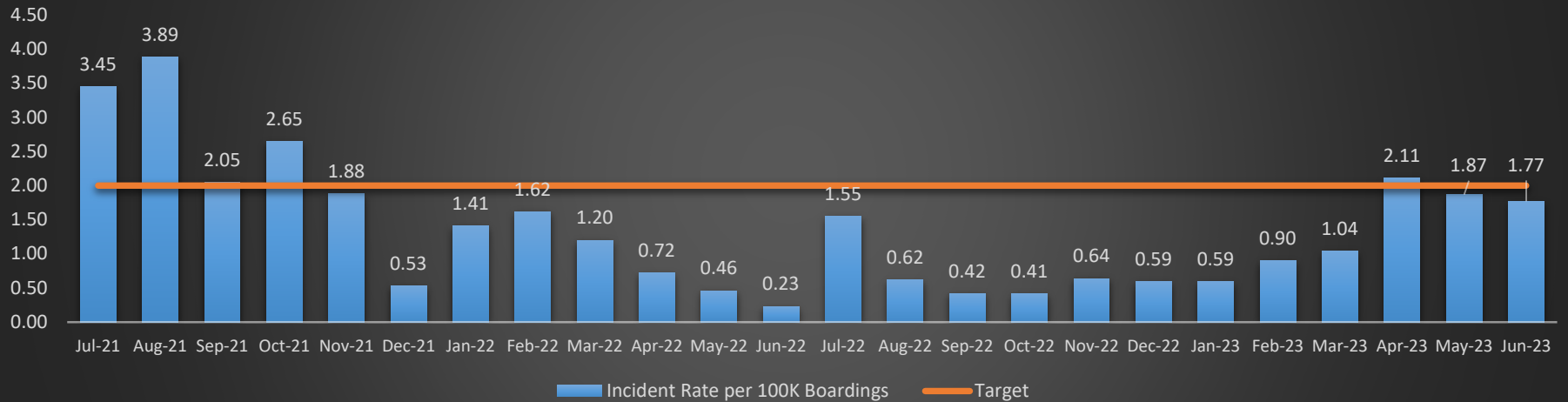
Safety

Ensure the Safety and Security of Employees and Passengers	JUN 2023	FY 23 TOTAL	TARGET
Durham Station Incident Rate per 100K Passengers	0.44	0.52	≤ 2.00
Onboard Incident Rate per 100K Passengers	1.77	1.10	≤ 2.00
Operator Assault Rate per 100K Passengers	0.00	0.02	0.00
Passenger Injury Rate per 100K Passengers	0.83	0.21	≤ 3.00
Preventable Vehicle Crashes per 100K Miles	0.89	1.36	≤ 1.00

Durham Station Incident Rate

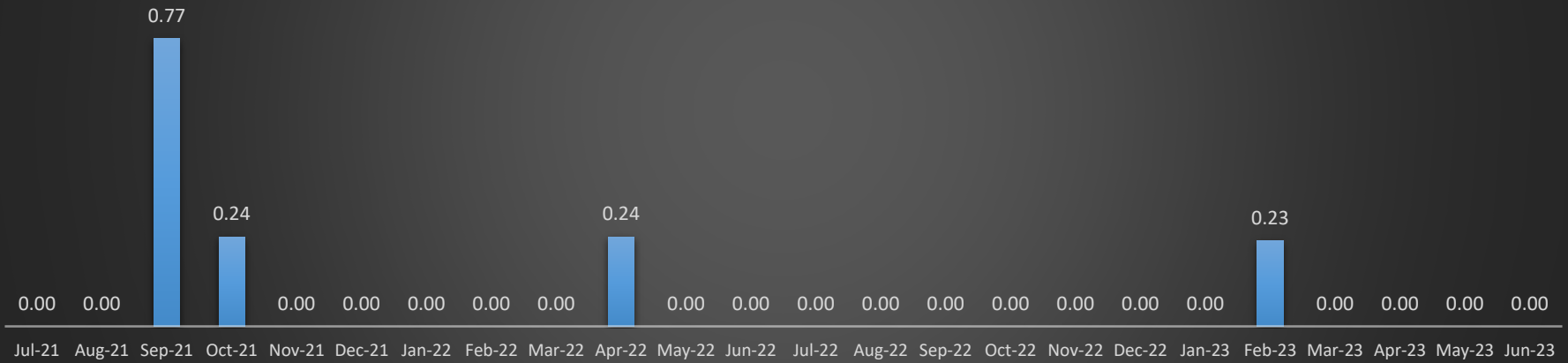


Onboard Incident Rate

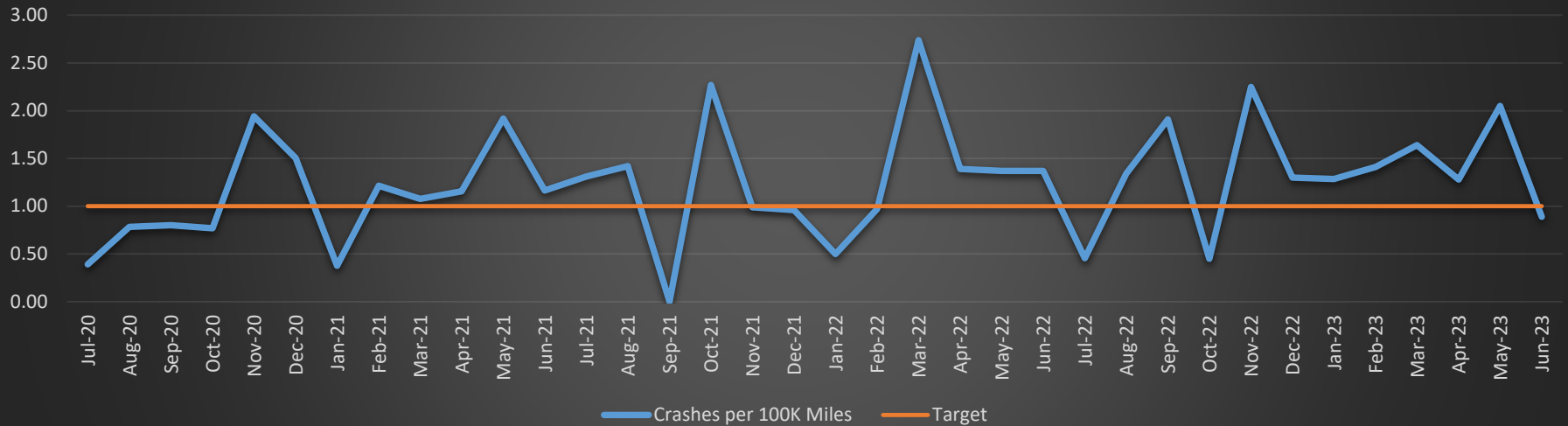


Operator Assault Rate

■ Rate per 100K Boardings



Preventable Vehicle Crashes per 100K Miles

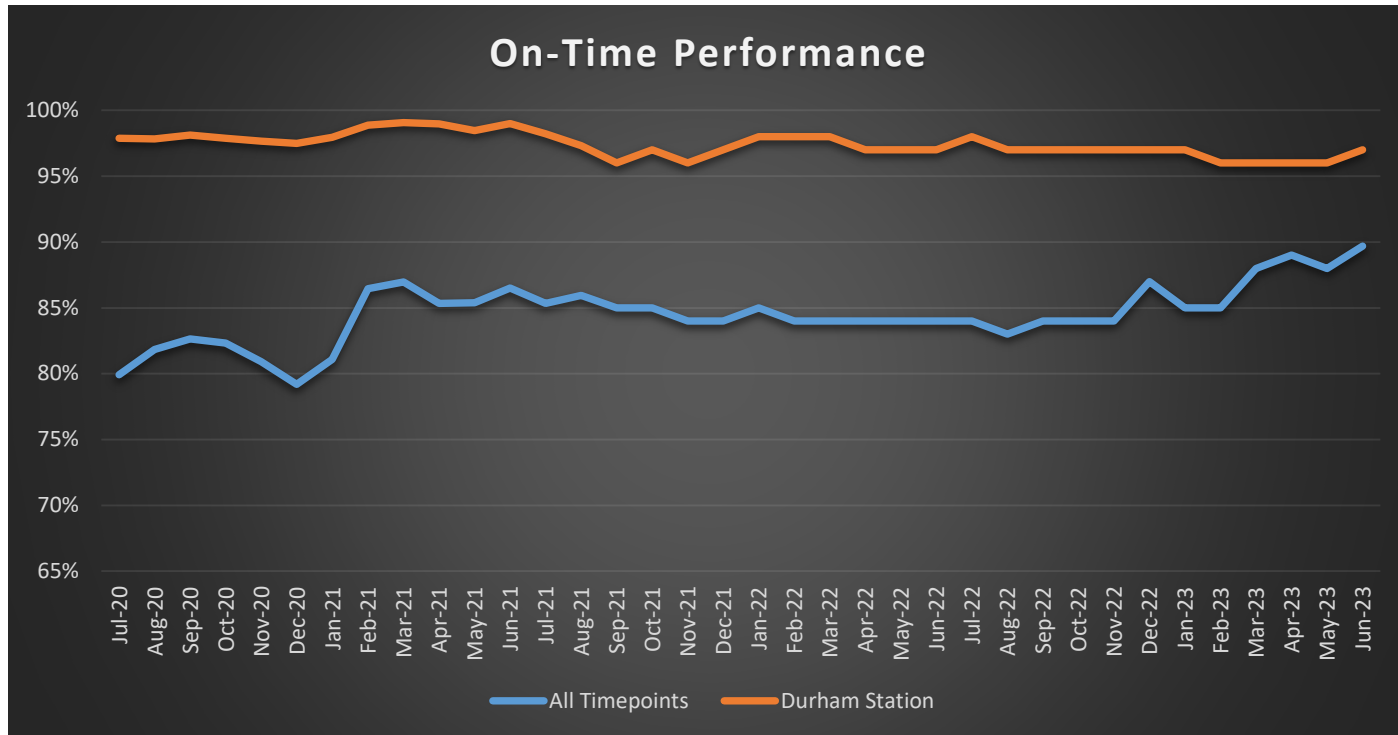




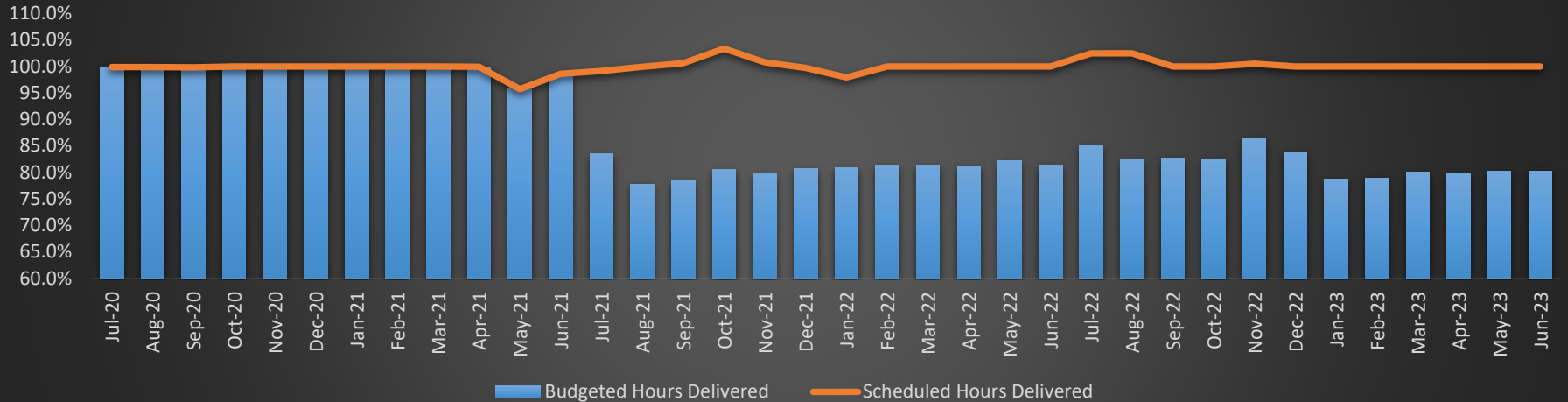
Reliability

Deliver Reliable Service	JUN 2023	FY 23 TOTAL	TARGET
On-Time Performance	90%	84%	≥ 90%
On-Time Performance at Durham Station	97%	97%	≥ 99%
First Timepoint On-Time Performance	N/A	N/A	-
Scheduled Revenue Hours Delivered	100%	100%	-
Budgeted Revenue Hours Delivered	80%	82%	-

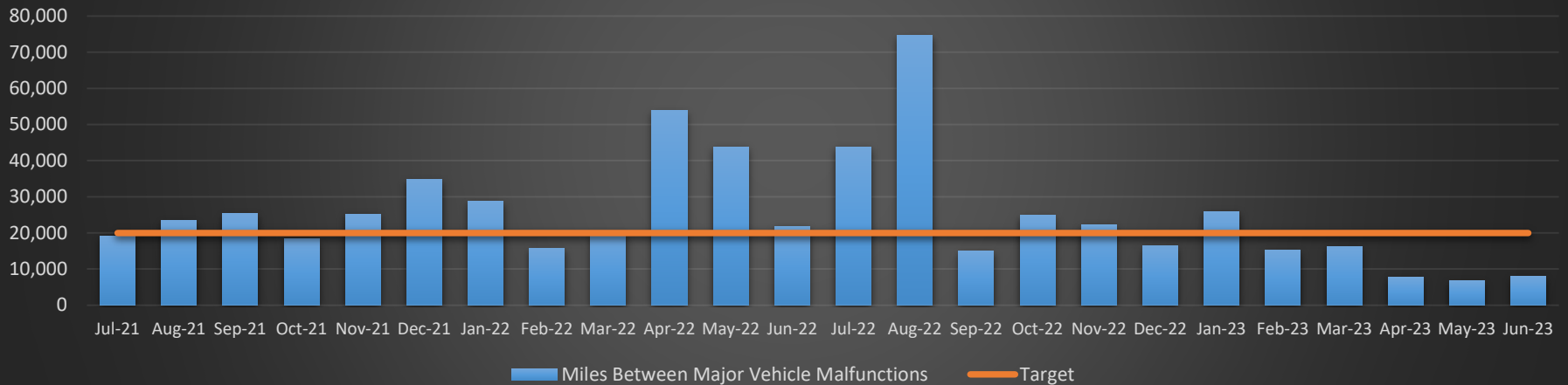
Maintain a Reliable Fleet	JUN 2023	FY 23 TOTAL	TARGET
Miles Between Major Mechanical Vehicle Failures	8,034	14,180	≥ 20,000
Preventative Maintenance Completed On Time	100%	100%	100%



Revenue Hours Delivered



Miles Between Major Mechanical Vehicle Malfunctions

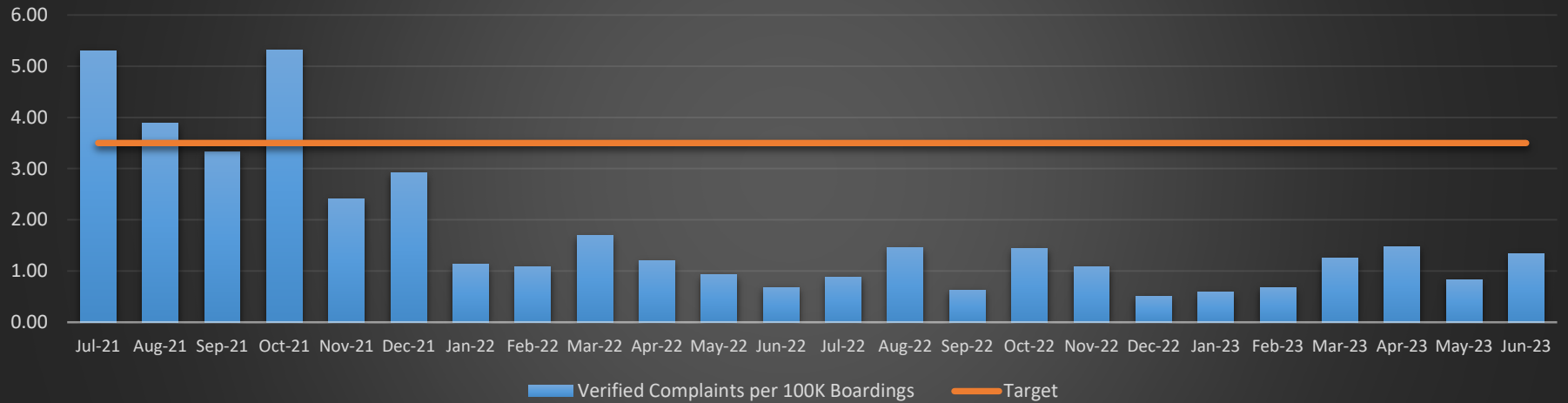




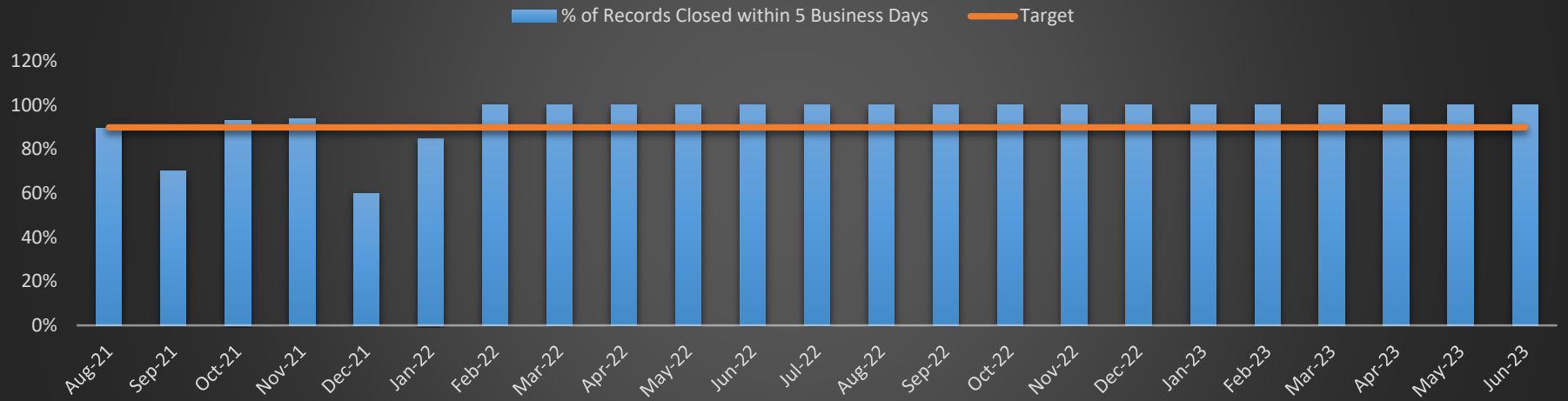
Customer
Service &
Satisfaction

Continually Reduce Unsatisfactory Passenger Experiences		JUN 2023	FY 23 TOTAL	TARGET
Verified Complaint Rate per 100K Passengers		1.33	1.00	≤ 3.50
ADA-Related Complaints		0	0	0
Ensure Timely Positive Interactions with Customers		JUN 2023	FY 23 TOTAL	TARGET
Complaint Response Timeliness Rate		100%	100%	≥ 90%

Customer Complaint Rate



Customer Response Rate





Efficiency &
Effectiveness

Provide Service Efficiently

**JUN
2023**

**FY 23
TOTAL**

Passengers per Revenue Hour

28.9

30.7

Provide Service Effectively

**JUN
2023**

**FY 23
TOTAL**

Operating Cost per Revenue Hour

\$183.92

\$152.42

Operating Cost per Trip

\$6.37

\$4.96

Maximize Ridership	JUN 2023	FY 23 TOTAL
Average Weekday Ridership	16,259	16,834
Average Saturday Ridership	13,870	13,682
Average Sunday Ridership	9,576	9,712

Fiscal Accountability	JUN 2023	TARGET
Annual Operating Budget Spend Rate	82.5%	≤ 100.0

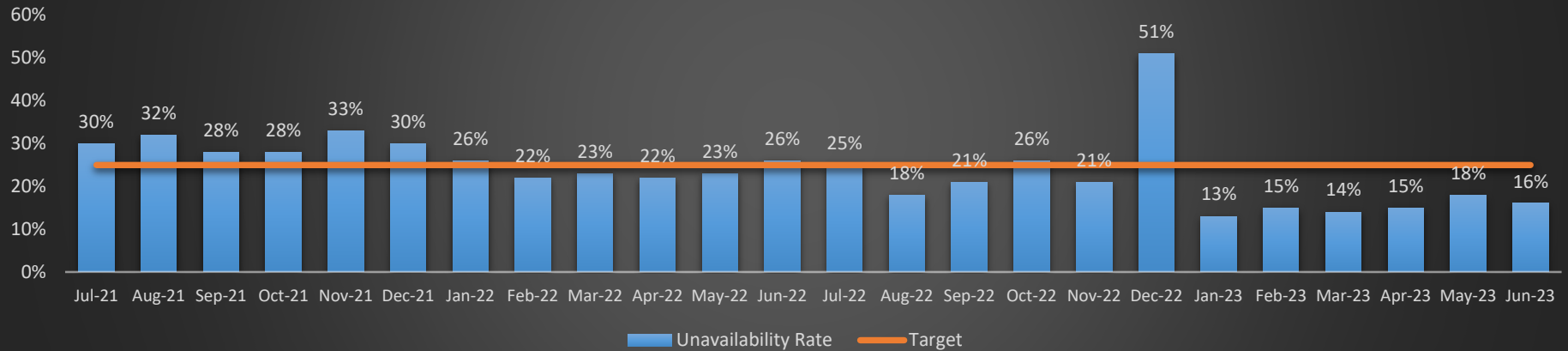


Operator Availability

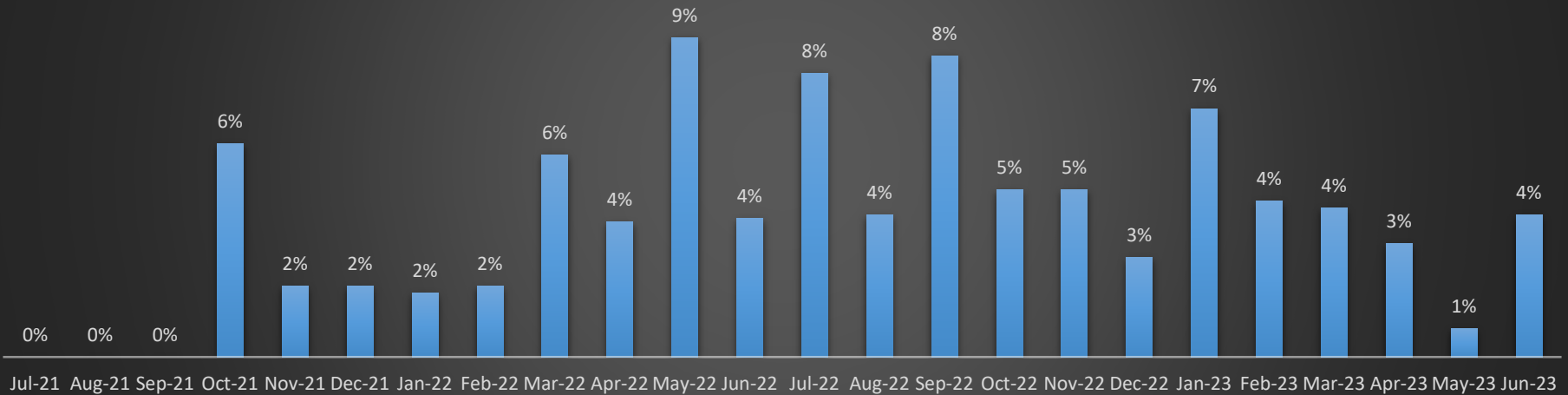
Effectively Manage and Mitigate Absences	JUN 2023	FY 23 TOTAL	TARGET
Operator Unavailability Rate	16%	18%	≤ 25%

Maintain Adequate Operator Staffing Levels	JUN 2023	FY 23 TOTAL	TARGET
Operator Turnover %	4%	23%	≤ 25%
Operator Attrition Rate	3.0	2.2	Less than New Operator In-Service Rate
New Operator In-Service Rate	5.0	3.6	Greater than Operator Attrition Rate

