

GoDurham Public Meeting Report

10/5/2022, 5:30-6:25 p.m.

Overview:

Meeting Open: 5:30 PM

- Sean Egan went over August highlights for GoDurham.
 - Reviewed the August 1st stroller policy on GoDurham Buses.
 - Shared GoDurham re-applied for grant to help with new bus purchases and maintenance, were awarded 5.7 million dollars.
 - Continue to pursue available federal funds to go towards transit improvements
- David Jerrido and Brianna Reece discussed GoDurham Connect North Durham Expansion
 - GoDurham Connect is a pilot program that uses Lyft to take free rides in a designated service area for up to \$25
 - GoDurham Connect currently serves an area in Eastern Durham and will expand to North Durham on Nov. 5th
- Roberta Fox of Better Bus Project shared progress and status of the Better Bus Project
 - Draft recommendations available for the Route 3 and 5, Holloway St and Fayetteville Street
 - A survey is available to take feedback on the draft recommendations.
- Brianna Reece went over the Senior Shuttle information

Meeting concluded at 6:25 pm

Category	Comment
<p>Planning/Capital Projects</p>	<p>C: There are not enough shelters on Route 10.</p> <p>R: Thank you for your comment, we will be looking into all bus stops based on feedback through the Better Bus Project and will add this feedback into consideration for future bus stop improvements.</p>
<p>Planning/Capital Projects</p>	<p>C: On Rt 10, past Applebees, near Bojangles it floods there, pull shelter closer to edge, near JoAnn's</p> <p>R: Thank you for your comment, we will pass this along to our Better Bus Project team and look into it for future bus stop improvements.</p>
<p>Admin</p>	<p>C: Ambassador program used to be run through GoTriangle; website and materials haven't been updated.</p> <p>R: The Ambassador Program through GoTriangle, called GoCrew has been on pause. We can pass along this comment to Liz Raskopf of GoTriangle's Public Engagement team to see if GoCrew will be active again and if so when that information would be updated.</p>
<p>Admin</p>	<p>C: When will fares come back?</p> <p>R: Fare are free until June 30th 2023 when we will announce whether fare is returning or if fare will remain suspended for another year.</p>
<p>Transit Amenities</p>	<p>C: Who takes care of bus stops?</p> <p>R: The City of Durham, GoDurham, GoTriangle's work together to make bus stop improvements and monitor stops based on rider feedback.</p>
<p>Operations/Planning</p>	<p>C: What happens to bus stops outside of downtown?</p> <p>C: Will GoDurham buses run the shuttle for the State Fair this year?</p> <p>R: Unfortunately no, due to the bus operator shortage we do not have the manpower to offer a shuttle this year. The 700 bus to RTP would be an option to get to the fair.</p>

Capital Projects/Transit Amenities

C: For the stop shown on the Better Bus Stop Boards, will all our stops look like this? How do we get those stops?

R: The goal is to improve as many bus stops as possible with seating, shelter and lighting. We are also working to make every bus stop ADA compliant. We are taking feedback on bus stop improvements through the Better Bus Project.

Planning

C: Why are there so many buses on Route 5 and not route 8 or 7?

R: Right now we are experiencing very high ridership on our Route 3, Route 5, and Route 9. Due to those circumstances we are using a lot more buses for those routes to try to keep up as much as possible with the demand. We understand many of our routes are working on reduced service so we are continuing to aggressively recruit bus operators to help bring back service as soon as possible.

Planning

C: Is the #7 going to go back to original service (down Cooke Rd)?

R: Route 7 is on our radar for the next few steps we can take to reintroduce service, we have recognized the feedback on getting the Route 7 restored and will have more to discuss about that at our next Public Meeting.

Planning

C: Once service is fully restored on all routes, will there be any steps taken to help routes with very high ridership?

R: We have requested and were granted funding for a 3X, which is a service that will operate between Durham Station and the village. As soon as the staffing is in place we will be working to implement that. Before we introduce any new services however we will need to get back to 100% service.

Commendation

C: At Duke we have a lot of students who would appreciate bus service to their school. We do appreciate the Duke express bus but wish it would run in the mornings.

R: Increasing service to better assist students is on our radar for future service improvements.

Planning

C: Is there a bus we can take to the airport?

R: You can take the 700 to the Regional Transit Center (RTC) and there are shuttles that go between the RTC and the RDU airport. There were recently talks about improving the traffic lights and roads to make the shuttle for efficient to getting to the airport.

Commendation/Marketing

C: A couple of years ago I was on a bus and they were playing a tape that went over information on locations on the route. I like that and we need more of that.

R: Thank you, that was a part of our Black History Month Celebration in 2019. All those recordings can be found on soudcloud.com/godurhamtransit We look forward to doing something like that again in the future.

Staff Present:

- Sean Egan
- Tonya Dupree
- Roberta Fox
- Evian Patterson
- David Jerrido
- Brianna Reece

Attendance: 15