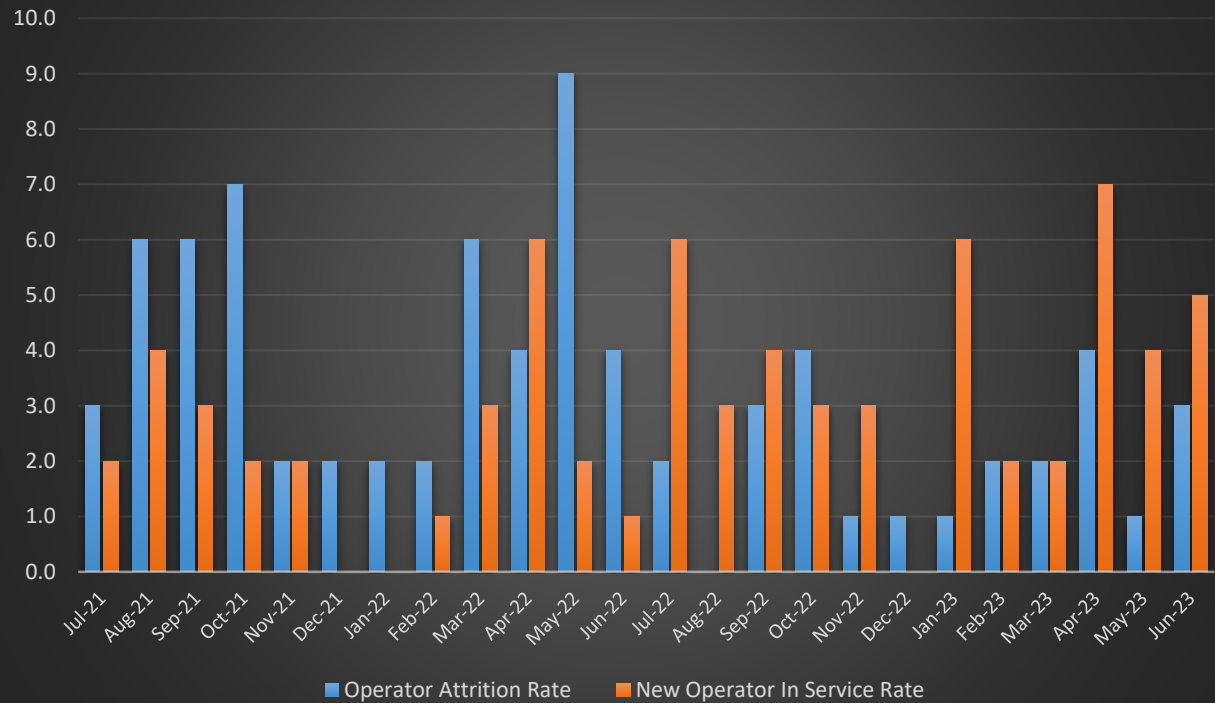
Operator Unavailability Rate (Absence Hrs / Platform Hrs)



Operator Turnover Percentage



Operator Attrition vs. New Operator



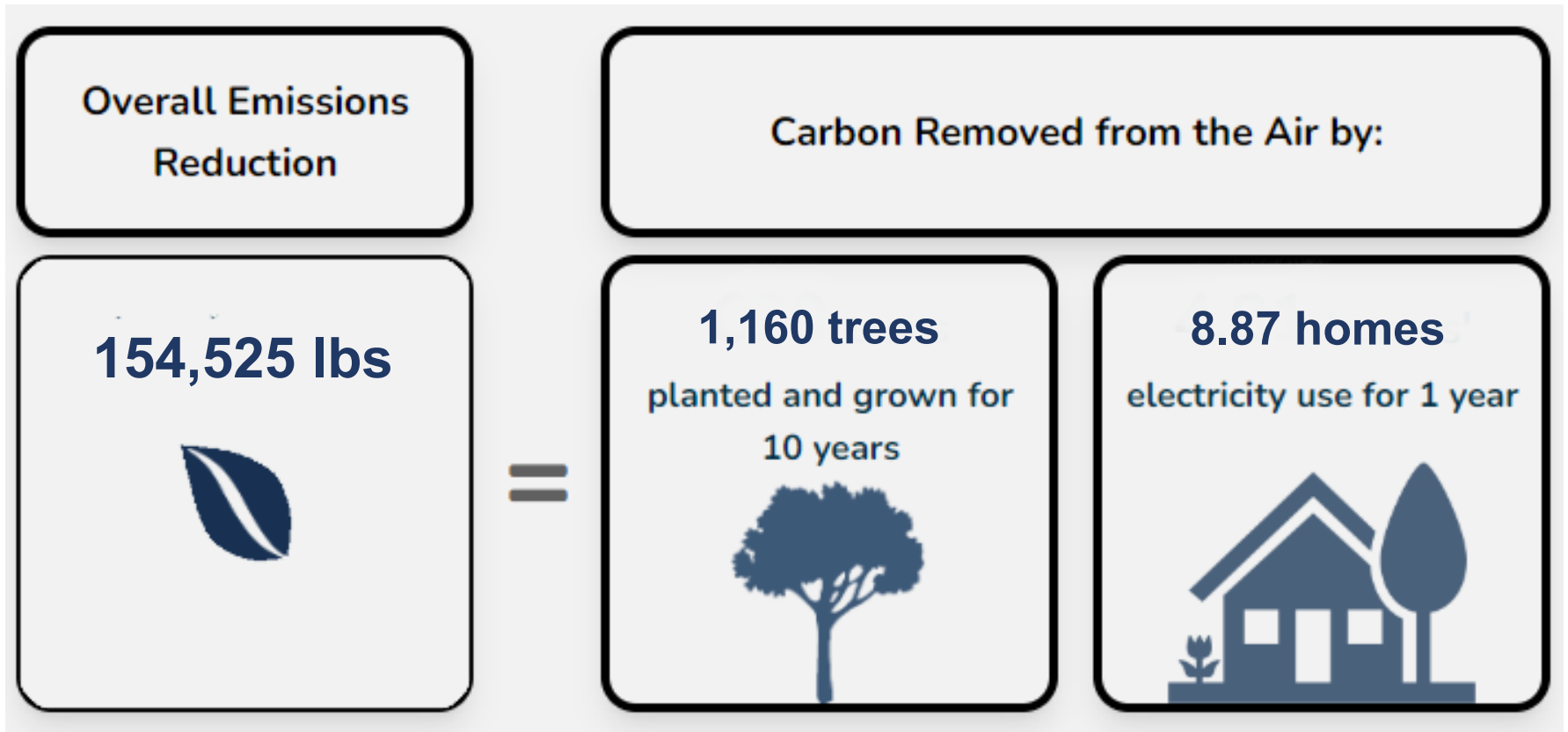


Electric Bus Performance



Electric Bus Performance (FY 2023)

Distance Traveled	36,018
Average Miles Traveled at 85% Charge	125 mi
Total Energy Used	94,301 kWh
Average Energy Used per Mile	2.62 kWh/mi



Source: Zero Emission Bus Resource Alliance KPI Dashboard

Appendix B.7:
FY23 GoDurham ACCESS Performance Summary



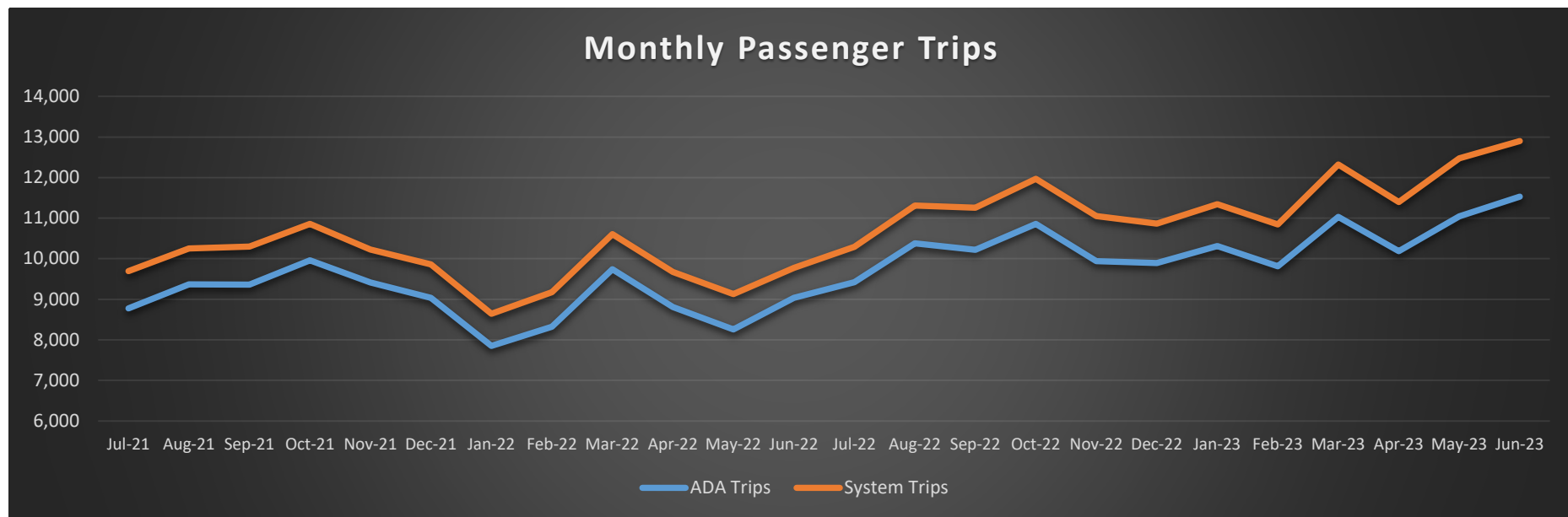
GoDurham ACCESS Performance Summary

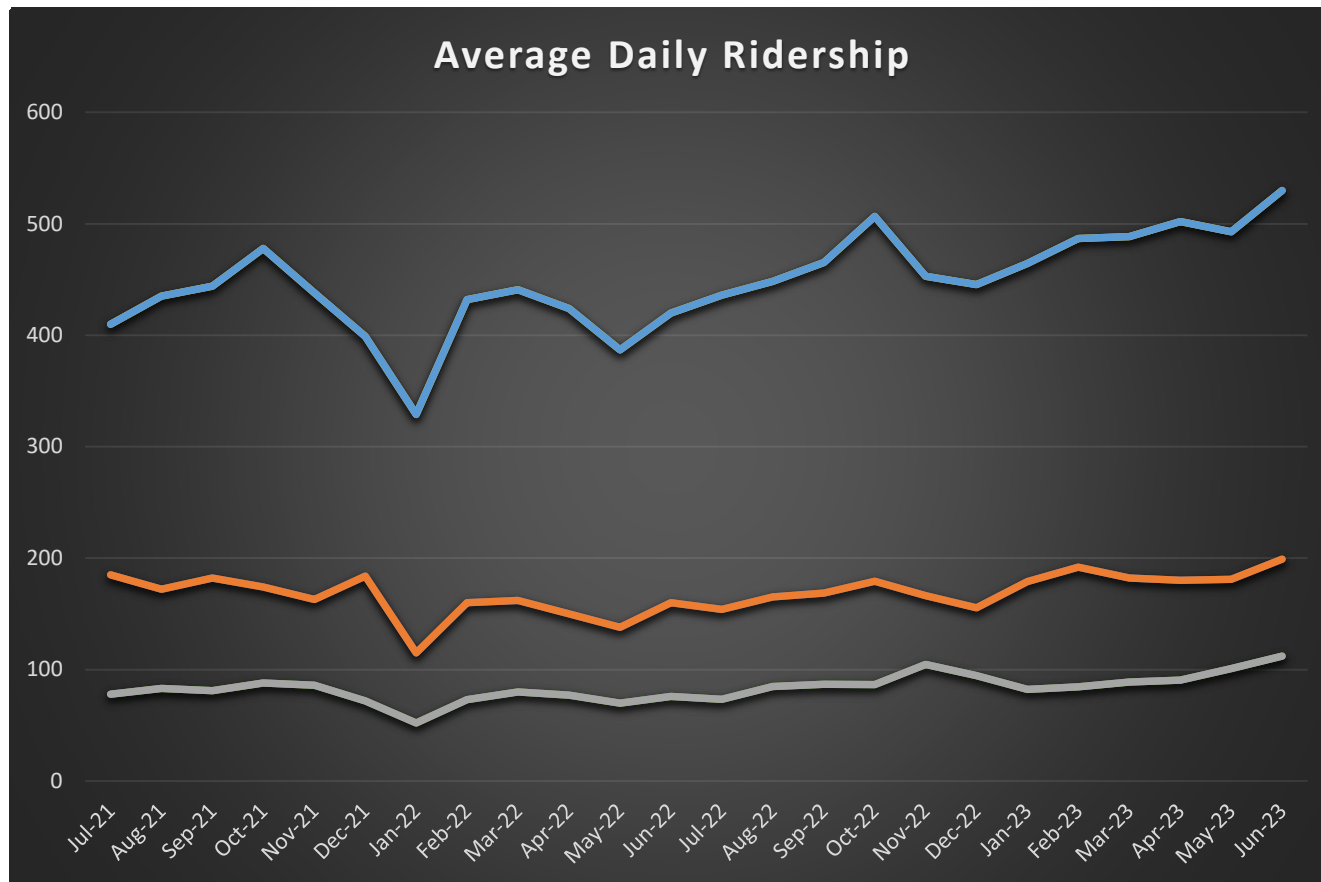
FY 2023



Ridership

Ridership Comparison	JUN 2023	JUN 2022	FY23 TOTAL	FY22 TOTAL
Total System Trips	12,901	9,775	138,030	118,194
Total ADA Paratransit Trips	11,530	9,038	124,628	107,934
Average Weekday Ridership	530	420	477	420
Average Saturday Ridership	199	160	175	162
Average Sunday Ridership	112	76	91	76



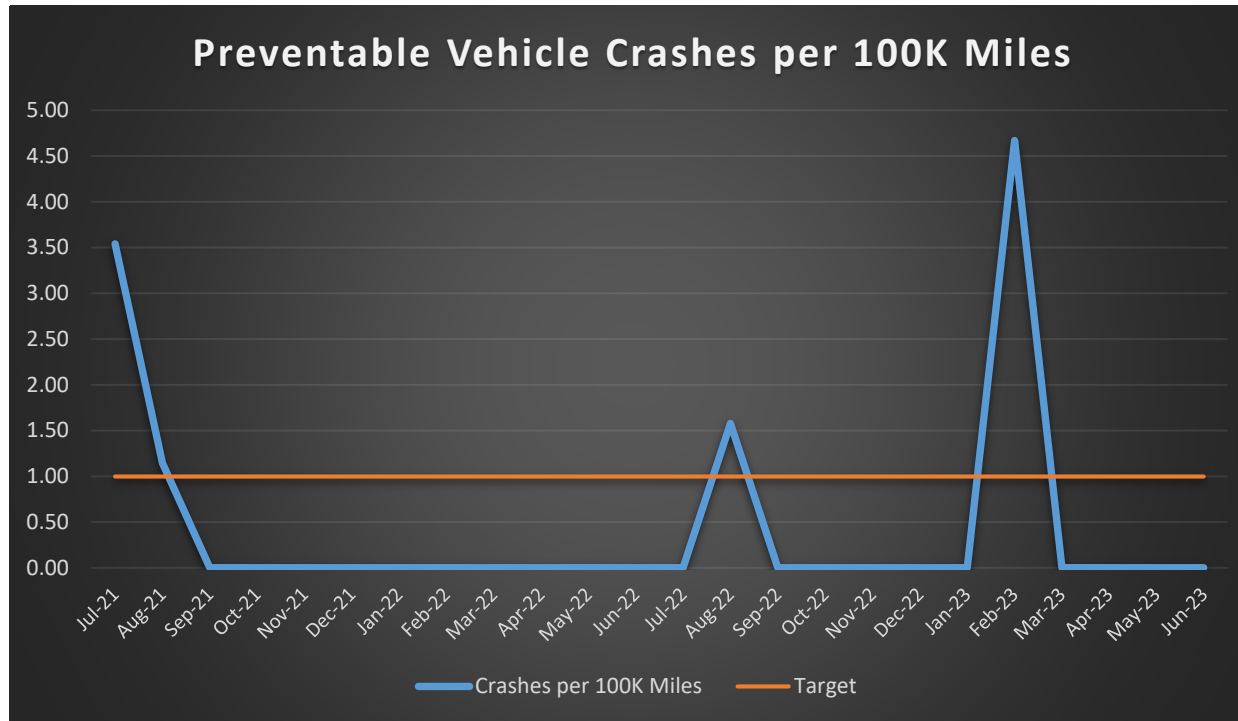




Safety

Ensure the Safety and Security of Employees and Passengers	JUN 2023	FY 23 TOTAL	TARGET
Onboard Incident Rate per 10K Passengers	0.00	0.14	0.00
Operator Assault Rate per 10K Passengers	0.00	0.00	0.00
Passenger Injury Rate per 10K Passengers	0.00	0.65	0.00

Continually Reduce Preventable Vehicle Crashes	JUN 2023	FY 23 TOTAL	TARGET
Preventable Vehicle Crashes per 100K Miles	0.00	0.05	≤ 1.00



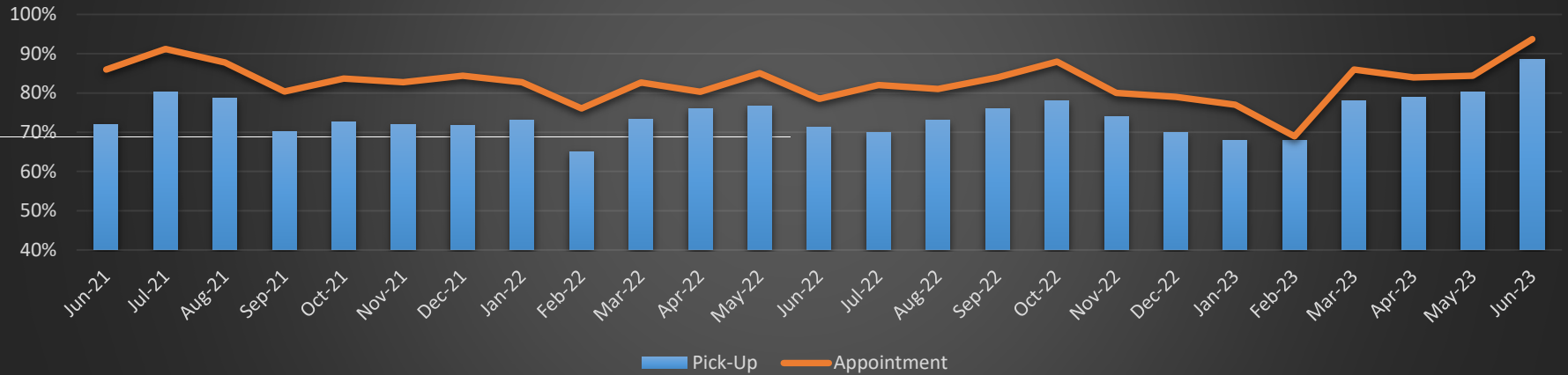


Reliability

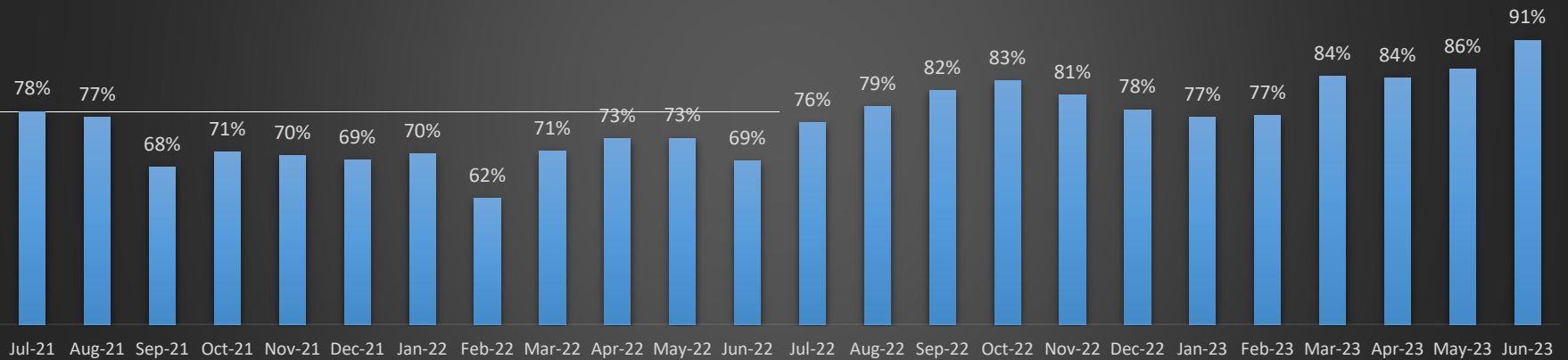
Deliver Reliable Service	JUN 2023	FY 23 TOTAL	TARGET
Pull-Out On-Time Performance	75%	84%	≥ 95%
On-Time Performance (Pickup)	91%	82%	≥ 95%
On-Time Performance (Drop Off)	94%	82%	≥ 95%
Missed Trip Rate	0.02%	0.07%	< 5.00%

Maintain a Reliable Fleet	JUN 2023	FY 23 TOTAL	TARGET
Miles Between Major Mechanical Vehicle Failures	81,675	66,108	≥ 12,500
Preventative Maintenance Completed On Time	100%	100%	≥ 99%

On-Time Performance (Directly-Operated Trips)



On-Time Performance (All Trips)

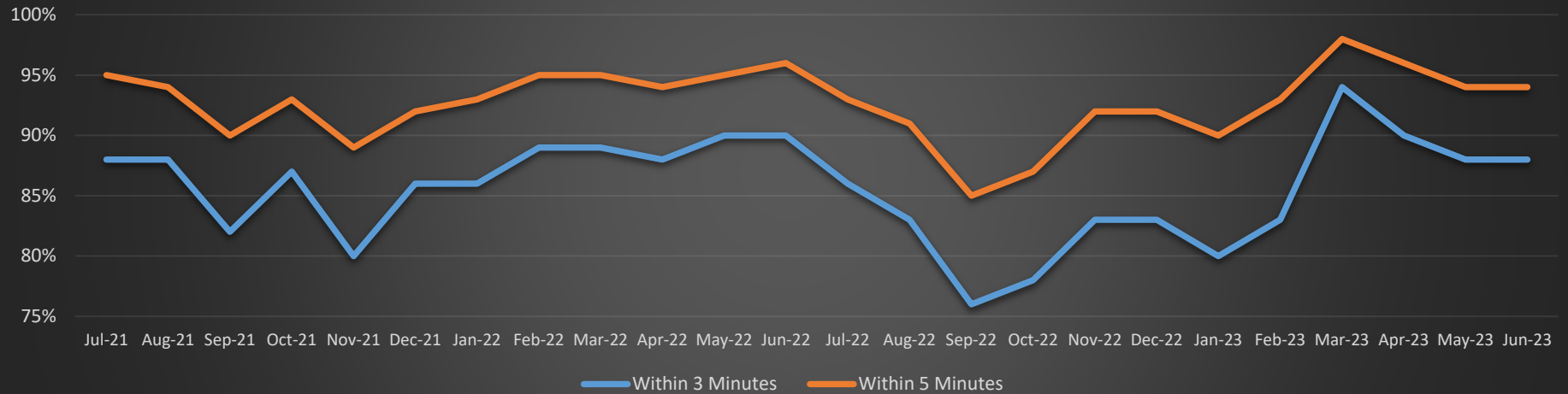




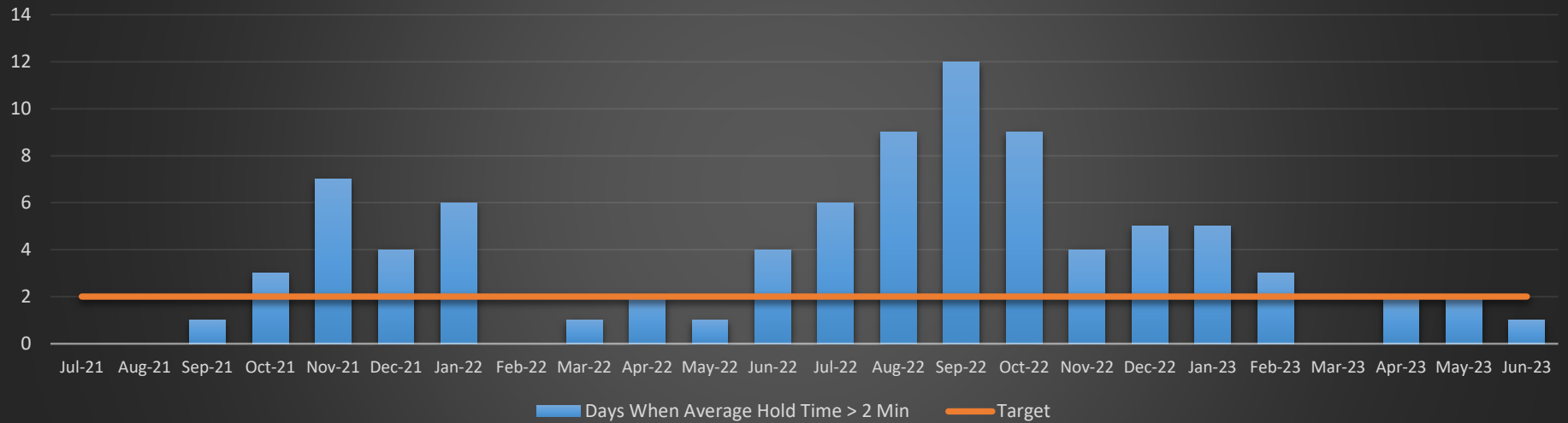
Customer
Service &
Satisfaction

Ensure Timely, Positive Interactions with Customers		JUN 2023	FY 23 TOTAL	TARGET
Phone Calls Answered in Less than 3 Minutes		88%	84%	≥ 95%
Phone Calls Answered in Less than 5 minutes		94%	92%	≥ 99%
Days when Average Hold Time Exceeded Target		1	5	≤ 2
Complaint Timeliness Response Rate		100%	100%	100%
Continually Reduce Unsatisfactory Passenger Experiences		JUN 2023	FY 23 TOTAL	TARGET
Verified Complaint Rate		0.08	0.35	≤ 1.00
ADA Complaints		0	0	0

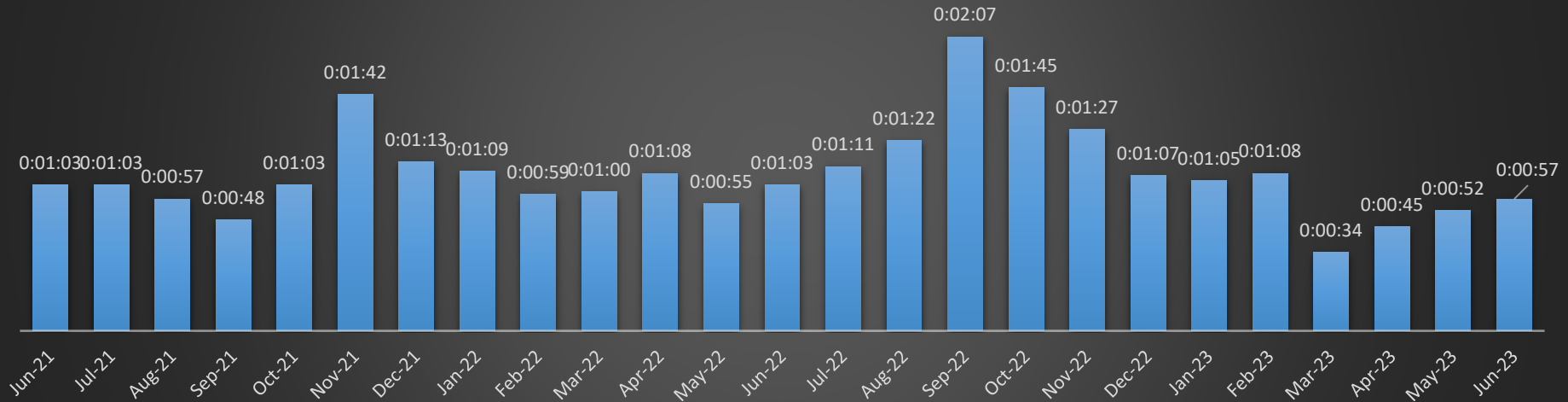
Phone Calls Answered



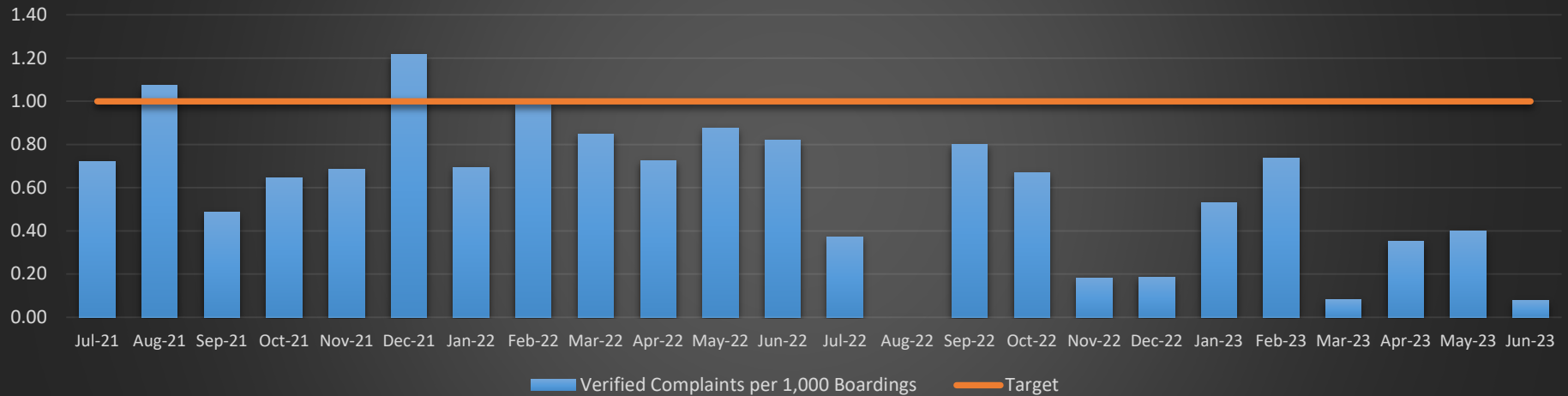
Days When Average Hold Time Exceeded Target



Average Hold Time



Customer Complaint Rate





Access

Provide Service When People Need It	JUN 2023	FY 23 TOTAL	TARGET
Trip Denial Rate	0.00%	0.03%	0.00%



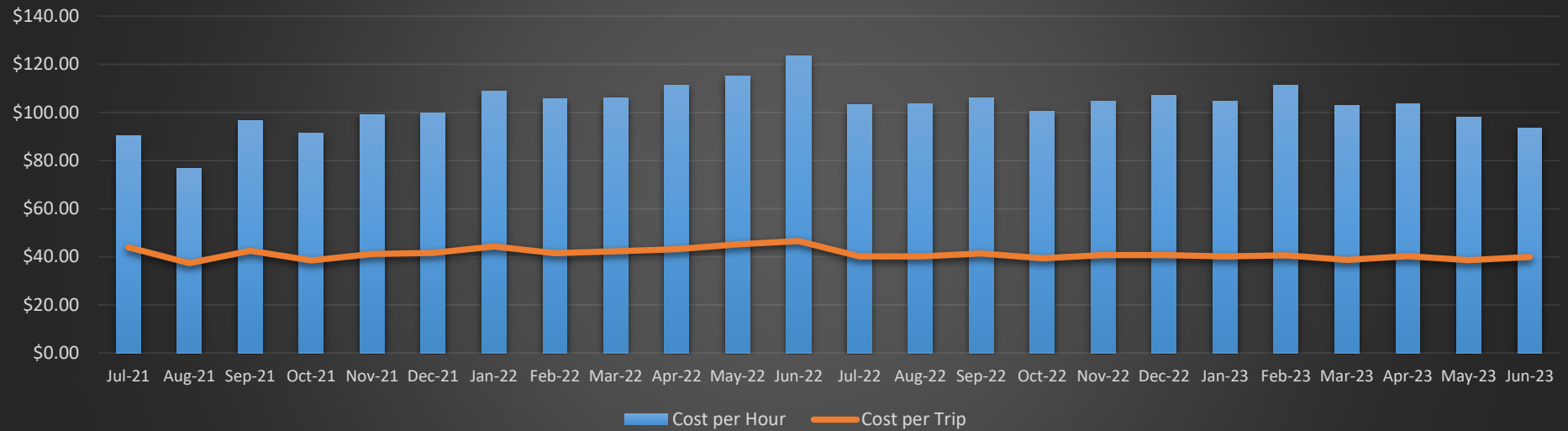
Efficiency &
Effectiveness

Provide Service Effectively	JUN 2023	FY 23 TOTAL	TARGET
Operating Cost per Revenue Hour	\$93.55	\$103.00	≤ \$104.87
Operating Cost per Boarding	\$39.96	\$40.04	≤ \$41.40
No-Show / Late Cancel Rate	5.87%	6.45%	≤ 5.00%

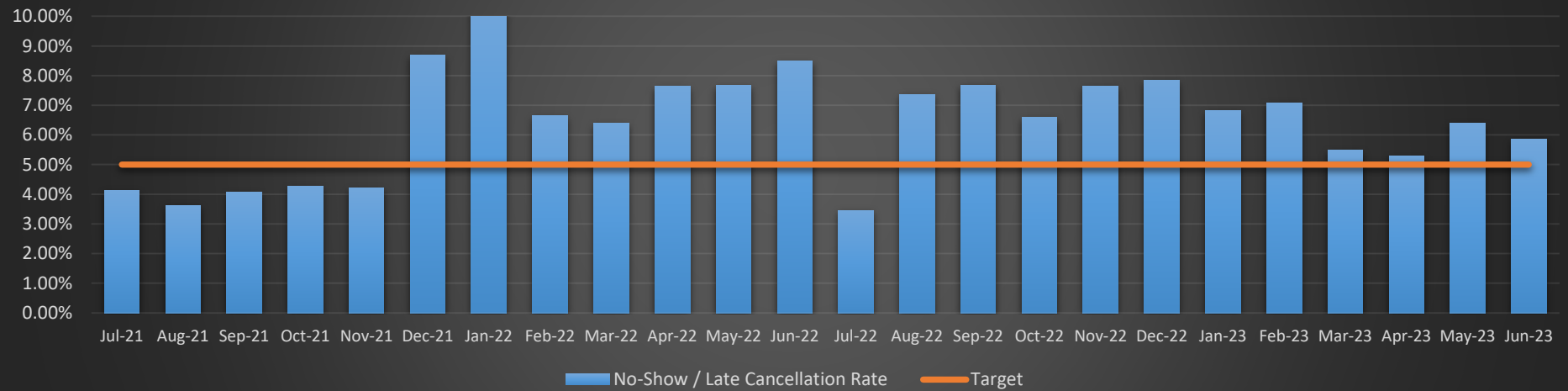
Provide Service Efficiently	JUN 2023	FY 23 TOTAL	TARGET
Passengers per Revenue Hour	2.34	2.57	≥ 2.10

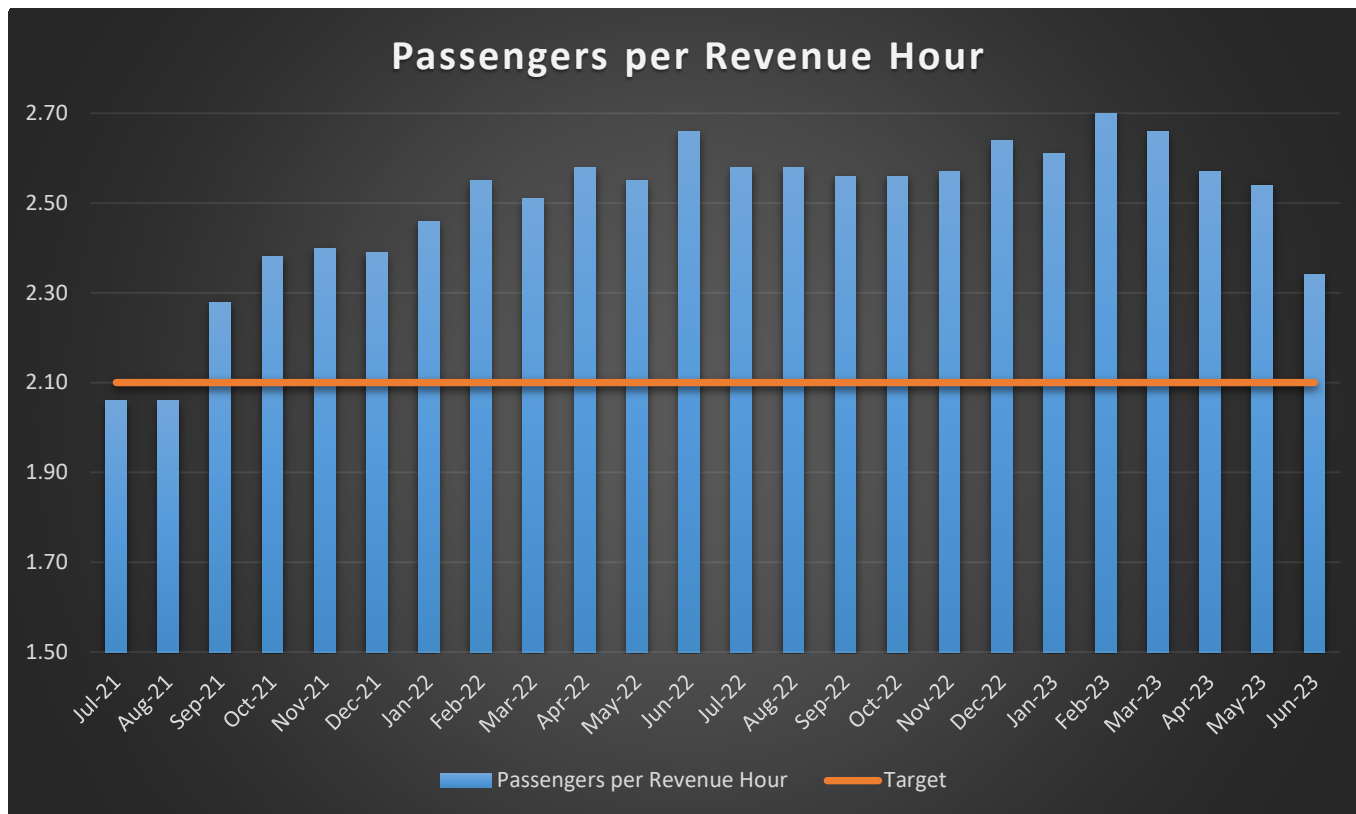
Adhere to Budget	FY 23 TOTAL	TARGET
Annual Operating Budget Spend Rate	95.8%	≤ 100.0%

Cost



No-Show/Late Cancellation Rate





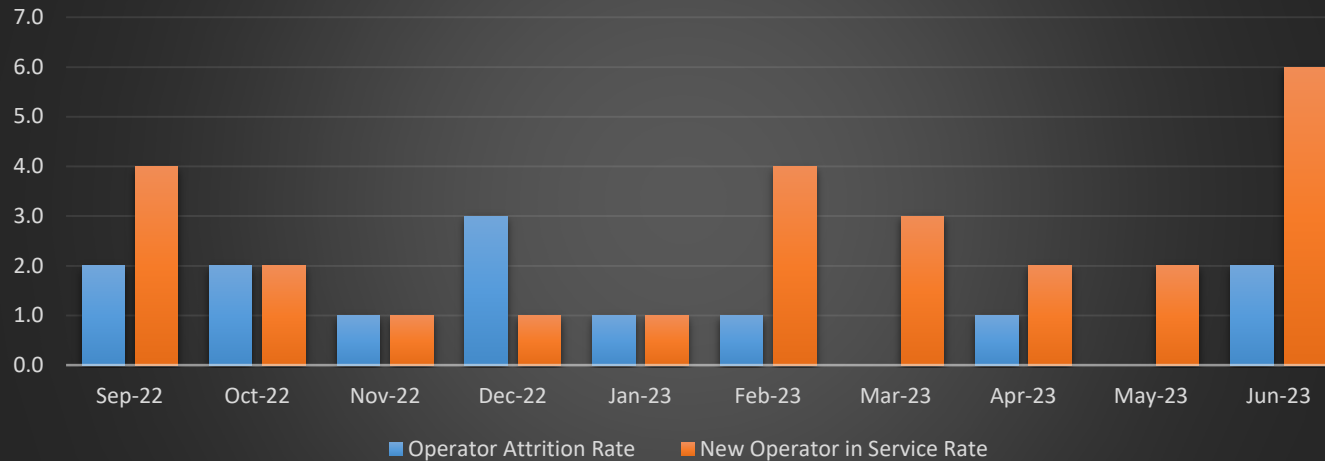


Operator Availability

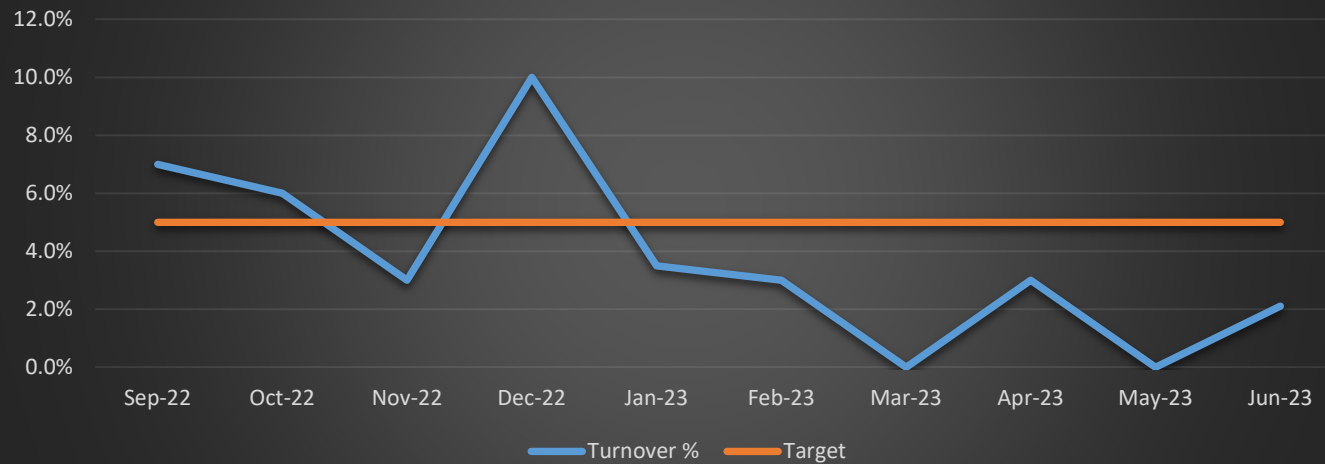
Effectively Manage and Mitigate Absences	JUN 2023	FY 23 TOTAL	TARGET
Operator Unavailability Rate	3.7%	8.1%	≤ 8.0%

Maintain Adequate Operator Staffing Levels	JUN 2023	FY 23 TOTAL	TARGET
Operator Turnover %	2.1%	3.8%	≤ 5%
Operator Attrition Rate	2.0	1.3	Less than New Operator In- Service Rate
New Operator In-Service Rate	6.0	2.6	Greater than Operator Attrition Rate

Operator Attrition vs. New Operator



Operator Turnover Percentage

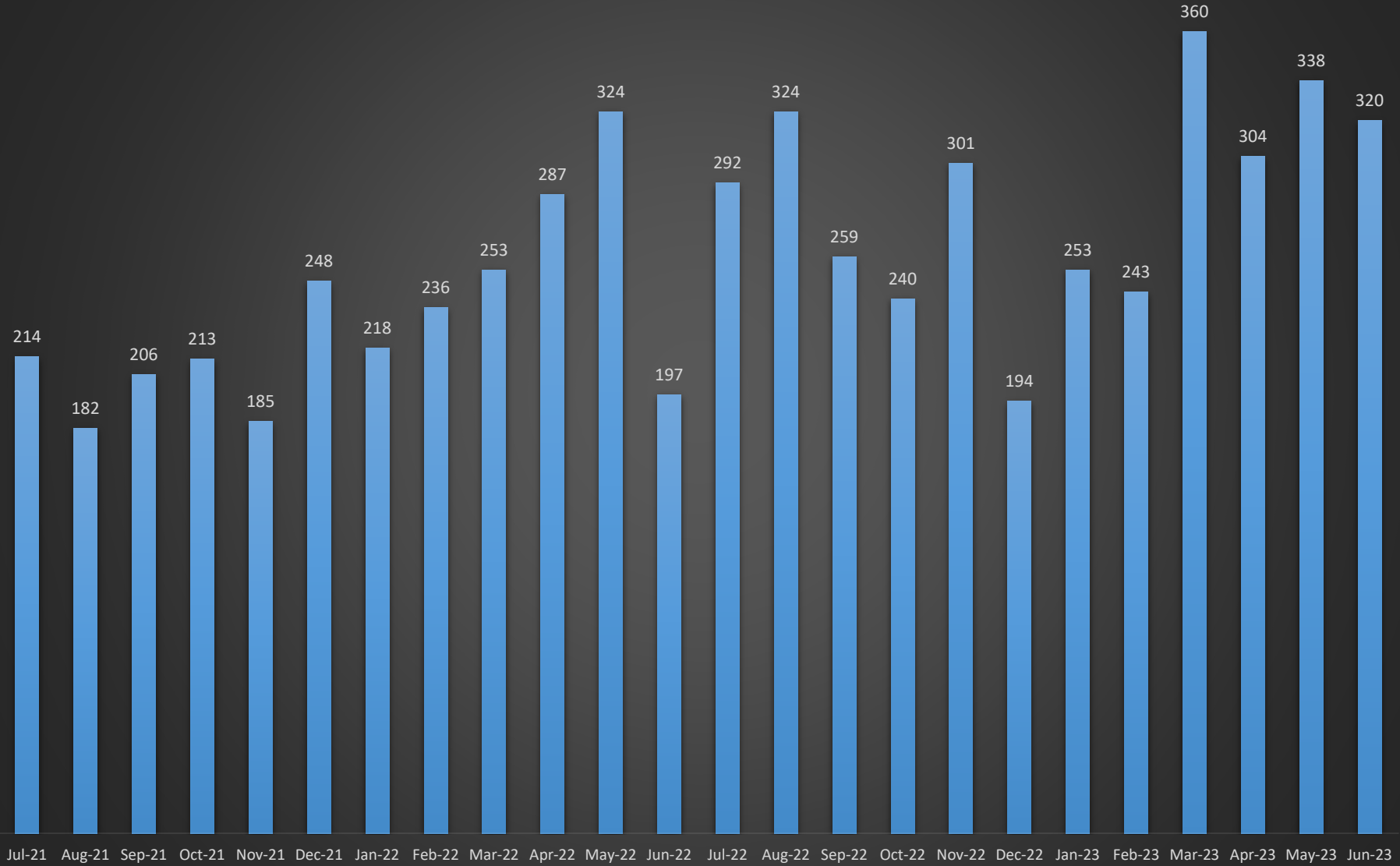




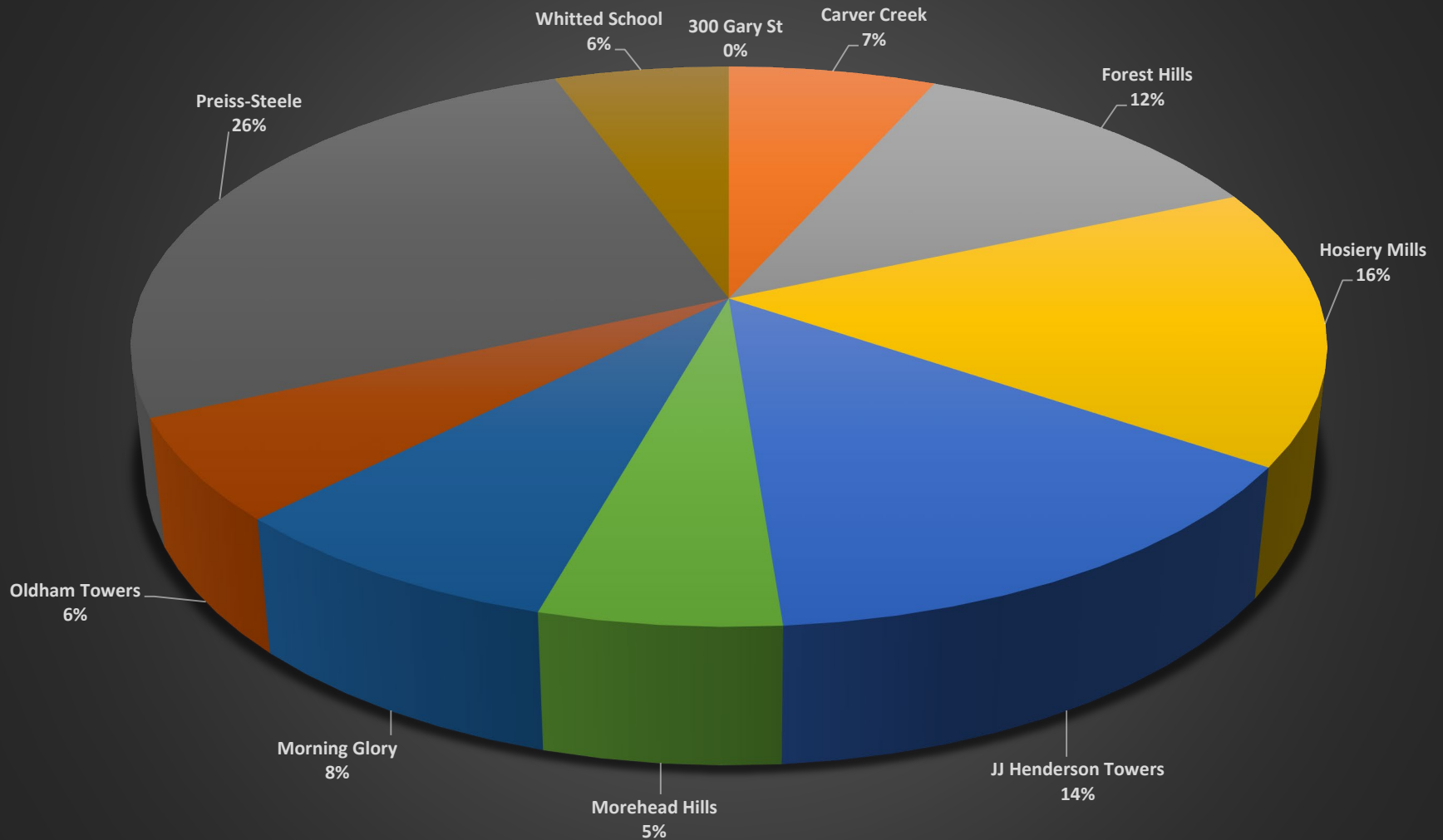
Senior
Shuttle

Senior Shuttle Ridership	JUN 2023	JUN 2022	FY23 TOTAL	FY22 TOTAL
Forest Hills / Whitted School	40	10	429	322
JJ Henderson / Morehead Hills	89	32	845	556
Preiss-Steele / Carver Creek	70	79	1,030	910
Morning Glory / Hosiery Mills	98	76	864	975
500 E Main Street / 300 Gary St	23	-	260	-
TOTAL	320	197	3,428	2,763

SENIOR SHUTTLE MONTHLY TRIPS



Trip Distribution by Origin





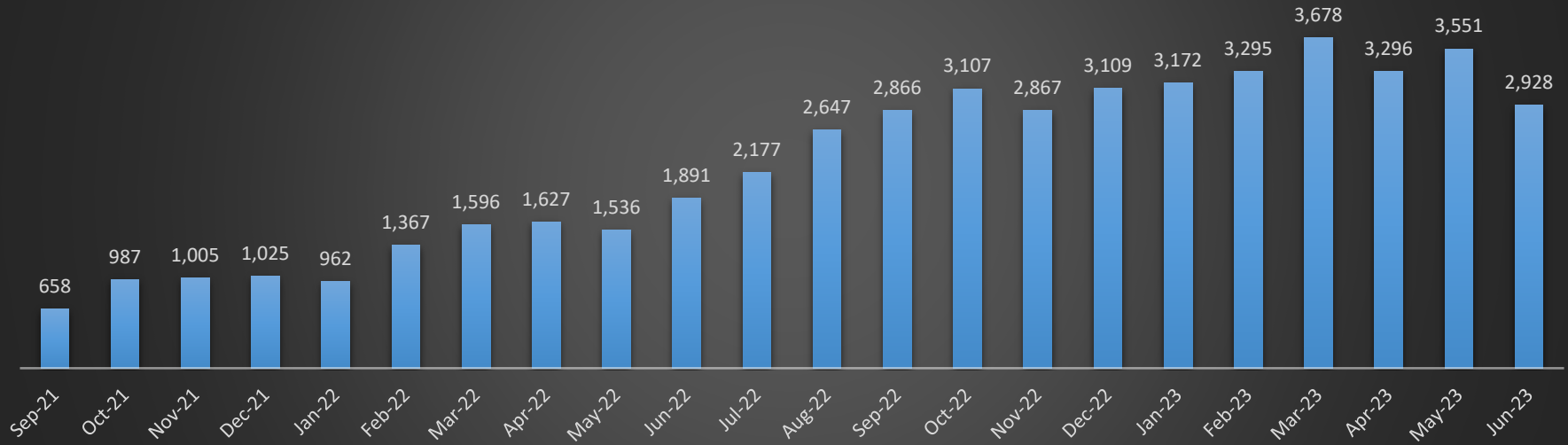
Durham

ACCESS

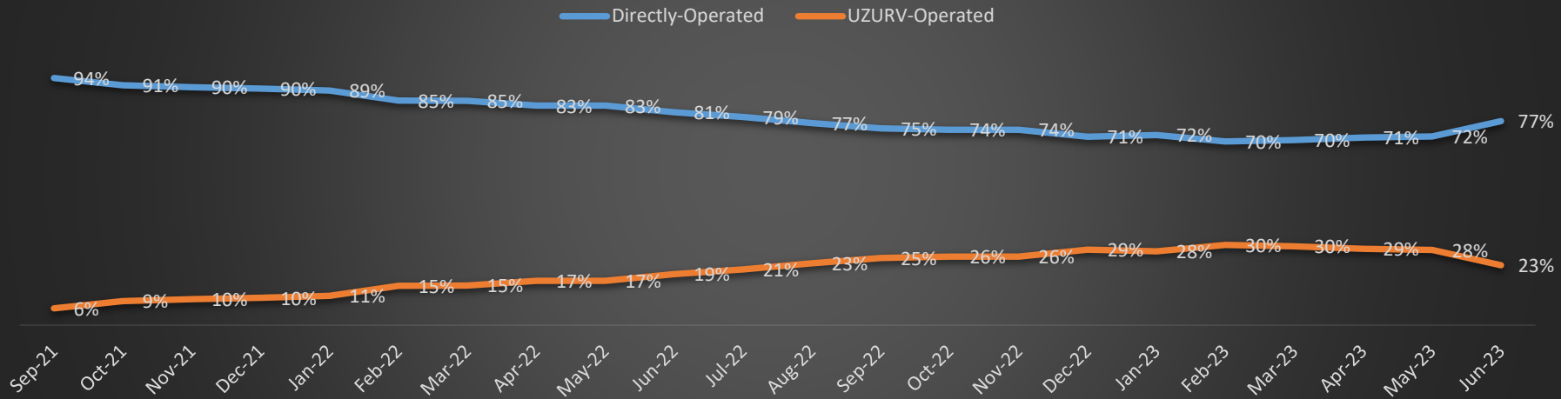
POWERED BY UZURV®

UZURV	JUN 2023	FY 23 TOTAL
TOTAL TRIPS	2,928	36,692
• ADA Trips	2,402	30,715
• County-Funded Trips	526	5,977
Average Daily Trips (Weekday)	113	119
Average Daily Trips (Saturday)	84	77
Average Daily Trips (Sunday)	25	32
Average Trip Time	15 min	15 min
Average Trip Distance	7.5 mi	7.6 mi
Average Cost per Trip	\$24.76	\$25.14
On-Time Performance (Pick-Up)	97.9%	98.5%
Average Weekday Active Drivers	49	44

UZURV-Operated Trips

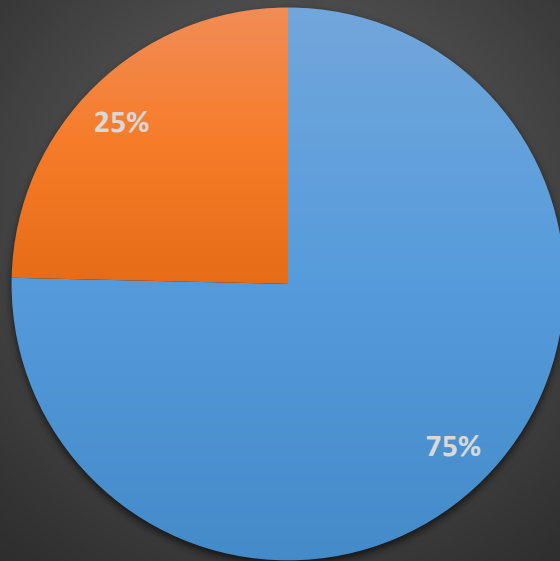


Trip Distribution by Provider



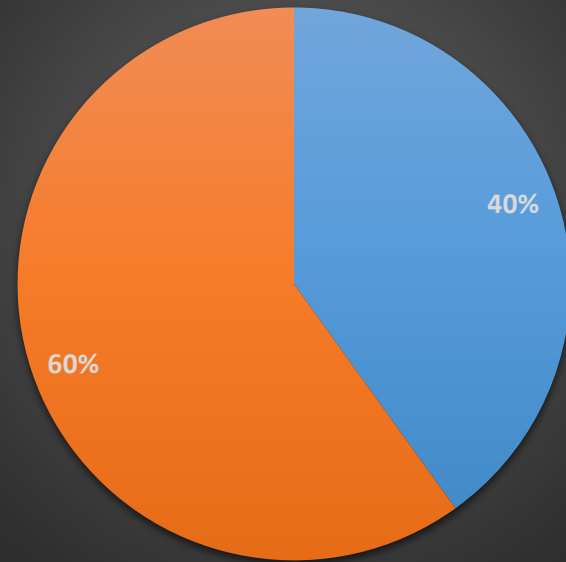
ADA Trips by Provider

■ ADA (Dedicated) ■ ADA (UZURV)



County Trips by Provider

■ County (Dedicated) ■ County (UZURV)



Appendix B.8: Vehicle Types

Rolling Stock Status Report - GoDurham			
Last Updated: October 1, 2023			
Veh Year	Make/Model	Status	Quantity
2008	Gillig 40Ft Low-Floor Bus	Active	6
2017	Gillig 40Ft Low-Floor Bus	Active	12
2018	Gillig 40Ft Low-Floor Bus	Active	3
2019	Gillig 40Ft Low-Floor Bus	Active	4
2021	Gillig 40Ft Low-Floor Bus	Active	8
2010	Gillig 40Ft Low-Floor Hybrid Bus	Active	17
2012	Gillig 40Ft Low-Floor Hybrid Bus	Active	5
2021	Gillig 40Ft Low-Floor Electric Bus	Active	2
2023	Gillig 40Ft Low-Floor Electric Bus	Inactive	6

Rolling Stock Status Report - GoDurham ACCESS			
Last Updated: October 1, 2023			
Veh Year	Make/Model	Status	Quantity
2016	Dodge Caravan Low Floor Minivan	Active	1
2021	Ford E&C 22ft LTV	Active	6
2022	Ford E&C 22ft LTV	Active	12
2014	Ford High Top Van	Retired-Leased	1
2016	Ford Senator II 20ft LTV	Active	10
2017	Ford Starcraft 22ft LTV	Active	5
2018	Ford Starcraft 22ft LTV	Active	6
2019	Ford Starcraft 22ft LTV	Active	10
2016	Ford Transit Van	Active	1

Appendix C:
Service Changes, Public Engagement Summary, and
Service Change Standards

Appendix C.1:
List of Service Changes and Service Change Memo

GoDurham Service Changes in FY21-FY23

The following service changes occurred between July 1, 2020 and June 30, 2023. Supporting documentation about the service change details, public engagement, and required approvals or notifications are provided.

- Fiscal Year 2021
 - Oct 17, 2020
- Fiscal Year 2022
 - July 25, 2021
 - Nov 10, 2021 – operational change only, no supporting materials
- Fiscal Year 2023
 - July 16, 2022
 - Oct 29, 2022
 - Feb 18, 2023 - operational change only, no supporting materials
 - June 24, 2023

GoDurham Recommended Service Changes for October 17, 2020

July 21, 2020

Durham Service Change Standards

The City of Durham contracts with GoTriangle to provide service change recommendations that improve the efficiency and productivity of the GoDurham services. Per the contract, the City of Durham will make decisions about whether or not to implement the recommendations.

If a service change affects more than 150 daily passenger boardings, at least 25% of any individual route's daily passenger boardings or at least 25% of a route's daily route miles or hours, it is classified as a **significant service change**. The City Manager must approve significant service changes to be implemented. If a service change has a lesser impact, it is classified as **minor service changes**, and the approval of the Director of Transportation is required.

Overview

In an effort to complete the implementation of the GoDurham Short Range Transit Plan and respond to the recommendations of the GoDurham Onboard Survey Report GoTriangle proposes service changes for consideration by the City of Durham:

Significant service change (to be approved by the City Manager)

1. Route 5, 12 and 12B– Routing changes to allow 15-min frequency on Route 5 from current 30-min. The service changes will affect more than 150 passenger boardings.
2. Route 1, 2 and 4 – 30-min frequency Night, Sunday and Holiday service from current 60-min. The service changes will affect more than 150 passenger boardings and the increase in revenue hours nears 25 percent.

Minor service change (to be approved by the Director of Transportation)

3. Route 8 – 30-min frequency Saturday service from current 60-min
4. Route NHS – Extension of Northern High School shuttle service to non-school days
5. Route 2 – Extension of service on Stirrup Creek Rd on selected trip to provide access for workers
6. Route 10 – Pickup at Garrett Rd on earliest inbound trip of the day at 5:30 AM

Summary of Proposed Changes

The following table shows the routes, descriptions, and budget impact of the six proposed changes. All costs for additional service are included in the FY21 Durham Transit Work Plan and will be funded entirely through the Triangle Tax District. As described above, only items #1 and #2 require approval by the City Manager. Items #3-6 have been approved by the Director of Transportation. Analysis of the rider demographics shows that these changes will disproportionately benefit minority and low-income riders. Nearly 90% of GoDurham riders come from minority racial or ethnic groups, compared to 58% in Durham County. For low-income, we use a percentage of the Area Median Income (AMI) for the Durham-Chapel Hill Metro Area (2016) for a family of four. The City of Durham's affordable housing policies¹ focus on providing resources to families below 50% of AMI, or \$35,350 for a family of four. While not an exact comparison, for low-income estimation purposes, more than 80% of GoDurham riders report incomes below \$35,000.

¹ Additional information on use of AMI for affordable housing available at:
<https://durhamnc.gov/DocumentCenter/View/28819/Affordable-Housing-Goals>

Summary of GoDurham Proposed Changes for August 17, 2020

Change #	Route(s)	Description	Cost (\$ in 000s)	Net Increase
1	5, 12 and 12B	15-minute service frequencies improved from 30 minutes	\$1,066 ²	1% (Route 5/5K) 5% (Routes 12/12B)
2	1	30-min frequency Night, Sunday and Holiday service from current 60-min	\$249	18%
	2		\$925	23%
	4		\$249	22%
3	8	30-min frequency Saturday service from current 60-min	\$75	7%
4	NHS	Extension of Northern High School shuttle service to non-school days	Budget neutral – absorbed within schedule adjustments	n/a
5	2	Extension of service on Stirrup Creek Rd on outbound 6:45 AM trip to provide access for workers	Included in Item #2 above	Included in Item #2 above
6	10	Pickup at Garrett Rd on earliest inbound trip of the day at 5:30 AM	Budget neutral – absorbed within schedule adjustments	n/a
Total			\$2,566	5%

² The amount incorporates previous improvements funded through the Durham County transit tax district. This project reallocates service and does not include any additional funding from current service levels.

Racial and economic breakdowns by route

The GoDurham Onboard Survey 2017 – Route Profiles produced route specific demographic and socio-economic data. Below are two tables, showing the ethnicity and household income information specific to the routes which are subject to significant service change.

Ethnicity		Route					System-wide ³	Durham ⁴
		1	2	4	5	12		
African American		65%	74%	68%	78%	79%	65%	37%
Asian		2%	0%	0%	2%	0%	7%	4%
Hispanic		9%	9%	10%	5%	6%	6%	13%
White		15%	14%	18%	6%	2%	16%	42%
Native American		1%	3%	2%	2%	2%	1%	<1%
Other/multiracial		8%	1%	3%	7%	11%	4%	3%

Household income		1	2	4	5	12	System-wide	Durham ⁵
		1	2	4	5	12	System-wide	Durham ⁵
Less than \$10,000		35%	49%	40%	36%	48%	39%	8%
\$10,000-\$14,999		18%	12%	13%	12%	9%	17%	5%
\$15,000-\$19,999		4%	7%	2%	5%	3%		6%
\$20,000-\$24,999		15%	17%	16%	17%	14%	26%	5%
\$25,000-\$34,999		11%	6%	9%	13%	11%		11%
\$35,000-\$49,999		6%	2%	7%	4%	9%	8%	14%
\$50,000-\$74,999		4%	6%	12%	5%	3%	11%	18%
\$75,000-\$100,000		3%	1%	1%	4%	3%		12%
More than \$100,000		3%	1%	0%	2%	0%		22%

Proposed Change #1. Route 5, 12 and 12B– Routing changes to allow 15-min frequency on Route 5 from current 30-min

Currently, the 15-min frequency corridor ends at Fayetteville Rd at Stratford Lakes Dr with the combination of Route 5 and 5K service. GoTriangle proposes to implement the almost revenue-neutral scenario included in the GoDurham Short Range Transit Plan (SRTP - approved by Durham City Council in June 2019) regarding the extension of the 15-min frequency on the entire Route 5 (including Streets at Southpoint) until 7pm on weekdays and Saturdays instead. As a result, and in an effort to limit the

³ Onboard Survey of GoDurham Customers 2019

⁴ Durham figures are for Durham County, from City-County Planning, 2016, Hispanic and Non-Hispanic By Race, available at: <https://durhamnc.gov/386/Demographics>

⁵ 2012-2016 American Community Survey

incremental cost of the change, Route 5K would be discontinued together with the Stratford Lakes Dr stop. In addition, the Renaissance Center, NC-751, and NC-54 sections would be eliminated from Route 5. The eliminated sections will be served by Route 12 instead with a lower frequency of service (60-min). A new stop and relocated park-and-ride spaces at Renaissance Pkwy at Southpoint Mall, scheduled to begin service through temporary detours on August 3, 2020, will be formally included in this service changes package.

Because Route 12 would serve Renaissance Center, NC-751 and NC-54 at all times and complete the full roundtrip in two hours, the South Alston Ave / NC-55 loop at Falls Pointe Apartments that is currently part of its routing would be served by Route 12B instead during the daytime.

Budget details

The service expansion project was included in the FY21 Durham Transit Work Plan and its cost will be funded entirely through the Triangle Tax District. The total estimated cost of the project for Route 5 Improvements (Request ID 18DCI_TS1) is \$1,066,000, inclusive of previous improvement efforts.

The project will add 0.71 revenue hours of daily service on route 5 and 2.18 on route 12+12B Monday through Saturday and 2.28 percent on route 5 and 4.5 percent on route 12 on Sunday, corresponding to an overall increase of 1 percent in service on route 5 and 5 percent on route 12+12B.

Please refer to the attached *FY2021 GoDurham Revenue Hour by Route – before and after Fall service changes v2* for more information.

Alternatives

Maintaining the current service level would delay the implementation of the SRTP and deprive the southern section of the Fayetteville Rd corridor (including Southpoint Mall) of frequent service, but would retain 30-min service in the NC-751 / NC-54 section of current Route 5.

Public Outreach and Comment

During the public outreach phase, GoTriangle collected several comments related to this service change. Four were very favorable to the increase in frequency on route 5; two were about the discontinuation of the one-seat bus service between the South Alston Ave / NC-55 area and NC-54 west of NC-55; and one expressed concern for the reduction of frequency in the NC-751 / NC-54 section. Additional effort to target the NC-751 / NC-54 section with online outreach has been put in place.

Proposed Change #2. Route 1, 2 and 4 – 30-min frequency Night, Sunday and Holiday service from current 60-min

Starting January 27, 2020, five GoDurham routes/corridors (2/12, 3/3B, 5, 10 and 11/11B) run every 30 minutes after 7pm on weekdays and Saturdays, and all day on Sundays and holidays (hereafter referred to as “Sunday”). With the proposed addition of frequency on night/Sunday/holiday service for route 1, 2 and 4, GoDurham would provide 30-minute service on eight (8) routes/corridors.

Improving service frequency on Sundays is tied for third as the most important system improvement to make according to the 2019 GoDurham Customer Satisfaction Survey; a remarkable outcome given that not all respondents ride the bus on Sundays.

Funding for these changes has been included in the recommended FY21 Durham County Transit Work Plan.

Budget details

Three separate service expansion projects were included in the FY21 Durham Transit Work Plan – one for each route, and their cost will be funded entirely through the Triangle Tax District.

The total estimated cost of the project for Route 1 Improvements (Request ID 21DCITS1) is \$248,900.

The total estimated cost of the project for Route 2 Improvements (Request ID 20DCITS12) is \$924,800 but only \$363,694 are associated with the proposed changes (inclusive of partial addition of revenue hours on route 12 as a result of the two routes not interlining moving forward).

The total estimated cost of the project for Route 4 Improvements (Request ID 21DCITS2) is \$248,900.

The project will add 4.66 revenue hours of daily service on route 1, 6.37 on route 2 and 4.91 on route 4 Monday through Saturday, and 14.05 on route 1, 20.79 on route 2 and 14.07 on route 4 on Sunday and holidays. This results in an overall annual increase of 18 percent in service on route 1, 23 percent on route 2 and 22 percent on route 4.

Please refer to the attached *FY2021 GoDurham Revenue Hour by Route – before and after Fall service changes* for more information.

Alternatives

Maintaining the current hourly service level, which involves a 30-min wait at Durham Station for all passengers trying to transfer every other trip from a frequent service route/corridor to routes 1, 2 and 4.

Public Outreach and Comment

GoTriangle collected 6 positive comments about the proposed increase on Sunday frequency mentioning each one of the routes proposed for upgrade and no negative comments.

Proposed Change #3. Route 8 – 30-min frequency Saturday service from current 60-min

Currently, Route 8 is the only route that has hourly Saturday service and 30-minute service on weekdays resulting in 30-min wait at Durham Station for passengers transferring from the other routes every other trip. It is a benefit to system legibility to have all routes operate the same service on Saturdays as weekdays and the 30-min service will likely make the Saturday service more attractive improving ridership on the route.

Funding for this change has been included in the recommended FY21 Durham County Transit Work Plan.

Budget details

The service expansion project was included in the FY21 Durham Transit Work Plan and its cost will be funded entirely through the Triangle Tax District. The total estimated cost of the project for Route 8 Improvements (Request ID 21DCITS3) is \$75,400.

The project will add 12.97 revenue hours of daily service on route 8 on Saturday, corresponding to an overall increase of 7% in service.

Please refer to the attached *FY2021 GoDurham Revenue Hour by Route – before and after Fall service changes* for more information.

Alternatives

Maintain the current hourly service level.

Public Outreach and Comment

Only one neutral comment was received on this proposed service change.

Proposed Change #4. Route NHS – Extension of Northern High School shuttle service to non-school days

There are two trips daily that operate directly from Northern High School (NHS) and service is provided only during school days (174 days of operation). However, there is not an operational benefit of running the trips on school days only and the service will improve in consistency when provided also in non-school days (for a total of 255 days of operation).

Budget details

The change is almost revenue neutral.

Alternatives

Maintain the current service unaltered.

Public Outreach and Comment

This minor change was not included in the public outreach material.

Proposed Change #5. Route 2 - Extension of service on Stirrup Creek Rd on outbound 6:45 AM trip to provide access for workers

This service change proposal is in response to a specific request from a company based on Stirrup Creek Rd. Currently, Route 2 serves the road with two morning trip deviations outbound only to allow for staff members of the local company to utilize public transportation for their daily commute. The request is for a third AM trip to serve the road to be timed with the start of a shift.

Budget details

The change is almost revenue neutral.

Alternatives

Maintain the current service.

Public Outreach and Comment

This minor change was not included in the public outreach material. Three employees delivered their manager's request for this service change in person at the March public meeting at Durham Station.

Proposed Change #6. Route 10 - Pickup at Garrett Rd on earliest inbound trip of the day at 5:30 AM

Currently, Route 10 starts service inbound at 5:30 AM from University Dr at Westgate Dr. A passenger requested to start boarding at Garrett Rd instead on that trip. The increase in revenue hours and the impact on operations and finance would be minimal (0.08 revenue hours/day, 24.5 revenue hours/year).

Budget details

The change is almost budget neutral.

Alternatives

Maintain the current service.

Public Outreach and Comment

This minor change was not included in the public outreach material. This is the response to a specific request delivered at the March Public Meeting at Durham Station.

GoDurham Service Changes for October 2020: Signature Page

July 21, 2020

I approve the recommended service change for GoDurham to be effective on October 17, 2020.*

* Due to impacts from COVID 19, there may be variation from the actual service change date. The City acknowledges that this approval applies to the recommendations as long as they are implemented in the timeframe October 2020 through January 2021.

Signature: 

Name (printed): Thomas J. Bonfield

Title: City Manager, City of Durham

Date: 7-22-20

Signature: 

Name (printed): Sean C. Egan

Title: Director of Transportation, City of Durham

Date: 7/21/20

Appendix C.2:
October 2020 Service Change Public Engagement
Summary

Appendix C.2:
October 2020 Service Change
Public Engagement Summary

GoDurham Fall 2020 Service Changes

Public Engagement Summary

Outreach Goals

GoDurham is proposing a series of service changes in order to expand service and improve efficiency. There are proposed service changes for routes **1, 2, 4, 5, 8, 10, 12 and 12B**. GoDurham collected feedback on proposed service changes to be incorporated into the final changes, which will be voted on by the Durham City Council. If approved, these changes would be implemented in **Fall 2020**.

The goals of the public comment period included:

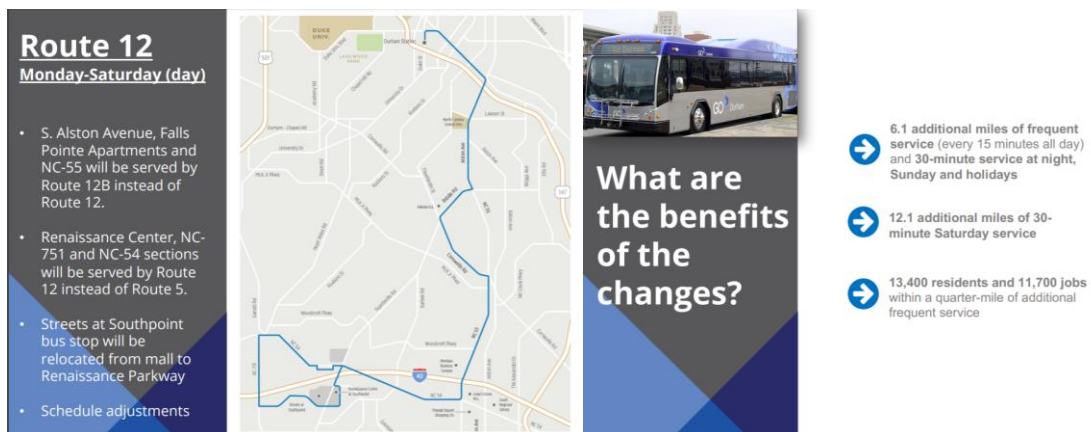
- Explain the benefits of high frequency, weekend, and holiday service on Route 1, Route 2, Route 5, and Route 8
- Promote awareness of the changes proposed for Route 5, Route 12, and Route 12B
- Solicit customer feedback and engage the community in the public input process virtually
- Engage a diverse audience using culturally competent materials

Outreach Approach

With in-person interactions being limited because of the COVID-19 pandemic, engagement for the proposed GoDurham Fall 2020 Service Changes relied on online interactions and collaborative efforts with community partners to push the information out to relevant stakeholders.

The following materials and content helped accomplish the outreach goals:

1. **Informational PowerPoint:** Information on the GoDurham website included 12 succinct slides detailing the service changes:



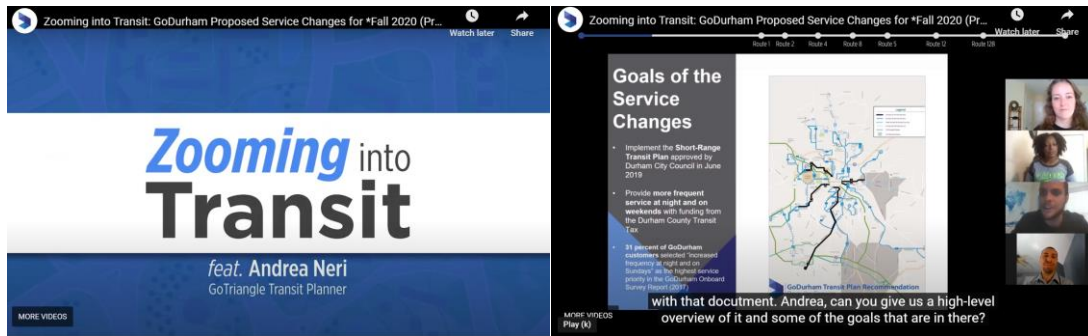
Route 12
Monday-Saturday (day)

- S. Alston Avenue, Falls Pointe Apartments and NC-55 will be served by Route 12B instead of Route 12.
- Renaissance Center, NC-751 and NC-54 sections will be served by Route 12 instead of Route 5.
- Streets at Southpoint bus stop will be relocated from mall to Renaissance Parkway
- Schedule adjustments

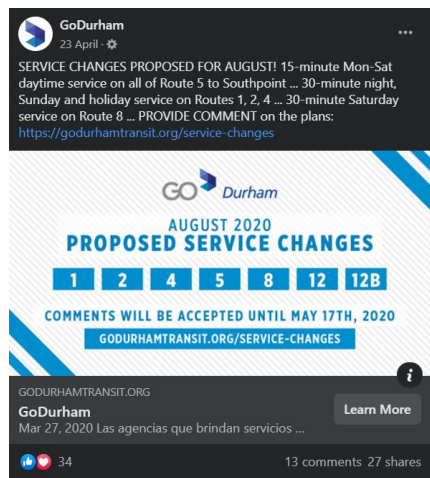
What are the benefits of the changes?

- ➔ 6.1 additional miles of frequent service (every 15 minutes all day) and 30-minute service at night, Sunday and holidays
- ➔ 12.1 additional miles of 30-minute Saturday service
- ➔ 13,400 residents and 11,700 jobs within a quarter-mile of additional frequent service

2. **Video Presentations:** In lieu of in-person presentations to community groups, the GoTriangle Public Engagement team worked with Jennifer Green to develop an explanatory video (as part of a Zooming into Transit series on all the opportunities for providing input on transit projects in the Triangle) to provide an additional level of detail for customers and stakeholders.



3. **Social Media Posts:** Tailored messaging and video content was developed for Facebook, Twitter, and Instagram posts in an effort to share information to a wider audience.



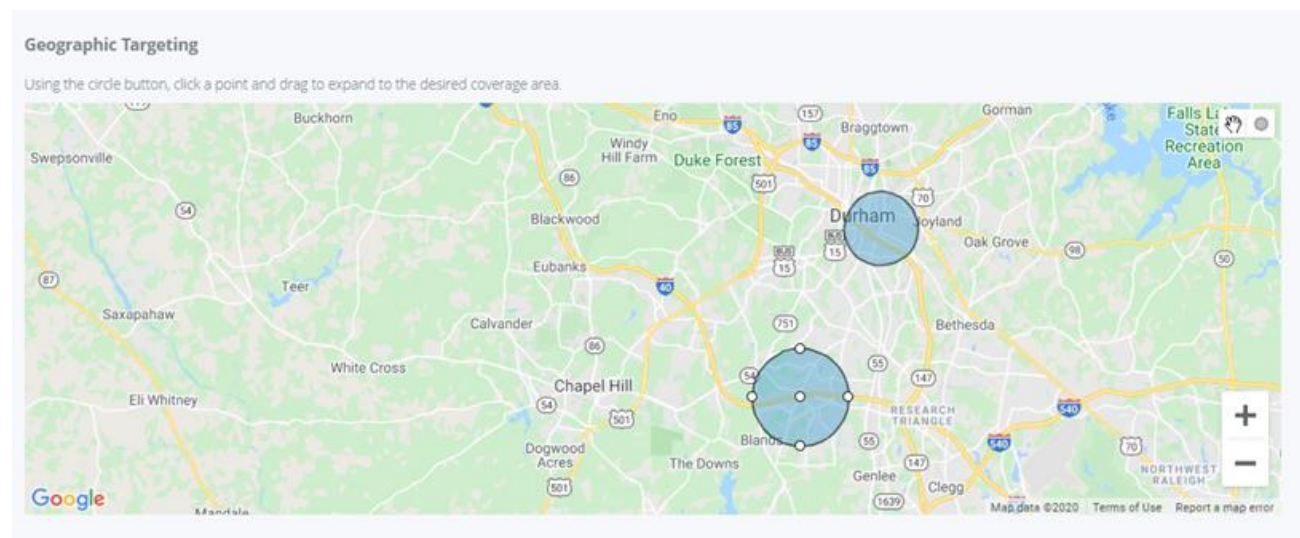
4. **Website Updates:** The GoDurham website's service changes page included the PowerPoint, video presentation, and a comment box for stakeholders to provide feedback.
5. **Translated Materials:** Both the PowerPoint and video presentations were translated into Spanish, published on GoDurham's website, and shared with Spanish-speaking media outlets and community groups to ensure that the information shared reaches a diverse audience.



In a coordinated effort with partner transit agencies, county staff and community organizations, the information was shared in the following ways:

Description	Type	Date
Press Release	Press Release	4/24/20
Materials Added to GoDurham Website	Website Update	4/24/20
Email Blast: Durham Community Contacts (474 contacts)	Mailchimp Email Blast	4/24/20
Email Blast: GoForward List (3,028 Contacts)	Mailchimp Email Blast	4/24/20
Email Blast: GoTriangle Transit Advisory Committee Meeting (35 Contacts)	Mailchimp Email Blast	4/24/20
Email Blast: Durham County Elected Officials (102 Contacts)	Mailchimp Email Blast	4/24/20
Email Blast: Spanish-Speaking Community Organizations (8 contacts)	Mailchimp Email Blast (sent in Spanish)	
Direct Email Outreach – GoDurham Rider Alerts (593 Contacts)	Individual Emails sent to Customers	4/27/20
Social Media Posts: Facebook, Instagram, Twitter	Video Teasers	5/4/20
Direct Outreach – Local Community Groups: <ul style="list-style-type: none"> • PAC 1 • PAC 2 (attended virtual meeting) • PAC 3 • PAC 4 • Reality Ministries • End Hunger Durham • Mayor’s Committee for Persons with Disabilities • Bike Durham • Durham Planning Academy • EngageDurham 	Individual Emails with Links to Share Externally	5/4/20
GoCrew Virtual Meeting (Virtual)	Virtual Presentation	5/16/20

In addition to the dissemination of service change information via organic social media, paid promotion and geo-targeting efforts pushed the social media information to the communities affected by the changes, as shown in the map below.



What We Heard

During the public comment period (April 24th – June 12th), the GoDurham Fall 2020 Proposed Service Changes received **40 comments, including a letter from Bike Durham** (for comparison, 60 comments were submitted during the public comment for the GoDurham service changes proposed for the previous fiscal year). In addition, the GoDurham comment box was viewed **2,811 times**. The number of views indicates that the information has reached a wider audience beyond the stakeholders who engaged with the service changes by providing comments. Given the unprecedented nature of the COVID-19 pandemic, these metrics provide a benchmark for virtual efforts to be used in future comment periods.

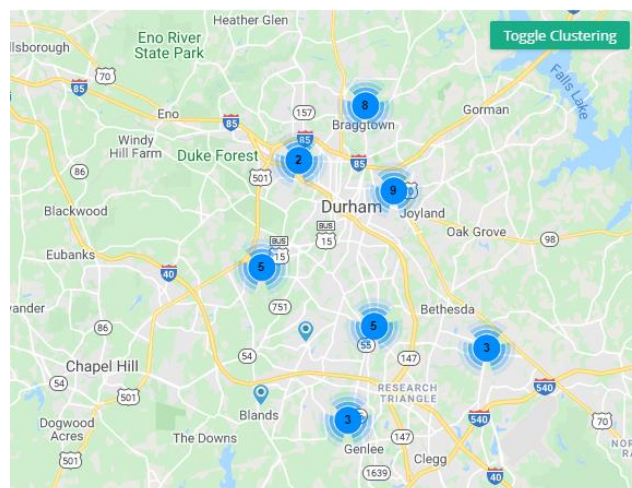
Most of the feedback was specific route-level comments, which were passed along to service planning staff for consideration, but the following general themes did emerge:

- Requests for additional information regarding which **GoDurham bus stops** would be affected by the service changes
- **General support** for the service changes, especially the routes that have **increased frequency**
- Questions about **extending hours of operation** for customers that are traveling to and from jobs
- Concerns about **COVID-19** and GoDurham's policies for cleanliness
- Comments about **making the bus network more accessible** via sidewalks

Who We Heard From

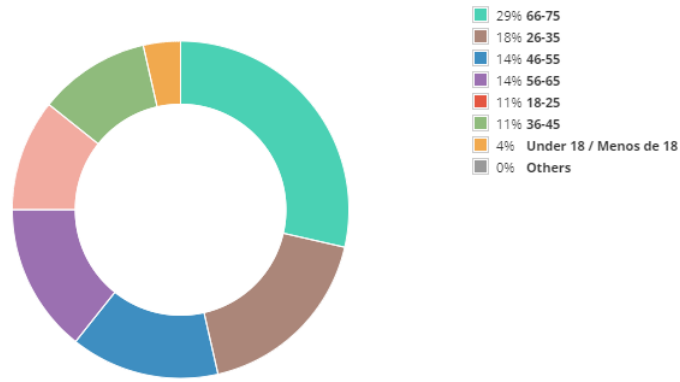
The comment box for the service changes also collected voluntary demographic information. After submitting comments online, members of the public had the option to indicate where they lived on a map. They were also asked to identify self-identify age, gender, race/ethnicity, household income, number of cars in the household, and number of licensed drivers in the household (These questions were optional and included the following language (also used by EngageDurham): *The City of Durham and Durham County are working to improve engagement and ensure that EVERYONE has the opportunity to be heard during decision making regardless of their identity. Filling out the following demographic questions is OPTIONAL, but they will be extremely helpful in ensuring the FAIRNESS and EQUITY of our engagement.*

Each demographic indicator received between 27 and 29 responses:



What is your age?

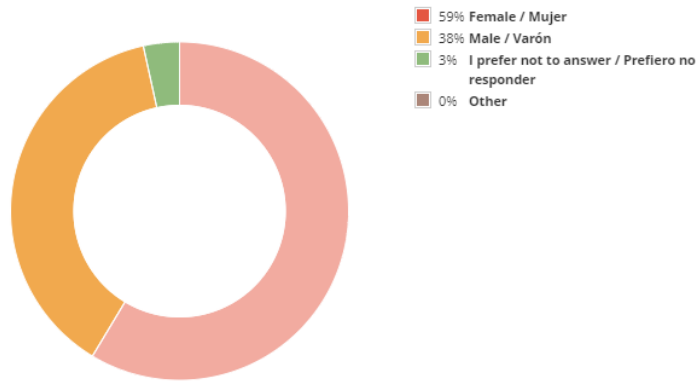
¿Cuántos años tiene?



28 respondents

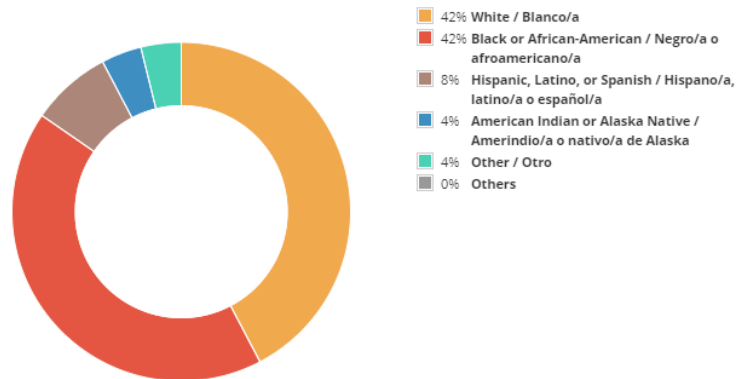
What is your gender?

¿Cuál es su género?



29 respondents

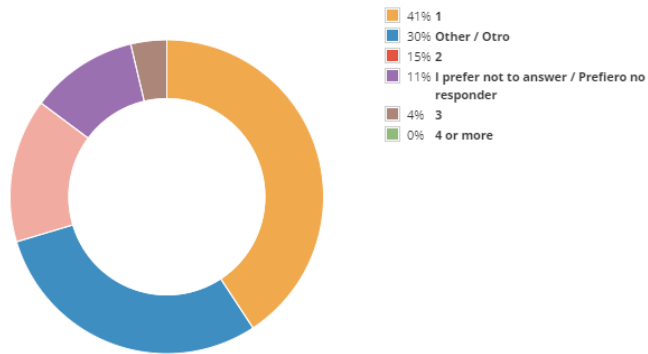
What is your race/ethnicity? ¿Cuál es su raza/etnia?



25 respondents

How many cars are available for drivers in your household to use?

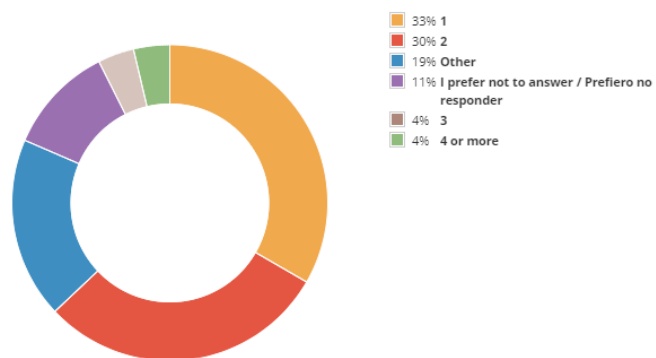
¿Cuántos automóviles hay disponibles para que usen los conductores de su hogar?



27 respondents

How many licensed drivers are there in your household?

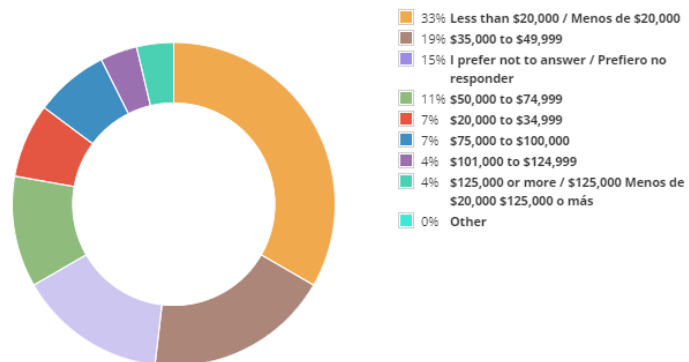
¿Cuántos conductores con licencia hay en su hogar?



27 respondents

Which of the following groups does your total annual household income fall into?

¿Cuál de los siguientes grupos representa el ingreso total anual de su hogar?

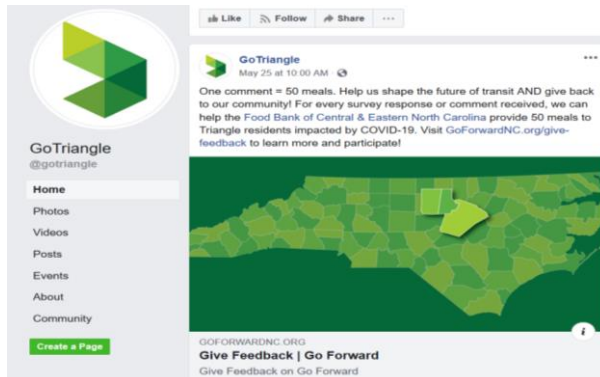


27 respondents

Adapting to Changing Circumstances (COVID19)

The original comment period was extended to **June 12, 2020** to allow staff additional time to communicate the changes to customers and solicit feedback.

The service changes were promoted via GoTriangle's Maximizing Public Participation initiative, which directs unused project funds for printed materials, in-person engagement, staffing costs, fees to register for festivals, venue rental fees, food and catering fees, and other project expenses to a partnership with the Food Bank of Eastern & Central North Carolina. For every one comment collected, the partnership allows the Food Bank to provide 50 meals to residents struggling with COVID19.



Appendix C.3: Service Change Standards

GoDurham Service Change Standards

Type of Change	Operational Service Change	Minor Service Change	Major Service Change	Fare Policy Change
Level of Analysis	Stop, Route, and System	Route and System	Route and System	System
Description	Changes that are necessary to respond to operational conditions	Changes that affect a small number of riders on a route and/or a small number of riders on all routes when several routes are changed together	Changes that affect a large number of riders on a route and/or a large number of riders on all routes when several routes are changed together	Changes to the fares that riders must pay
Scope	<ul style="list-style-type: none"> Temporary detours Minor bus stop location changes Emergency changes due to operational constraints Restoration of suspended service Minor schedule changes that don't affect headways, service span, or number of trips. 	<ul style="list-style-type: none"> Minor route deviation Adding/removing trips Changes to service span Emergency changes due to operational constraints (if threshold is met) Corridor level bus stop changes 	<ul style="list-style-type: none"> Add/remove route Major route deviation Schedule changes to improve reliability Adding/removing trips Changes to service span Change days of week of service Package of changes to multiple routes 	<ul style="list-style-type: none"> Fixed route fare structure Suspending or re-instituting fare collection
Thresholds	Move bus stop < ¼ mile of its current location < 20% of bus stops on a route	> 20% of bus stops on a route For any weekday, Saturday, or Sunday: < 25% route or system boardings < 25% route or system revenue miles < 25% route or system revenue hours	For any weekday, Saturday, or Sunday: >= 25% route or system boardings >= 25% route or system revenue miles >= 25% route or system revenue hours	
Examples	<ul style="list-style-type: none"> Consolidating bus stops Adjusting the scheduled arrival times at timepoints Reduce service frequency due to low number of bus operators 	<ul style="list-style-type: none"> Alignment changes to route with 125 of 1000 passenger boardings Shorten route by one-half mile where 75 of 1000 passenger boardings occur Eliminating the last two hours of service on a route affecting fewer than 150 passenger boardings. Changes to multiple routes that affect 24% of system miles and 24% of system hours on Sundays 	<ul style="list-style-type: none"> Remove any route Alignment changes to a route with 260 of 1000 route boardings Shorten a route by one-third of its route miles with 75 of 1000 route boardings Changes to multiple routes affecting 26% of system revenue miles Changes to multiple routes during weekdays that increase the weekday system revenue hours by 26% 	<ul style="list-style-type: none"> Go fare free Implement a fare for premium on-demand service Change to the approved fare structure
Public Hearing	No	No	No	Yes
Public Comment	No	Yes	Yes	Yes
Typical Implementation Timeline from Decision to Effective Date	2 weeks	6-8 weeks	12 weeks	12 Weeks
Approving Body	Mobility Services Manager	Director of Transportation	City Manager	City Council

Appendix D: Public Outreach Efforts

Date	Method	Organization/Event	Location	County
07/13/2021 -08/20/2021	Survey	Durham Transit Plan Survey	Online, Durham Station, The Village	Durham
10/01/2021 - 11/05/2021	Survey	GoDurham Senior Shuttle Survey	Online	N/A
08/07/2023 - 09/01/2023	Survey	Short Range Transit Plan (SRTP) Survey	Online	N/A
08/14/2023	Pop-Up	SRTP Pop-Up, Regional Transit Center	Durham	Durham
08/16/2023	Pop-Up	SRTP Pop-Up, Durham Station	Durham	Durham
08/18/2023	Pop-Up	SRTP Pop-Up, Latino Credit Union	Durham	Durham
08/21/2023	Focus Group	SRTP Focus Group, Durham Station	Durham	Durham
08/22/2023	Focus Group	SRTP Focus Group, UNC Chapel Hill	Chapel Hill	Orange
08/23/2023	Pop-Up	SRTP Pop-Up, Durham Station	Durham	Durham
08/28/2023	Pop-Up	SRTP Pop-Up, UNC Chapel Hill	Chapel Hill	Orange
08/29/2023	Pop-Up	SRTP Pop-Up, Durham Tech Community College	Durham	Durham
08/30/2023	Pop-Up	SRTP Pop-Up, Durham Station	Durham	Durham

Appendix E:

Investigations, Lawsuits, and Complaints Document

Date Filed	Summary Type: Investigations, Lawsuits or Complaints - (include basis of complaint: race, color, or national origin)	Type	Corrective Actions/Status	Date Closed

Appendix F:

Durham Public Schools Facts

FACTS & FIGURES ABOUT DURHAM PUBLIC SCHOOLS

At Durham Public Schools, we believe our schools are much more than data and numbers. But the data we collect play an important part in the work we do as a district -- they inform our planning, show us where we need to improve and help us understand what's working and where we are succeeding. Data helps us make decisions on how to best serve our students and their families.

If you have questions about data or test scores, call the Research and Accountability Office at 919- 560-9498.

General Data About Schools and the District

Most data reports can be accessed by visiting the North Carolina Department of Public Instruction (NCDPI) website, where school districts are required to submit their test scores, attendance numbers, demographic data and other reports such as reports on suspensions and disciplinary actions taken. [Click this direct link to visit their data page.](#)

[This NCDPI page](#) shares with you the state, district and school level summary data and data in detail.

School Report Cards

Interested in seeing the North Carolina School Report Cards? [This online database](#) allows you to look up all of our schools and our district.

Other district-generated statistics and reports are listed below.

**Membership by Grade
2022-2023 Month One**

School	Code	PK	KI	01	02	03	04	05	06	07	08	09	10	11	12	XG	StTtl	Total	
Bethesda	320304		95	130	94	106	93	99									617	617	
Brogden	320306								239	232	271						742	742	
Burton	320308	10	46	51	50	50	47	39									283	283	
Clement	320309											110	105	83	97		395	395	
Eastway	320310	12	55	75	60	63	69	68									390	390	
Jordan	320312											623	566	446	398	7	2,033	2,040	
Easley	320313		76	92	73	72	70	67									450	450	
Creative Studies	320314								86	86	93	78	77	61	59		540	540	
Eno Valley	320315	38	90	124	83	70	81	94									542	542	
Carrington	320316								222	255	278						755	755	
City of Med	320317											95	89	75	83	7	342	349	
Club Blvd	320318		61	65	66	64	66	65									387	387	
Creeside	320319		94	87	87	94	100	81									543	543	
Glenn	320320		86	110	84	91	89	103									563	563	
PLC	320322											49	42	46	18		155	155	
DSA	320323								220	209	211	290	224	287	264		1,705	1,705	
Hillandale	320324	22	92	91	85	75	78	96									517	517	
Hillside	320325											481	389	316	321	19	1,507	1,526	
Hope Valley	320327		100	114	90	114	114	95									627	627	
Holt	320328	23	88	138	100	92	108	93									619	619	
Forest View	320332		98	107	103	109	103	120									640	640	
Shepard	320338								129	117	135						381	381	
Lakewood	320339	20	64	62	64	66	58	54									368	368	
Little River	320340	20	46	49	27	43	67	45	25	26	28						356	356	
Lakeview	320341									5	4	18	13	13	3		56	56	
Lakewood Middle	320342								106	102	95						303	303	
Lucas	320343								125	111	135						371	371	
Fayetteville St	320344	10	40	37	44	31	30	42									224	224	
Lowe's Grove	320346								210	241	249						700	700	
Lyons Farm	320349	21	103	83	63	71	58	55									433	433	
Watts	320347	43	49	43	46	41	47	46									272	272	
Mangum	320348	21	52	51	47	41	55	44									290	290	
Merrick-Moore	320352		85	97	93	85	77	103									540	540	
Midd College	320353													47	59		106	106	
Morehead	320354	29	40	29	35	31	34	29									198	198	
Neal	320355								248	279	262						789	789	
Northern	320356											400	352	293	260	3	1,305	1,308	
Oak Grove	320360	31	64	76	72	81	85	71									449	449	
Parkwood	320362	20	100	117	100	85	104	78									584	584	
Powe	320363		57	72	61	71	74	48									383	383	
Pearsontown	320364	27	107	107	107	110	134	135									700	700	
Riverside	320365											597	506	382	324	3	1,809	1,812	
Githens	320366								265	259	239						763	763	
R N Harris	320367	10	42	46	51	45	53	46									283	283	
Southern	320368											521	323	237	201	1	1,282	1,283	
Sandy Ridge	320369	20	78	79	67	74	79	88									465	465	
Rogers-Herr	320370								225	210	208						643	643	
Southwest	320372	15	102	110	130	109	97	104									652	652	
Spaulding	320374	37	32	40	33	35	38	32									210	210	
Spring Valley	320376	35	87	86	73	96	86	82									510	510	
Pearson Elem	320388	24	53	57	38	62	54	55									319	319	
Smith	320400	17	40	49	49	45	41	46									270	270	
IGNITE Academy	320401		11	21	25	26	29	42	39	45	51	58	46	47	27		467	467	
DST	320701											62	74	68	47		251	251	
Totals			505	2,233	2,495	2,200	2,248	2,318	2,265	2,139	2,177	2,259	3,382	2,806	2,401	2,161	40	31,084	31,124

**Membership by School, Ethnicity, Gender
2022 - 2023 Month One**

School	Code	American Indian				Asian				Hispanic				Black				Hawaiian Pacific				White				Multi Racial				Totals		
		M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	All
Bethesda	320304	0	0	0	0.0%	9	8	17	2.8%	116	111	227	36.8%	135	160	295	47.8%	0	0	0	0.0%	18	19	37	6.0%	18	23	41	6.6%	296	321	617
Brogden	320306	0	0	0	0.0%	9	5	14	1.9%	168	141	309	41.6%	172	133	305	41.1%	0	0	0	0.0%	46	38	84	11.3%	17	13	30	4.0%	412	330	742
Burton	320308	1	0	1	0.4%	3	1	4	1.4%	62	59	121	42.8%	71	59	130	45.9%	0	0	0	0.0%	8	11	19	6.7%	2	6	8	2.8%	147	136	283
Clement	320309	0	0	0	0.0%	2	8	10	2.5%	62	71	133	33.7%	72	147	219	55.4%	0	0	0	0.0%	5	9	14	3.5%	9	10	19	4.8%	150	245	395
Eastway	320310	0	0	0	0.0%	1	1	2	0.5%	108	94	202	51.8%	88	70	158	40.5%	0	0	0	0.0%	9	5	14	3.6%	9	5	14	3.6%	215	175	390
Jordan	320312	1	1	2	0.1%	42	42	84	4.1%	351	282	633	31.0%	318	263	581	28.5%	2	0	2	0.1%	308	302	610	29.9%	62	66	128	6.3%	1,084	956	2,040
Easley	320313	0	0	0	0.0%	3	4	7	1.6%	54	40	94	20.9%	47	54	101	22.4%	0	0	0	0.0%	112	99	211	46.9%	20	17	37	8.2%	236	214	450
Creative Studies	320314	3	2	5	0.9%	0	0	0	0.0%	91	90	181	33.5%	134	124	258	47.8%	0	1	1	0.2%	42	36	78	14.4%	11	6	17	3.1%	281	259	540
Eno Valley	320315	0	1	1	0.2%	4	5	9	1.7%	72	57	129	23.8%	184	152	336	62.0%	1	0	1	0.2%	23	12	35	6.5%	14	17	31	5.7%	298	244	542
Carrington	320316	0	0	0	0.0%	3	9	12	1.6%	156	148	304	40.3%	151	161	312	41.3%	0	0	0	0.0%	49	42	91	12.1%	22	14	36	4.8%	381	374	755
City of Med	320317	2	0	2	0.6%	3	9	12	3.4%	24	141	165	47.3%	26	114	140	40.1%	0	0	0	0.0%	9	16	25	7.2%	2	3	5	1.4%	66	283	349
Club Blvd	320318	0	0	0	0.0%	0	1	1	0.3%	54	71	125	32.3%	40	38	78	20.2%	0	0	0	0.0%	91	70	161	41.6%	9	13	22	5.7%	194	193	387
Creekside	320319	0	1	1	0.2%	6	14	20	3.7%	81	86	167	30.8%	58	54	112	20.6%	0	0	0	0.0%	104	86	190	35.0%	25	28	53	9.8%	274	269	543
Glenn	320320	0	0	0	0.0%	2	0	2	0.4%	150	161	311	55.2%	114	90	204	36.2%	0	0	0	0.0%	12	9	21	3.7%	9	16	25	4.4%	287	276	563
PLC	320322	0	0	0	0.0%	0	0	0	0.0%	41	26	67	43.2%	23	46	69	44.5%	0	1	1	0.6%	4	6	10	6.5%	2	6	8	5.2%	70	85	155
DSA	320323	3	0	3	0.2%	32	29	61	3.6%	227	293	520	30.5%	132	291	423	24.8%	0	0	0	0.0%	258	345	603	35.4%	40	55	95	5.6%	692	1,013	1,705
Hillandale	320324	0	1	1	0.2%	3	10	13	2.5%	82	85	167	32.3%	99	107	206	39.8%	0	1	1	0.2%	54	44	98	19.0%	13	18	31	6.0%	251	266	517
Hillside	320325	2	2	4	0.3%	6	6	12	0.8%	221	193	414	27.1%	476	523	999	65.5%	0	1	1	0.1%	29	11	40	2.6%	27	29	56	3.7%	761	765	1,526
Hope Valley	320327	1	1	2	0.3%	10	10	20	3.2%	121	134	255	40.7%	81	84	165	26.3%	0	0	0	0.0%	68	76	144	23.0%	17	24	41	6.5%	298	329	627
Holt	320328	0	0	0	0.0%	6	3	9	1.5%	196	176	372	60.1%	79	88	167	27.0%	1	0	1	0.2%	16	16	32	5.2%	19	19	38	6.1%	317	302	619
Forest View	320332	1	0	1	0.2%	18	14	32	5.0%	126	105	231	36.1%	56	71	127	19.8%	1	1	2	0.3%	118	92	210	32.8%	16	21	37	5.8%	336	304	640
Shepard	320338	0	0	0	0.0%	0	2	2	0.5%	59	67	126	33.1%	123	112	235	61.7%	0	0	0	0.0%	6	3	9	2.4%	4	5	9	2.4%	192	189	381
Lakewood	320339	0	0	0	0.0%	8	10	18	4.9%	81	99	180	48.9%	53	45	98	26.6%	0	0	0	0.0%	21	23	44	12.0%	17	11	28	7.6%	180	188	368
Little River	320340	0	0	0	0.0%	0	1	1	0.3%	45	34	79	22.2%	61	35	96	27.0%	0	0	0	0.0%	94	72	166	46.6%	5	9	14	3.9%	205	151	356
Lakeview	320341	0	0	0	0.0%	0	0	0	0.0%	10	0	10	17.9%	28	14	42	75.0%	0	0	0	0.0%	0	0	0	0.0%	2	2	4	7.1%	40	16	56
Lakewood Middle	320342	0	0	0	0.0%	3	1	4	1.3%	31	35	66	21.8%	35	29	64	21.1%	0	0	0	0.0%	78	77	155	51.2%	7	7	14	4.6%	154	149	303
Lucas	320343	0	0	0	0.0%	2	0	2	0.5%	67	57	124	33.4%	91	86	177	47.7%	0	0	0	0.0%	23	26	49	13.2%	12	7	19	5.1%	195	176	371
Lyons Farm	320349	0	0	0	0.0%	18	13	31	7.2%	20	19	39	9.0%	53	54	107	24.7%	0	0	0	0.0%	121	101	222	51.3%	12	22	34	7.9%	224	209	433
Fayetteville St	320344	0	0	0	0.0%	0	0	0	0.0%	52	46	98	43.8%	57	51	108	48.2%	0	0	0	0.0%	6	4	10	4.5%	4	4	8	3.6%	119	105	224
Lowe's Grove	320346	1	1	2	0.3%	5	1	6	0.9%	128	108	236	33.7%	199	177	376	53.7%	1	0	1	0.1%	21	14	35	5.0%	23	21	44	6.3%	378	322	700
Watts	320347	0	0	0	0.0%	1	0	1	0.4%	27	26	53	19.5%	22	14	36	13.2%	2	0	2	0.7%	84	75	159	58.5%	11	10	21	7.7%	147	125	272
Mangum	320348	1	0	1	0.3%	1	1	2	0.7%	29	18	47	16.2%	16	12	28	9.7%	0	0	0	0.0%	95	91	186	64.1%	14	12	26	9.0%	156	134	290
Merrick-Moore	320352	0	0	0	0.0%	1	4	5	0.9%	149	128	277	51.3%	112	99	211	39.1%	0	0	0	0.0%	11	13	24	4.4%	10	13	23	4.3%	283	257	540
Midd College	320353	0	0	0	0.0%	2	3	5	4.7%	5	22	27	25.5%	14	22	36	34.0%	0	0	0	0.0%	13	20	33	31.1%	3	2	5	4.7%	37	69	106
Morehead	320354	0	0	0	0.0%	3	2	5	2.5%	17	18	35	17.7%	23	20	43	21.7%	0	0	0	0.0%	53	44	97	49.0%	7	11	18	9.1%	103	95	198
Neal	320355	0	0	0	0.0%	9	3	12	1.5%	204	194	398	50.4%	155	161	316	40.1%	0	1	1	0.1%	20	15	35	4.4%	14	13	27	3.4%	402	387	789
Northern	320356	2	1	3	0.2%	11	9	20	1.5%	249	213	462	35.3%	266	263	529	40.4%	0	0	0	0.0%	130	111	241	18.4%	26	27	53	4.1%	684	624	1,308
Oak Grove	320360	0	0	0	0.0%	2	3	5	1.1%	100	94	194	43.2%	92	111	203	45.2%	0	0	0	0.0%	16	10	26	5.8%	14	7	21	4.7%	224	225	449

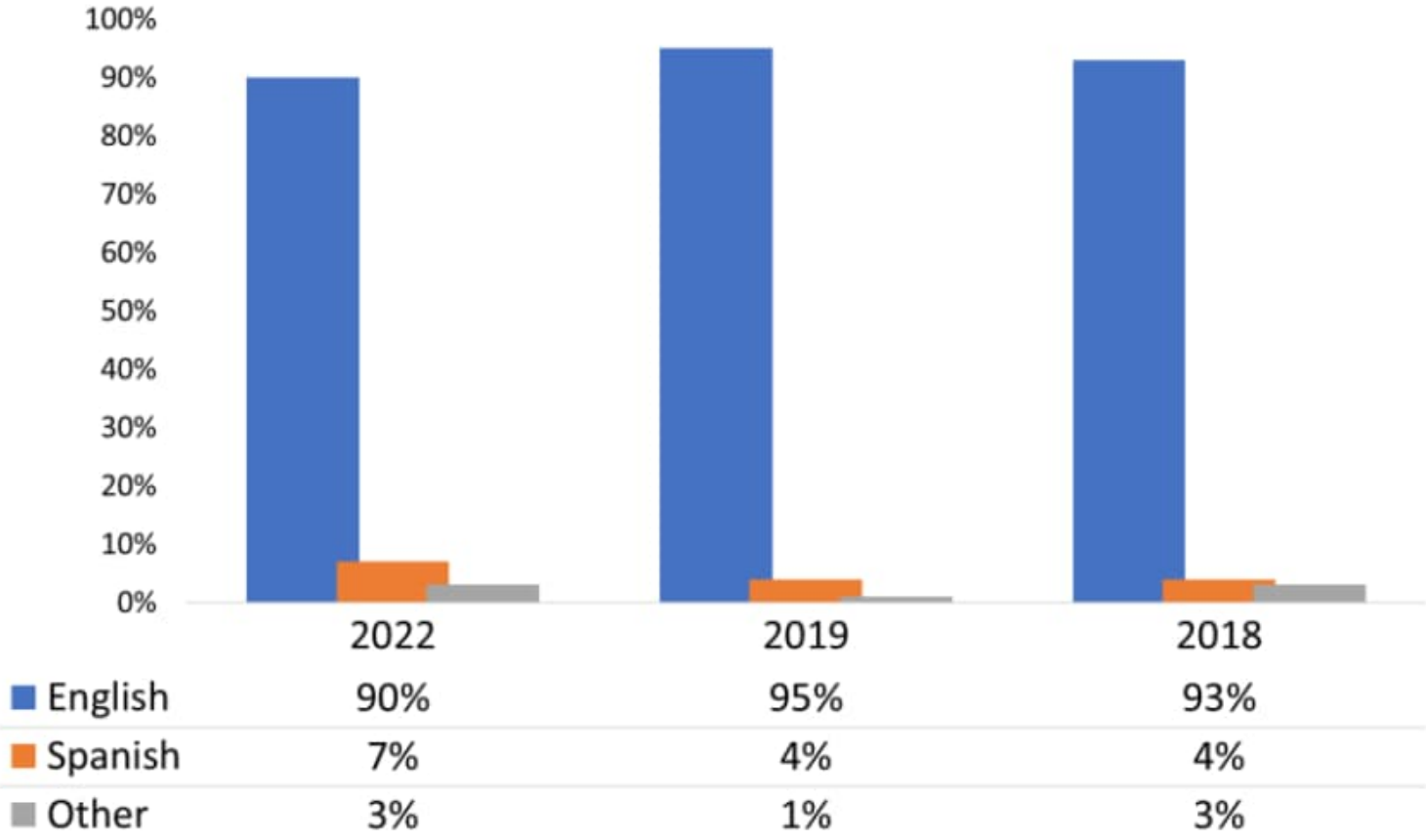
**Membership by School, Ethnicity, Gender
2022 - 2023 Month One**

School	Code	American Indian				Asian				Hispanic				Black				Hawaiian Pacific				White				Multi Racial				Totals		
		M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	Total	%	M	F	All
Parkwood	320362	0	0	0	0.0%	4	6	10	1.7%	70	62	132	22.6%	166	134	300	51.4%	0	0	0	0.0%	41	51	92	15.8%	29	21	50	8.6%	310	274	584
Powe	320363	0	1	1	0.3%	4	3	7	1.8%	51	61	112	29.2%	42	50	92	24.0%	0	0	0	0.0%	70	82	152	39.7%	10	9	19	5.0%	177	206	383
Pearsonstown	320364	2	0	2	0.3%	11	14	25	3.6%	37	28	65	9.3%	113	117	230	32.9%	2	0	2	0.3%	137	161	298	42.6%	33	45	78	11.1%	335	365	700
Riverside	320365	2	1	3	0.2%	17	18	35	1.9%	374	320	694	38.3%	300	223	523	28.9%	2	0	2	0.1%	279	194	473	26.1%	49	33	82	4.5%	1,023	789	1,812
Githens	320366	1	0	1	0.1%	15	10	25	3.3%	125	134	259	33.9%	117	115	232	30.4%	0	0	0	0.0%	104	95	199	26.1%	26	21	47	6.2%	388	375	763
R N Harris	320367	1	0	1	0.4%	2	0	2	0.7%	60	66	126	44.5%	65	73	138	48.8%	0	0	0	0.0%	3	4	7	2.5%	3	6	9	3.2%	134	149	283
Southern	320368	1	1	2	0.2%	5	4	9	0.7%	368	275	643	50.1%	298	245	543	42.3%	0	2	2	0.2%	22	12	34	2.7%	25	25	50	3.9%	719	564	1,283
Sandy Ridge	320369	0	0	0	0.0%	2	0	2	0.4%	86	107	193	41.5%	108	119	227	48.8%	0	0	0	0.0%	12	19	31	6.7%	6	6	12	2.6%	214	251	465
Rogers-Herr	320370	1	0	1	0.2%	9	8	17	2.6%	75	89	164	25.5%	142	118	260	40.4%	0	0	0	0.0%	100	69	169	26.3%	17	15	32	5.0%	344	299	643
Southwest	320372	1	0	1	0.2%	11	10	21	3.2%	80	70	150	23.0%	115	133	248	38.0%	0	0	0	0.0%	90	88	178	27.3%	29	25	54	8.3%	326	326	652
Spaulding	320374	0	0	0	0.0%	3	0	3	1.4%	31	23	54	25.7%	70	66	136	64.8%	0	0	0	0.0%	7	4	11	5.2%	6	0	6	2.9%	117	93	210
Spring Valley	320376	0	0	0	0.0%	11	8	19	3.7%	72	72	144	28.2%	119	113	232	45.5%	0	0	0	0.0%	38	40	78	15.3%	16	21	37	7.3%	256	254	510
Pearson Elem	320388	0	0	0	0.0%	1	0	1	0.3%	57	45	102	32.0%	101	89	190	59.6%	0	0	0	0.0%	5	3	8	2.5%	9	9	18	5.6%	173	146	319
Smith	320400	0	0	0	0.0%	4	3	7	2.6%	71	62	133	49.3%	53	56	109	40.4%	0	1	1	0.4%	6	4	10	3.7%	4	6	10	3.7%	138	132	270
IGNITE Academy	320401	0	1	1	0.2%	3	3	6	1.3%	41	48	89	19.1%	119	137	256	54.8%	0	1	1	0.2%	38	29	67	14.3%	26	21	47	10.1%	227	240	467
DST	320701	0	0	0	0.0%	0	0	0	0.0%	33	16	49	19.5%	121	63	184	73.3%	0	0	0	0.0%	6	3	9	3.6%	4	5	9	3.6%	164	87	251
TOTALS		27	15	42	0.1%	330	319	649	2.1%	5,467	5,220	10,687	34.3%	6,005	5,985	11,990	38.5%	12	10	22	0.1%	3,133	2,901	6,034	19.4%	840	860	1,700	5.5%	15,814	15,310	31,124

Appendix G:
2022 GoDurham Onboard Survey, Language Spoken
Most Often at Home

Figure 11 Language Spoken Most Often at Home

What Language Do You Most Often Speak at Home?



Appendix H:
GoDurham Service Standards and
Service Change Policies



GoDurham Service Standards and Service Change Policies

**Prepared May 17, 2024
Mobility Services Division**

GENERAL INFORMATION		
Document Name	GoDurham Service Standards and Service Change Policies	
Document Author(s)	Jennifer Green, Mobility Services Planning Manager Brian Fahey, Mobility Services Manager Laurie Barrett, Transit Consultant	
Area of Application	Service Planning, Title VI, Operations	
Document Location	Team Name: Trans – Transit Channel: Mobility Services Location: GoDurham\Service Standards	
Original Issue Date	January 1, 2008	
Current Version	2.1	
REVISIONS		
Rev.	Date	Description
1.1	July 1, 2017	Updated based on Durham County Transit Plan update and Short-Range Transit Plan (SRTP)
2.0	March 19, 2024	New service standards to as part of update to the Title VI program.
2.1	May 17, 2024	Updated the document to include the new service change implementation process and the updated approval authority for service changes.
EXECUTIVE SUMMARY		
<p>This document defines the service guidelines, standards, measures, and targets for GoDurham. It also defines the categories of service changes and assigns approval authority. It is a policy and procedures document that is intended to assist staff in dealing with a number of fixed route service planning and management issues that GoDurham continually faces as it strives to provide safe, efficient, and reliable service for all residents in Durham.</p>		
APPROVAL OF AUTHORIZING OFFICIAL		
<div style="display: flex; justify-content: space-between; align-items: flex-end; height: 100px;"> <div style="width: 45%; border-top: 1px solid black; text-align: center;">Director of Transportation</div> <div style="width: 45%; border-top: 1px solid black; text-align: center;">Date</div> </div>		

Table of Contents

I.	INTRODUCTION.....	4
	Our Mission.....	4
	Key Terms.....	4
II.	SERVICE DESIGN GUIDELINES.....	5
	Service Allocation.....	6
	Route Classifications.....	7
	Design Guidelines	9
III.	SERVICE STANDARDS.....	11
	Minimum Span of Service	11
	Minimum Service Frequencies	12
	Maximum Passenger Loads.....	13
	Average Bus Stop Spacing.....	14
	Bus Stop Amenities	15
	Vehicle Assignment	15
IV.	SERVICE PERFORMANCE MEASURES	16
	Passengers per Revenue Hour.....	16
	Cost per Passenger Boarding	17
	On-Time Performance.....	17
	On-Time Arrivals to Durham Station	18
	Service Impact Bonus.....	18
	Phasing Performance Targets	19
V.	SERVICE CHANGE POLICIES	20
	Service Change Categories and Approval Authority.....	20
	Service Change Procedures	22
	APPENDIX A. ROUTE CLASSIFICATION.....	28
	APPENDIX B. COMMUNITIES OF CONCERN.....	29

I. INTRODUCTION

Guidelines standardize expectations for the types of service that is provided, so that similar types of service are implemented the same way and riders can understand how service investments are organized. Standards set the minimum investment by type of service. Performance measures allow the City of Durham to track and report on the productivity of individual services and the overall network. The combined framework is intended to communicate a clear, consistent, and equitable investment strategy that is understandable to the City of Durham residents, customers, operators, and elected officials.





Our Mission

The City of Durham’s mission is to provide and maintain a safe, equitable, inclusive, and sustainable multimodal transportation system with high-quality infrastructure to improve mobility and to offer everyone in Durham access to necessities and opportunities.

Key Terms

To help clarify key terms used throughout the document, below are four important definitions:




























Table 1: Definitions of key terms

 GUIDELINE	 STANDARD	 MEASURE	 TARGET
A guideline is a policy that leads or directs a course of action to achieve a certain goal.	A standard sets the minimum investment required to reach the service classification.	A measure is a data point against which performance is evaluated.	A target is the defined value set for individual measures.

II. SERVICE DESIGN GUIDELINES

In a rapidly growing and urbanizing area, like the City of Durham, it is likely that GoDurham will need to continue to update bus services to match the underlying markets. Recent transit market analyses estimate the need for future services based on population and employment forecasts and available development plans. As mentioned, new bus services should reflect the underlying markets and needs for service and be coordinated with population and employment densities, demographic data, and development factors such as the supply and/or cost of parking, traffic conditions, etc.

Table 2: Transit Supportive Population and Employment Densities

LAND USE			TRANSIT	
Land Use Type	Residents per Acre	Jobs per Acre	Appropriate Types of Transit	Frequency of Service
 Downtowns & High Density Corridors	>45	>25	   	 10 mins or better
 Urban Mixed-Use	30-45	15-25	  	 10-15 minutes
 Neighborhood & Suburban Mixed-Use	15-30	10-15		 15-30 minutes
 Mixed Neighborhoods	10-15	5-10	 	 30-60 minutes
 Low Density	2-10	2-5	  	 60 mins or less or On Demand
 Rural	<2	<2	 	 On Demand

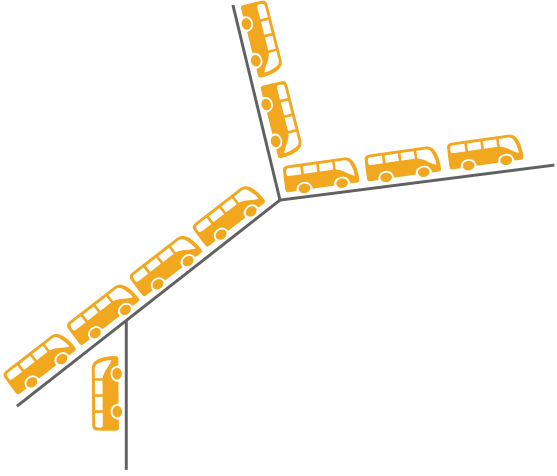

Source: Thresholds based on research by Nelson\Nygaard.

Service Allocation

Service allocation guidelines refer to the balance of transit investment between “ridership” and “coverage” oriented service. Most transit agencies and systems offer a balance between these types of services.

- Frequent – or ridership-oriented services - typically operate in higher-density urban areas. These routes are more resource intensive because they operate more often, for longer hours of the day and are available seven days per week.
- Coverage-oriented services operate in rural or lower-density suburban areas; they tend to be less resource intensive and less productive in terms of riders carried.

Table 3: Productivity Model and Coverage Services

Ridership Oriented Service	Coverage Oriented Service
<p>The frequent service model concentrates service on collector streets that serve denser areas with extensive pedestrian infrastructure. Service tends to be more direct, faster, and more productive (i.e., carrying more riders). Frequent bus services tend to assume most people will walk to and from their bus route; they feature higher frequencies, operate longer service spans, and carry more riders than coverage-oriented services. Examples include light rail and bus rapid transit, but also frequency bus routes and corridors.</p>  <p>The diagram illustrates a high-density urban area with a central intersection. Multiple yellow bus icons are shown traveling along the main collector streets radiating from this intersection, representing frequent, high-capacity service.</p>	<p>The coverage model spreads bus service on more streets and more local services, even if service is less frequent. Coverage services provide nearby access to bus service with shorter walks. Coverage services tend to be less frequent and operate shorter spans of service. They also tend to carry fewer riders, as compared with frequent services. Examples include community bus routes, microtransit and dial-a-ride.</p>  <p>The diagram illustrates a lower-density suburban area with a more dispersed street network. It shows a mix of yellow bus icons on main streets and green carpool icons on smaller, local streets, representing a more widespread but less frequent service model.</p>

Route Classifications

The City of Durham provides a variety of transit routes, including high productivity, frequent bus routes and lower productivity, coverage-oriented services. Since different types of service require different levels of investment and have different operating expectations, the City uses a route classification system to categorize service types and set standards based on classifications. The classification system also facilitates investment and development of individual routes, by allowing individual routes to move up and down the classification hierarchy.

This means that a route that over-performs the expectations for its classification category, could be “upgraded” with additional investment in service hours and frequency if it can meet the defined performance expectations. As routes are upgraded, in addition to adhering to the performance measures, they may also be encouraged to adopt the service design guidelines (i.e., frequent routes are straighter and more direct).





There are four classifications of bus routes or services provided by GoDurham within the City of Durham:

- Frequent routes
- Local routes
- Community routes
- Microtransit services

Transit service design principles generally discourage route branches and service deviations because they complicate rather than simplify service. As a result, branches and deviations should be justified based on ridership or coverage goals and be judged according to the same standards as other similar routes based on classifications.

During evaluation, route variants will be grouped together, and evaluated based on its core operating characteristics, also known as a “route family.” For example, Routes 9A and 9B are grouped together and evaluated as Route 9.

Table 4: Service Types by GoDurham within the City of Durham

Service Type	Characteristics
 Frequent Routes	<p>Frequent routes are high productivity services that should operate along densely developed primary arterials with 15-minute or better headways during the day on weekdays and weekends. They form the “backbone” of the service network and provide connections to network hubs. Most other routes will connect to them, and routes should be simple and direct.</p>
 Local Routes	<p>Local routes also operate along primary arterials, but in areas of less dense development patterns. They are typically anchored at a transit hub, either downtown or at the end of a frequent route. These routes offer relatively frequent, simple, and direct service, usually within neighborhoods or between local destinations. Routes are typically productive with moderate to strong ridership.</p>
 Community Routes	<p>Community routes serve lower-density communities and neighborhoods, providing local connections or bringing passengers to smaller transit hubs <i>without being coordinated around service at Durham Station</i>. Community routes are focused on widening service coverage, or “filling in the gaps” of the transit network. Productivity is low to moderate.</p>
 Microtransit Services	<p>Microtransit is an on-demand service in rural or low-density communities and can be operated directly by the transit agency or contracted with Transportation Network Companies. Services are typically curb-to-curb or door-to-door within a specified zone or based around designated “nodes”.</p>

Design Guidelines

Effective bus routes may be designed differently depending on their role or function within the network, but in all cases, bus routes should be simple for both existing and new riders to understand. The following section highlights best practices and service design guidelines to help service providers develop a network of logical, consistent, and user-friendly services.

Transit is best supported by a mix of demand and density.

Bus routes are more efficient when they serve areas of high transit demand, or areas where people live (i.e., residential density) and work (i.e., employment density). While density of jobs or residents are good indicators of transit demand, a mix of land use in the same areas can produce even more demand and either alone. Mixed use areas create a steady demand for transit throughout the day and evening. Other transit-supportive land uses include commercial and institutional areas, which attract large numbers of employees, patrons, and guides.

Service Should be Simple.

A simple transit route design and simple schedules will attract more riders than a complex transit system. For people to use transit, they must be able to understand it, and simpler services are easier for riders to rely on them.

Routes Should Operate Along a Direct Path.

Routes should be designed to operate as directly as possible to keep travel time lower while maintaining access to key destinations.

The fewer turns a route makes, the easier it is for riders to understand. Conversely, circuitous paths are disorienting and difficult to remember, which can impact the reliability of the route. Direct routes also maximize average speed for the bus and minimize travel time for passengers while maintaining access to service.

Route Deviations Should be Minimized.

As described above, service should be as direct as possible. Consistent with this idea, the use of route deviations—traveling off the most direct route—should be minimized.

There are instances when deviating service from the most direct route is appropriate, such as avoiding a bottleneck or providing service to major shopping centers, employment sites, medical centers, schools, etc. In these cases, the benefits of deviating service from the main route must be weighed against the inconvenience caused to passengers already on board. Route deviations should be implemented only if:

- The deviation will increase the route's overall productivity.
- The number of new passengers served is equal to or greater than 25% of the number of passengers inconvenienced by the additional travel time on any particular deviated trip.
- The deviation does not interfere with the provision of regular service frequencies and/or the provision of coordinated service with other routes operating in the same corridor.
- Pedestrian access to a large trip generator is unsafe due to a lack of infrastructure, or inaccessible due to a dendritic street pattern.

In most cases, where route deviations are provided, they should operate for the entire service period. Exceptions are during times when the sites that the route deviations serve have no activity—for example, route deviations to shopping centers do not need to serve those locations early in the morning before employees start commuting to work.

Major Routes Should Operate Along Arterials.

Frequent and local routes should operate on major roadways and should avoid deviations to provide local circulation. Riders and potential transit users typically have a general knowledge of an area's arterial road system and use that knowledge for geographic points of reference. The operation of bus service along arterials makes transit service faster and easier for riders to understand and use. This principle applies only to routes with a productivity-based strategy.

Routes Should be Symmetrical.

Routes should operate along the same alignment in both directions to make it easy for riders to know how to return to their trip origin location. For example, if a route follows Main Street into downtown, it should use Main Street on its outbound trip. Exceptions can be made in cases where such operation is not possible due to one-way streets or turn restrictions. In those cases, routes should be designed so that the opposite direction alignments run parallel as closely as possible.

Routes Should Serve Well-Defined Markets.

Service should be developed to serve well-defined markets. Ideally, *major corridors should be served by only one route of each service type*—for example, one frequent route and one local route, and not by multiple frequent routes or multiple local routes. Exceptions can and should be made when multiple routes should logically operate through the same corridor to unique destinations.

Services Should be Coordinated.

When multiple routes operate through the same corridor but serve different destinations, service should be coordinated to maximize utility and minimize redundancy. To avoid bunching buses and to balance loads, major routes of the same service type using the same corridor should be scheduled to operate at similar frequencies and should alternate trips at even intervals.

Most routes intersect with other routes at transfer centers, stations, and street intersections. At major transfer locations, schedules should be coordinated to the greatest extent possible to minimize connection times for the predominant transfer flows.

Service Should be Consistent.

Routes should operate along consistent alignments and at regular intervals (headways). People can easily remember repeating patterns but have difficulty remembering irregular ones. For example, routes that provide four trips an hour should depart every 15 minutes. Limited exceptions can be made in cases where demand spikes during a short period to eliminate or reduce crowding on individual trips.

Vehicle Type Should be Appropriate for Service.

Transit vehicles should be matched to service types by vehicle type and capacity. For example, the standard fixed-route transit vehicle is typically a 40' transit bus and is appropriate for most services. However, lower ridership routes such as local routes or shuttles may only require 30' vehicles. Flex service and demand-response vehicles typically utilize smaller vehicles.

Service on Streets with Humps & Bumps

Speed humps and bumps, apart from impeding the smooth running of GoDurham buses, also cause major damage to the chassis of buses and must, to the extent possible, be avoided by GoDurham buses on routes or neighborhoods that have them. GoDurham buses will not operate on any roadway or street network with Speed Humps or Speed Bumps. Routes that do currently have such features are grandfathered into the current policy. However, transit planning staff will work with the Transportation and Planning Department staff to ensure that due consideration is given to any future requests for speed humps and bumps as they relate to this GoDurham policy.

III. SERVICE STANDARDS

Service standards help transit providers determine how much transit service to provide, given the underlying local market and operating conditions. Setting expectations for service levels also creates a coordinated and consistent network of service by establishing uniform standards for each service type.

The service standards work in concert with the service performance measures to create a network that is easy for operators to communicate with riders and stakeholders. The standards should work collectively to create a transit network that is productive and efficient.

The combined standards and measures also create a framework for expanding and contracting bus service. Transit operators can provide more service on any route or market, as deemed appropriate, but must provide at least the minimum proposed standard to meet the service type requirements.

The GoDurham service standards are determined based on four elements:

1. **Span of Service:** Sets route start and end times.
2. **Service Frequencies:** Recommends how often transit service is operated.
3. **Passenger Loads:** Establishes acceptable levels of passenger volumes relative to the number of available seats.
4. **Bus Stop Spacing and Amenities:** Recommends stop spacing and amenity investments.

Service level standards set required minimum service levels for each route type, including hours of service, service frequencies, and passenger loads. Investments in a route may be increased (longer service span or increased frequency), if or when ridership increases to levels that exceed maximum loading standards. Conversely, service may be reduced when ridership falls below the minimum productivity measures. Likewise, service spans may be lengthened to extend service earlier in the morning and later at night if minimum productivity targets can be met.

Minimum Span of Service

The span of service –operating hours - is the length of time a route is available, typically measured by the time a bus route begins and ends. It determines how usable an individual bus route is for riders. Consistent standards and expectations for the span of service also ensure the network overall will be able to offer connections and transfers between routes. However, operating hours are one of the most important factors in determining how much a route will cost. Developing an

appropriate span of service—one that will meet rider and network needs, but not result in empty buses—is an essential component of an effective transit network.

Service standards establish the required minimum days of week when service operates and the minimum span of service for each route type. The span of service varies by day of the week (weekdays, Saturdays, and Sundays), recognizing that the amount of activity, and consequently the need or demand for transit service, varies by day of the week. The standard reflects the shortest period of time that different route types of service should operate. The span of service for any individual route can be greater—but not less—than the standard. While transit operators may extend the span of service for any particular route, these trips must meet the minimum productivity and efficiency expectations for that category of service.

In general, service starts on weekdays and Saturdays no later than 5:30 a.m. The same service would end no later than 12:30 a.m. Sunday and Holiday services would, based on productivity considerations, beginning at 6 am or later. Sunday and Holiday service should end no earlier than 9:30 p.m. This service span policy must be reviewed periodically to ensure that these productivity-based standards are still valid approaches to the service supplied.

Table 5: Minimum Span of Service (Hours of the Day)

	Frequent Route	Local Route	Community Route	Microtransit
Weekday	18	16	12	12
Saturday	18	16	12	-
Sunday/Holiday	14	14	12	-

Minimum Service Frequencies

Service frequency reflects the time interval between two vehicles traveling in the same direction on the same route, or how often the bus serves a particular stop. Service frequency is critical to establish transit service as an attractive and viable travel mode, and significantly influences transit ridership. Like span of service, frequency has a significant impact on operating costs. For example, improving a route from a 60-minute frequency to a 30 minute-frequency doubles the route’s operating costs. Because operating high-frequency service is expensive, transit service frequency can vary throughout the day (i.e., peak, and off-peak periods) to reflect existing or potential demand. Service frequencies are also set to ensure there are enough vehicles on the route to accommodate passenger volumes while not exceeding recommended loading standards.

The minimum service frequencies are shown below. These service frequencies set the minimum expectation for the frequency of bus service to ensure network compatibility. A higher level of service frequency can be provided as long as the service meets the minimum productivity expectations for the category of service.

Service frequencies are listed in terms of “clock face intervals” (e.g., every 10, 15, 20, 30, or 60 minutes) as these intervals are easier for passengers to remember and can help facilitate better

transfer connections between routes. Whenever possible, frequencies should be set at regular clock-face intervals. However, there are two key exceptions:

- Where individual trips must be adjusted away from clock face intervals to meet shift times, work times, transfer connections, coordinate with pulse schedules, or other special circumstances.
- Where the desired frequency of service causes round trip recovery time to exceed 20% of the total round trip vehicle time. In such cases, the inefficiency of the schedule outweighs the benefit of a clock face schedule.

Table 6: Minimum Service Frequency (in Minutes) Standards

	Time of Day	Frequent Route	Local Route	Community Route	Microtransit
Weekday	Early AM	30	60	—	—
	AM Peak	15	30	60	30
	Midday	15	30	60	30
	PM Peak	15	30	60	30
	Evening	30	60	—	—
	Late Evening	60	60	—	—
Saturday	Daytime	30	60	60	30
	Night	30	60	—	—
Sunday/Holiday	Daytime	30	60	60	30
	Night	30	60	—	—

Maximum Passenger Loads

Passenger loads refer to the number of riders on the bus relative to the seating capacity of the vehicle. Passenger loads are typically measured in terms of maximum standards to capture the time (or portion of the route) when the greatest number of riders are on the vehicle at the same time. They are also expressed in percentages to reflect the number of people on the vehicle in proportion to the number of seats. A standard of 100%, for example, sets a goal of ensuring every passenger has a seat. A standard of 120% allows for some standing passengers. If a bus route consistently exceeds the vehicle loading standards, additional capacity (more or larger buses) should be added to the route.

Transit providers can adjust services to keep the number of passengers on their vehicles at a comfortable level, always within the limits of safety. In peak periods, this means that some passengers may be expected to stand for a portion of the trip. In off-peak times and/or for services that operate over longer distances, service will be designed to try to provide a seat to all customers. Transit operators maintain passenger loads within acceptable levels by matching capacity to demand. They can accomplish this by matching vehicle types with ridership levels (i.e. assign larger vehicles to higher ridership routes) by increasing (or decreasing) the frequency of service.

The GoDurham service standards set requirements for the maximum average vehicle loads by service type and time of day. The standard reflects the average number of passengers relative to

seating capacity for both the peak and off-peak periods, at the busiest point on the route. Individual trips may exceed the passenger load standard.

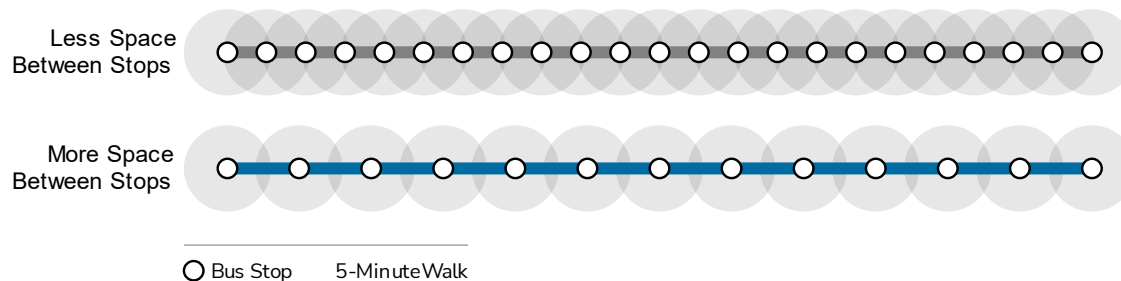
Table 7: Maximum Passenger Load Standards

	Frequent Route	Local Route	Community Route
Weekdays – Daytime	120%	120%	100%
Weekdays – Evening	100%	100%	100%
Saturday	100%	100%	100%
Sunday	100%	100%	100%

Average Bus Stop Spacing

Spacing bus stops is an essential part of effective transit service. Closely spaced stops provide convenient access because riders are more likely to have a shorter walk to the nearest bus stop. However, closely spaced bus stops make bus service slow, as each additional stop requires the bus to decelerate, come to a complete stop, load, and unload riders, and then accelerate and merge into traffic. Since most riders want service that balances convenience and speed, the number and location of stops is a key component of determining that balance.

Bus stop spacing should also reflect service types. In general, services that emphasize speed and productivity (e.g., frequent routes) should have fewer stops that are spaced further apart, while services that emphasize accessibility (e.g., community routes) have stops spaced more closely together.



Standards for minimum stop spacing (or maximum stops per mile) are shown below. Where multiple routes operate in the same corridor, the standard for the highest level of service operation applies. Exceptions to these standards should only be made in locations where walking conditions are particularly dangerous, significant topographical challenges impede pedestrian access, or factors compromise safe bus operations and dwelling. This includes level of walkability, the absence of pedestrian accommodations, and the presence of a dendritic street network throughout much of the region.

Table 8: Bus Stop Spacing Standards

	Frequent Route	Local Route	Community Route
Moderate to High Density	1,300'	1,000'	1,000'
Low Density	1,300'	1,000'	1,000'
Moderate to High Density	4 stops per mile	5 stops per mile	5 stops per mile

Bus Stop Amenities

Bus stops should include passenger amenities that are appropriate for the level of passenger activity occurring at each stop. This standard serves several purposes: it ensures amenities are distributed with equity in mind, as required by Title VI, as well as ensuring transit providers are efficiently investing capital resources in locations where it is most appropriate.

Table 9: Bus Stop Amenities Standards

	Daily Boardings	Other Warrants
Shelter	30	<ul style="list-style-type: none"> • Locations where customers transfer between routes or between different modes • Exposure to the elements such as in direct sunlight (summer) or indirect sunlight (winter) • Equity
Bench	10	<ul style="list-style-type: none"> • Locations where customers transfer between routes or between different modes • Higher than average minority
Lean rails or post seating	As needed	<ul style="list-style-type: none"> • Customer request • Limited right-of-way
Trash can	As needed	
Digital information	30	<ul style="list-style-type: none"> • Locations where customers transfer between routes or between different modes • Equity
Bike rack	As needed	<ul style="list-style-type: none"> • Proximate to greenways and trails • Locations where customers access the bus stop by privately owned or shared micromobility devices (scooter, bicycle, etc.)

NOTE: Daily boardings uses the average daily boardings on weekdays.

Additionally, all stops should include clear signage.

Where practicable, all new or improved bus stops and passenger waiting areas must conform to the ADA requirements as laid out in the Department of Transportation ADA standards for Transportation Facilities (2006). These standards specify a variety of requirements for platform surface, widths, and connectivity to surrounding sidewalk infrastructure and shelter facilities.

Vehicle Assignment

As required by FTA Circular 4702.1B (Title VI), transit providers must distribute vehicle assignments evenly throughout the system so newer vehicles are equitably deployed across the service area. GoDurham does not assign vehicles to routes because every GoDurham route serves areas of higher than average low-income or minority communities. In addition, the most recent rider demographic data showed that 87% of riders are minorities and live in households with incomes less than \$35,000.

IV. SERVICE PERFORMANCE MEASURES

The City of Durham monitors and evaluates service performance of GoDurham system-wide and for each route. System-level performance measures measure progress towards overall goals and guide investment at a strategic level. Route-level performance measures are designed to ensure the productivity of individual bus routes matches the level of investment.

The process of tracking and evaluating individual bus routes helps the transit agency to identify which bus routes meet their performance targets, as well as routes that may be over performing the expectations for the classification and potentially warrant additional investment. Likewise, bus routes that are under-performing relative to their standards may require adjustments or reduced investment. In this way, the performance standards guide investment in individual bus routes and encourage transit operators to adjust service levels to match expectations.

Performance measures consist of a limited set of measures that capture the critical aspects of service productivity, efficiency, and effectiveness, and can be easily reproduced and communicated to stakeholders.

Targets for performance measures are set for each of the four service classification types, recognizing that the productivity of individual bus route will be shaped by the underlying market and operating characteristics. The following performance measures are tracked:

- **Passengers per Revenue Hour:** sets a minimum number of riders for each hour of service provided
- **Cost per Passenger Boarding:** sets a maximum amount that should be spent per passenger boarding
- **On-time Performance at all Timepoints:** measures service reliability in how closely the arrivals and departures from time points match the published schedule
- **On-time Arrivals to Durham Station:** measures the reliability for customers to transfer to other routes at Durham Station, the main transit station

Passengers per Revenue Hour

Service productivity is measured by the number of riders using the system for every hour or trip provided. The productivity of a route is measured according to passenger per revenue hour, which is the number of boardings divided by the total number of hours the vehicles on a route are in service.

The target sets a minimum for the average number of riders (boardings) that a route should generate for each service hour. The standards vary by service type and by day of the week and time of day.

Table 10: Minimum passengers per revenue hour target

Day Type	Frequent Route	Local Route	Community Route	Microtransit
Weekdays – Daytime	25-35/hour	15-25/hour	5-10/hour	2/hour
Weekdays – Evening	15-20/hour	10-15/hour	5-10/hour	2/hour
Saturday	20-25/hour	15-20/hour	5-10/hour	2/hour
Sunday	15-20/hour	10-15/hour	5-10/hour	2/hour

Cost per Passenger Boarding

Cost effectiveness is a standard that usually sets a 'ceiling' on the amount that should be spent on each transit passenger served by the transit system for the route to be considered efficient. The ceiling can be either a fixed value or a requirement that individual routes should not exceed a percentage of the system's average cost. Some routes serving special populations such as seniors and disabled persons usually receive special consideration. The data collected to evaluate this standard are passenger counts (unlinked) total passenger trips rather than linked trips.

GoDurham establishes a maximum cost per passenger target in Table 6 for route type, but not time of day. This represents the amount spent on operating a bus route (fuel, vehicle maintenance and repairs, and operator wages and benefits) divided by the number of riders carried on the bus route.

Table 11: Cost per passenger boarding target

Day Type	Frequent Route	Local Route	Community Route
Weekdays – Daytime	\$4 - \$6	\$6 - \$8	\$10 - \$12
Weekdays – Evening	\$4 - \$6	\$6 - \$8	\$10 - \$12
Saturday	\$4 - \$6	\$6 - \$8	\$10 - \$12
Sunday	\$4 - \$6	\$6 - \$8	\$10 - \$12

On-Time Performance

On-time performance is used to capture service quality. It measures how closely a transit service adheres to its published schedule, indicating the percentage of time a route is arriving on time, early or late. It is an important customer facing measure because it impacts service reliability.

On-time performance is measured by comparing scheduled and actual bus departure and arrival times at timepoints, which are the bus stops identified in the published schedule. GoDurham defines on-time performance as arriving at a fixed time point up to one minute earlier and no more than five minutes later (-1 minute to +5 minutes) than the scheduled arrival time at all time points.

GoDurham sets a goal for on-time performance of 85% at all timepoints, meaning that 85% of all trips operated by GoDurham will be on time for all days of the week. Microtransit service is considered to be on-time if the pickup is within the 30-minute window of the trip request.

Table 12: On-time performance minimum

	Frequent Route	Local Route	Community Route	Microtransit
Weekdays	85%	85%	85%	85%
Saturday	85%	85%	85%	85%
Sunday	85%	85%	85%	85%

On-Time Arrivals to Durham Station

On-time arrivals to Durham Station is used to capture service quality. It measures how closely a transit service adheres to its published schedule, and the reliability for customers to transfer to other routes. It is an important customer facing measure because it impacts service reliability.

GoDurham defines an on-time arrival as arriving at Durham Station no more than five minutes later than the scheduled arrival time. GoDurham sets a goal for on-time performance of 95% for trips arriving to Durham Station for all days of the week.

Table 13: On-time performance minimum target for arrivals to Durham Station

	Frequent Route	Local Route	Community Route
Weekdays	95%	95%	95%
Saturday	95%	95%	95%
Sunday	95%	95%	95%

Service Impact Bonus

Performance measures related to service quality and effectiveness are important metrics but do not capture the impact and importance of transit service to individual neighborhoods and the region overall. A route that has low productivity, for example, may serve residents in neighborhoods with historic disinvestment and/or higher concentrations of individuals and families with low incomes. The value – or impact – of these bus routes may not be reflected purely in cost per rider or rider per hour.

The Service Impact Bonus qualifies bus routes for a relaxed standard, given the added impact of serving low-income and historically disadvantaged communities. The Durham - Chapel Hill – Carrboro Metropolitan Planning Organization (“DCHC MPO”) developed a methodology to identify *communities of concern* for environmental justice analysis, focused on seven American Community Survey metrics:

1. All Minority race populations
2. Hispanic/Latino Ethnicity Origin populations
3. Black populations
4. Elderly populations (over 65 years of age)
5. Limited English Proficiency households
6. Low Income households, and
7. Zero-car households.

For all metrics except low-income, a block group meets the indicator threshold for each metric if the percentage of the targeted population in that block group is above the percentage of that population in the whole DCHC MPO region. A block group is considered a low-income block group if the median household income is below \$38,920¹.

¹ <https://www.dchcmpo.org/work-with-us/environmental-justice-ej>

GoDurham establishes that routes are eligible for the service impact bonus if at least 50% of the bus stops are in or within one-quarter mile of block groups that meet at least four thresholds defined in the DCHC MPO definition of communities of concern.

Table 14: Service Impact Bonus for qualified routes

	Percent of Target
Passengers per hour	80%
Cost per passenger trip	120%
On-time performance	100%

APPENDIX B. COMMUNITIES OF CONCERN includes the map of Durham County with the block groups that meet the communities of concern thresholds.

Phasing Performance Targets

Performance measures and targets reflect the expectations for a fully mature route, or one that has been operating for 24 months or more. It is also the case that route performance will improve as the overall network of transit service expands and improves. For example, it will be easier for one frequent bus route to meet the performance targets when there is a network of frequent bus routes to use as a network. As a result, performance measures associated with individual route changes will also be phased in.

Passengers per revenue hour will be phased in over time from the time of change of service, with individual routes evaluated according to the following schedule:

Table 15: Phasing-in of passengers per revenue hour target

	Percent of Target
0-12 months	80%
1 – 2 years	90%
2 – 3 years	100%

Cost per passenger boarding is expected to decrease as service improves and ridership increases. For that reason, the phased schedule is the inverse and will be evaluated according to the following schedule:

Table 16: Phasing-in of cost per passenger boarding target

	Percent of Target
0-12 months	120%
1 – 2 years	110%
2 – 3 years	100%

The phasing of performance targets does not apply to operational or minor changes.

V. SERVICE CHANGE POLICIES

Since service changes can vary in scope, this section defines the categories of service changes based on impact to the riders, defines the authority to approve the service changes, and clarifies the procedures necessary to implement the service change.

Service Change Categories and Approval Authority

The service change categories and approval authority are defined below.

An **Operational Service Change** is responsive to operational conditions, such as detours due to construction, minor bus stop changes less than ¼ mile, or service adjustments based on staffing capacity. GoDurham may implement operational changes without prior approval but must inform the Mobility Services Manager about the change within 7 days.

A **Minor Service Change** affects less than a quarter of the riders, revenue hours, or revenue miles on a route or on multiple routes when several routes are changed together. In addition, changes to more than one-fifth of a route's bus stops or bus stops system-wide are considered minor. Public comments are required in advance of approval by the Director of Transportation.

A **Major Service Change** affects at least 25% of the riders, revenue hours, or revenue miles on a route or on multiple routes when several routes are changed together. Public comments are required in advance of approval by the City Manager.

A **Fare Policy Change** occurs when the fare charged to the rider is changed. A public hearing is required, and public comments must be collected. The Durham City Council has the authority to approve the fare policy changes.

A **Multi-Year Transit Plan** is an operating or capital improvement plan that defines service levels and capital investments typically covering up to five (5) years. Examples of a multi-year plan are a short-range transit plan or a comprehensive operational analysis. A public hearing is required, and public comments must be collected. The Durham City Council has the authority to approve the multi-year transit plan.

Table 17 provides additional information about the service change categories and approval authority.

Table 17: Summary of Requirements for Service and Fare Policy Changes

Type of Change	Operational Service Change	Minor Service Change	Major Service Change	Fare Policy Change
Level of Analysis	Stop, Route, and System	Route and System	Route and System	System
Description	Changes that are necessary to respond to operational conditions	Changes that affect a small number of riders on a route and/or a small number of riders on all routes when several routes are changed together	Changes that affect a large number of riders on a route and/or a large number of riders on all routes when several routes are changed together	Changes to the fares that riders must pay
Scope	<ul style="list-style-type: none"> Temporary detours Minor bus stop location changes Emergency changes due to operational constraints Restoration of suspended service Minor schedule changes that don't affect headways, service span, or number of trips. 	<ul style="list-style-type: none"> Minor route deviation Adding/removing trips Changes to service span Emergency changes due to operational constraints (if threshold is met) Corridor level bus stop changes 	<ul style="list-style-type: none"> Add/remove route Major route deviation Schedule changes to improve reliability Adding/removing trips Changes to service span Change days of week of service Package of changes to multiple routes 	<ul style="list-style-type: none"> Fixed route fare structure Suspending or re-instituting fare collection
Thresholds	Move bus stop < ¼ mile of its current location < 20% of bus stops on a route	> 20% of bus stops on a route For any weekday, Saturday, or Sunday: < 25% route or system boardings < 25% route or system revenue miles < 25% route or system revenue hours	For any weekday, Saturday, or Sunday: >= 25% route or system boardings >= 25% route or system revenue miles >= 25% route or system revenue hours	
Examples	<ul style="list-style-type: none"> Consolidating bus stops Adjusting the scheduled arrival times at timepoints Reduce service frequency due to low number of bus operators 	<ul style="list-style-type: none"> Alignment changes to route with 125 of 1000 passenger boardings Shorten route by one-half mile where 75 of 1000 passenger boardings occur Eliminating the last two hours of service on a route affecting fewer than 150 passenger boardings. Changes to multiple routes that affect 24% of system miles and 24% of system hours on Sundays 	<ul style="list-style-type: none"> Remove any route Alignment changes to a route with 260 of 1000 route boardings Shorten a route by one-third of its route miles with 75 of 1000 route boardings Changes to multiple routes affecting 26% of system revenue miles Changes to multiple routes during weekdays that increase the weekday system revenue hours by 26% 	<ul style="list-style-type: none"> Go fare free Implement a fare for premium on-demand service Change to the approved fare structure
Public Hearing	No	No	No	Yes
Public Comment	No	Yes	Yes	Yes
Typical Implementation Timeline from Decision to Effective Date	2 weeks	6-8 weeks	12 weeks	12 Weeks
Approving Body	Mobility Services Manager	Director of Transportation	City Manager	City Council

Service Change Procedures

To provide a clear sequence of activities and a clear division of responsibilities for the development and implementation of service changes.

Service Change Team

This team is comprised of employees from the City's Transportation Department, the Contractor, the Regional Information Center Manager, and the Regional Data Technician.

Employees from the City include: The Mobility Services Manager and the Mobility Services Planning Manager, Mobility Services Analyst, and Public Information Communication Analyst.

Employees from the Contractor include: The General Manager, the Director of Operations, the Director of Customer Engagement, the Safety Manager, the Bus Stop Amenities Specialist, and the IT Manager.

Figure 1: Members of the Service Change Team

City's Transportation Department	Contractor	Regional Information Center
<ul style="list-style-type: none">•Mobility Services Manager•Mobility Services Planning Manager•Mobility Services Analyst•Public Information Communication Analyst	<ul style="list-style-type: none">•General Manager•Director of Operations•Director of Customer Engagement•Safety Manager•Bus Stop Amenities Supervisor•IT Manager	<ul style="list-style-type: none">•Manager•Regional Data Technician

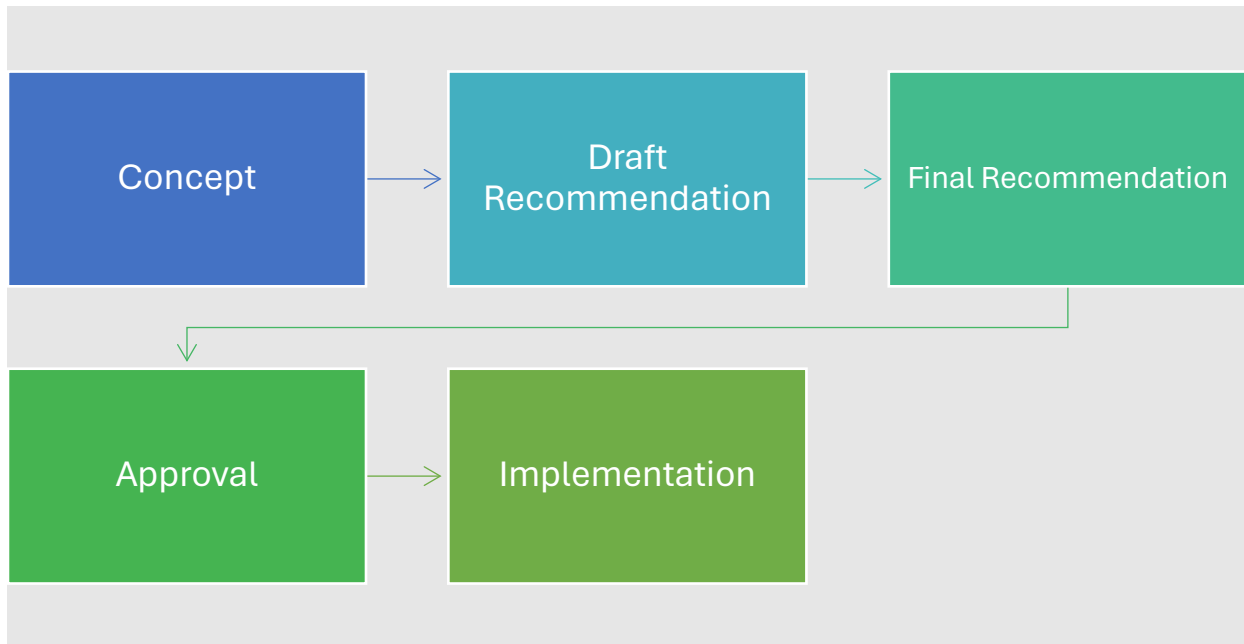
Communications Team

This team is comprised of the contractor's General Manager, Director of Customer Engagement, the Marketing & Communications Specialist, and the City's Transportation Public Information Communication Analyst. Any lead staff from the City's Transportation department involved in service changes will also participate.

Phases of a Service Change

There are five phases in the service change process. The first three phases involve the development of the service change proposal and final recommendation. Approval of the service change recommendation is the fourth phase. The implementation phase is the last phase and occurs in the weeks leading up to the service change effective date.

Figure 3: Service Change Process Map



Procedures by Phase

Concept Phase

Mobility Services:

1. Determine components of service change and service change type
2. Prepare high level schedules to estimate the total daily revenue hours and miles, and the peak vehicle requirements. In some cases, the operator staffing requirements are also calculated.
3. Verify the funds available by funding source and submit requests to the county transit work plans and annual budget.
4. Conduct initial coordination with operations to confirm the operability of service and conduct route timings
5. Make an initial recommendation for service changes to the Service Change Team. The initial recommendation shall include the following:
 - a. a brief description of the proposed changes
 - b. route maps in Remix/Google Maps
 - c. a rationale for each proposed change
 - d. if needed, a Title VI Service Equity Analysis

- e. recent route performance levels as established in the GoDurham Service Performance Standards (if applicable)
- f. proposed new stops, and transfer locations, including those requiring bus stop improvements
- g. estimated effects on riders (current or target market)
- h. estimated impacts on paratransit services
- i. estimated effect on distribution of services
- j. estimated effect on peak fleet requirements
- k. estimated effect on number of operators required
- l. estimated costs and identified funding source
- m. service changes project schedule

ACTION NEEDED: The Service Change Team shall review and request any changes to the initial recommendations. The Service Change Team shall also establish the proposed date for the service changes to take effect.

Draft Recommendation Phase

Mobility Services, Public Information Communication Analyst, and the Director of Customer Engagement:

- 6. Mobility Services sends revised recommendations to marketing for public comment.
- 7. The Communications Team will meet at least 14 days prior to public meetings when there is a proposed service change to develop a strategy and timeline for communicating the potential changes:
 - a. Develop a public engagement plan to solicit public comment on the proposed changes. The plan will follow the Contractor's Public Engagement Plan.
 - b. Implement the plan – create materials and solicit public comment.
 - c. Advertise the public engagement effort, including a public hearing, if needed.
 - d. Work with Mobility Services to prepare a report documenting methods of soliciting comments, numbers of comments received, and general responses to comments.
- 8. Mobility Services presents the Public Comments report as well as draft recommendations to the Director of Transportation.

ACTION NEEDED: Completion of public engagement.

Final Recommendation Phase

Mobility Services:

- 9. Revise the recommendation based on public comments.
- 10. Make a final recommendation for service changes to the Service Change Team. This final recommendation shall summarize revisions since initial recommendation.

ACTION NEEDED: Service Change Team shall review and request any changes to the final recommendations.

Approval Phase

Mobility Services:

11. Depending on the type of changes, Mobility Services brings the final recommendation to the Director of Transportation, inclusive of the public engagement report and Title VI Service Equity Analysis (if needed), ideally no less than 12 weeks from the planned implementation date for significant and major service changes, and 6-8 weeks for a minor service change.
12. Mobility Services will inform the Service Change Team about the changes within 7 days of approval/disapproval.

ACTION NEEDED: The appropriate party approves final service change proposal.

Implementation Phase

The following steps will be undertaken to implement the approved changes.

1. Mobility Service Manager assigns a timeframe to ensure on-time delivery of service change.
2. Mobility Services creates and shares with the Service Change Team the following materials:
 - a. SUMMARY itemizing each of the approved changes including a brief description of the change in service
 - b. REVISED SCHEDULES including Route Number/Name, Timepoint labels, stop id codes, timetable, required interlines,
 - c. TURNSHEETS
 - d. MAPS (Remix output) for webpage and internal communication purposes
 - e. STOP LIST indicating all stops on the route and changes
 - f. SIGN PROCUREMENT LIST
 - g. GATE ASSIGNMENTS (if needed)
 - h. FINAL RECOMMENDATION REPORT to inform webpage
3. Bus Stop Amenities Supervisor
 - a. Identify coordinates for new or relocated bus stops and notify Service Change Team.
 - b. Bus stops will be moved, removed, or installed according to Bus Stop Installation Procedure.
 - i. The General Manager for the contractor and the City's Mobility Services Manager will review the plan.
 - ii. The contractor will be responsible for the implementation of this task.
 - iii. At all stops, the contractor will have labels printed and applied to any new or changed signs. The contractor will procure new bus stop signs for installation.
 - iv. Old labels will be removed from signs within 7 days of the start of schedule change, but not before the service effective date.
 - v. New labels will be affixed to signs within the 7 days prior to but not before the start of the schedule change. A sign can be posted at the stop to alert customers about the upcoming change in advance of the service change.
 - c. Updates each stop's location in the bus stop database.
 - d. If the new stop or moved stop is a timepoint, the IT Manager for the contractor needs to be informed of the exact location and make the change to the AVL system, GTFS feeds, and subsidiary systems (UTA, etc.). The IT Manager will notify the Regional Data Technician of the changes and they will ensure that it displays correctly in the

Google feed. The City Transportation staff will provide quality assurance support to the contractor by reviewing route schedule/patterns and stop updates.

4. IT Manager (Contractor)

- a. Enters changed route information, patterns, stops and schedules into the GTFS feed, and publishes a new GTFS feed with the service changes at least 14 days prior to the start of the schedule change. The City Transportation staff will provide quality assurance support to the contractor by reviewing route schedule/patterns and stop updates.
- b. The Contractor then arranges for the new GTFS feed to be deployed to the AVL system, the GoDurham website, GTFS feeds, and subsidiary systems (such as the Automated Passenger Counters). The IT Manager will notify the Regional Data Technician of the changes and they will ensure that it displays correctly in the Google feed.
- c. If a new stop or moved stop is a timepoint, the contractor needs to make the change to the AVL system, GTFS feeds, and subsidiary systems.
- d. Makes changes to bus headsigns and automated voice announcements.

5. Operations

- a. Performs runcut and run pick according to standard procedures.
- b. Supervisors, Operators, and Customer Information Specialists are trained on the route changes.

6. Director of Customer Engagement





- a. Develop a strategy to ensure that frontline employees are trained regarding the changes.
- b. Develop a strategy and timeline for communicating the service changes such that the public has access to information at least 14 days prior to the effective date. The strategies will include at least the following:
 - i. Talking points describing and explaining the change will be prepared for use by staff and key stakeholders.
 - ii. Information about the changes will be posted to godurhamtransit.org, including the homepage, by the contractor no later than 7 days after approval.
 - iii. In coordination with the City staff, a media release, describing the changes, will be distributed no later than two weeks before the effective date of the change.
 - iv. A notice of the changes will be sent to key stakeholders and appropriate customers in the contractor's contact databases (e.g., eligible paratransit customers, phone requests for schedules, and email contacts) within two weeks of the approval, and again within two weeks of the service change. Contacts with e-mail addresses will also receive e-mail notices within one month, one week, and the day prior to service change.
 - v. Information about the changes will be published in the following issue of the employee newsletter after the effective date of the change.
 - vi. Information about the changes will be posted on GoDurham buses and paratransit vehicles and shared with the Manager of the Regional

Information Center consistent with the contractors Public Participation Plan no later than 14 days after approval. Notices will be re-posted at least 14 days prior to the effective date of the service change, to be removed 7 days following the service change.

- vii. Notices will be posted within 14 days at all stops on routes where schedules will be changed. The notices will indicate the effective date of service changes and how customers can get detailed information. Notices will be removed within 7 days following the service change.
 - viii. Schedule brochures will be available and distributed at least 7 days prior to the effective date of the service change. Prior to printing, the City Transportation staff will assist with quality assurance support to the contractor by reviewing schedule brochure drafts and providing comments.
- c. Execute the public communication strategy.

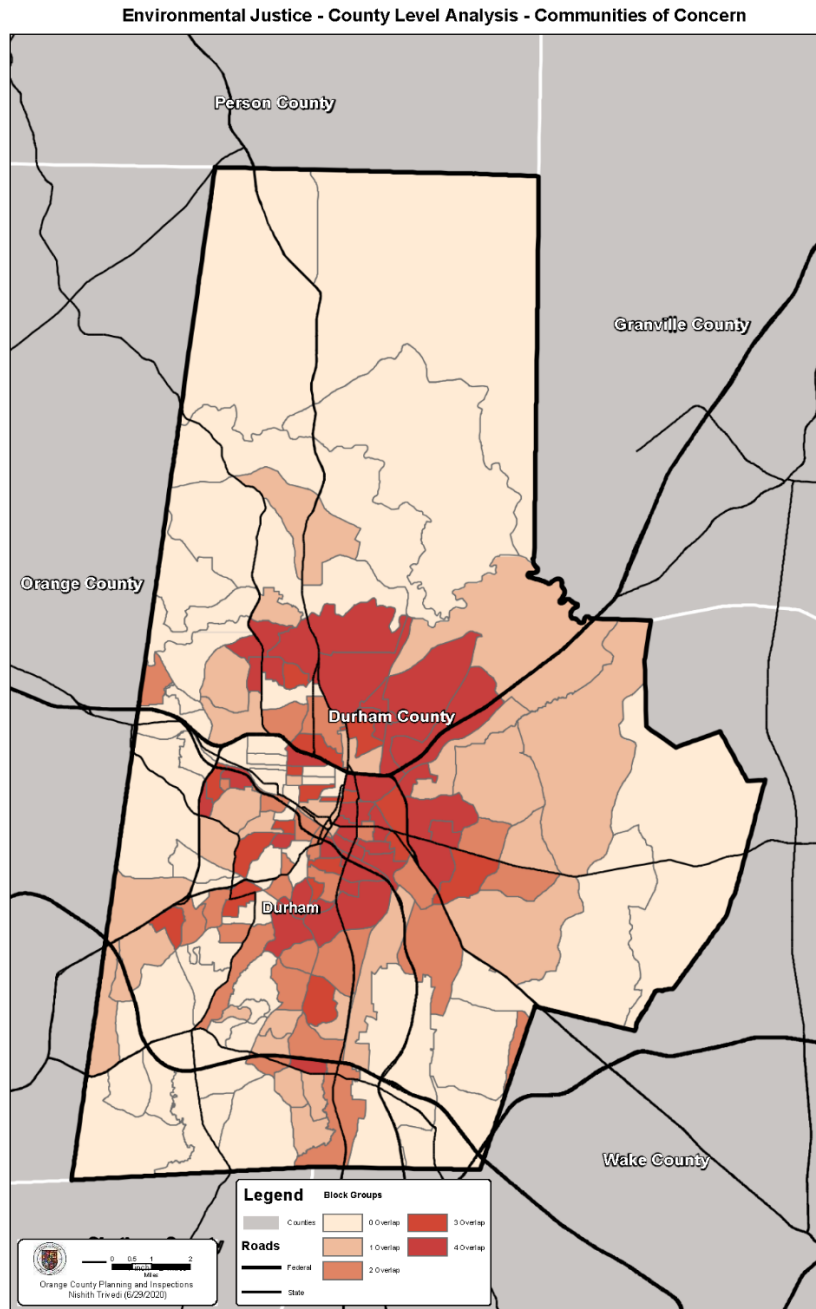
APPENDIX A. ROUTE CLASSIFICATION

The following table shows how GoDurham routes in operation on April 27, 2024 are classified.

Service Type	Characteristics	Routes
 Frequent Routes	Frequent routes are high productivity services that should operate along densely developed primary arterials with 15-minute or better headways during the day on weekdays and weekends. They form the “backbone” of the service network and provide connections to network hubs. Most other routes will connect to them, and routes should be simple and direct.	2 family 3 family 5 10 family 11 family
 Local Routes	Local routes also operate along primary arterials, but in areas of less dense development patterns. They are typically anchored at a transit hub, either downtown or at the end of a frequent route. These routes offer relatively frequent, simple, and direct service, usually within neighborhoods or between local destinations. Routes are typically productive with moderate to strong ridership.	2 3 3B 4 6 7 8 9A/9B 10 11 11B 12 12B
 Community Routes	Community routes serve lower-density communities and neighborhoods, providing local connections or bringing passengers to smaller transit hubs without being coordinated around service at Durham Station. Community routes are focused on widening service coverage, or “filling in the gaps” of the transit network. Productivity is low to moderate.	3C 10B
 Microtransit Services	Microtransit is an on-demand service in rural or low-density communities and can be operated directly by the transit agency or contracted with Transportation Network Companies. Services are typically curb-to-curb or door-to-door within a specified zone or based around designated “nodes”.	

APPENDIX B. COMMUNITIES OF CONCERN

The DCHC MPO Board adopted the 2020 Environmental Justice Report on September 9, 2020². Bus routes qualify for the *service impact bonus* if at least 50% of the bus stops are in or within one-quarter mile of block groups that meet at least four thresholds defined in the DCHC MPO definition of communities of concern.



² <https://www.dchcmpo.org/work-with-us/environmental-justice-ej>

Appendix I:
Title VI Plan Signature Pages

V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the City of Durham- Title VI Implementation Plan FY-2023-2025 (this date should cover three (3) years from whenever the template is executed) I have reviewed and approved the Plan. I am committed to ensuring that no person is excluded from participation in or denied the benefits of GoDurham and GoDurham ACCESS transportation services on the basis of race, color, or national origin, as protected by Title VI according to FTA Circular 4702.1 B, Title VI requirements and guidelines for Federal Transit Administration sub-recipients.

Sean C. Egan

3/22/24

Signature of Authorizing Official
Director of Transportation, City of Durham

Date