

Overview:

Meeting Open: 5:30 PM

Moment of silence for Brandon Harris, Bus Operator with GoDurham for 9 years

- Brianna Reece reviewed Oct. 29th Service Expansion for Route 5 and 12/12B, Route 11 minor changes (more information can be found at godurhamtransit.org/godurham-service-alerts)
- Sean Egan reviewed future Durham Station Improvements.
 - Increase in canopy coverage on platform
 - Increase in bus bays (from 20 to 28)
 - Information for routes and services will be available on the platform

Contracts for Durham Station Improvements were assigned:

- Perkins and Will were awarded design contracts
- Samet was awarded to do pre-construction service
- Evian Patterson and Roberta Fox shared information on the Better Bus Project
 - Draft recommendations available for the Route 3 and 5, Holloway St and Fayetteville Street
 - Surveys for Better Bus Project are closing soon/taking final comments.
- Brianna Reece and Jenny Green reviewed 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 serves Eastern Durham and as of Nov. 5th additionally serves Northern Durham
- Brianna Reece discussed CTAG:
 - GoDurham is seeking applications from qualified individuals of Durham for the voluntary positions of Members of its Community Transportation Advisory Group (CTAG)
 - CTAG offers an opportunity for community stakeholders to provide feedback and suggest improvements and recommendations on plans, policies, and services offered by GoDurham.
- Brianna Reece discussed GoDurham Access' Senior Shuttle
 - Residents from 10 senior communities in Durham will be able to take a free weekly shuttle between their homes and the Walmart at Glenn View Station.
 - Learn more at godurhamtransit.org/senior-shuttle
- Meeting concluded at 6:15 pm

Category	Comment
Commendation	<p>C: Comment: I think the 24 hr bathroom is brilliant and will bring more people in.</p>
Marketing	<p>C: Would like more special events, it would be nice to have a Christmas event to give out items like backpacks.</p> <p>R: We have worked to expand our marketing staff to better market and find more avenues to market GoDurham and find more opportunities to get involved in events.</p> <p><i>Sean made a note about the significant decrease in couple complaints and reiterated that the riders deserve to be respected.</i></p>
Planning/Capital Projects	<p>C: On Roxboro road, there is a bus stop with no seat on the #4 near the burger king.</p> <p>R: We will note that.</p>
Admin	<p>C: Is CTAG staff going into the community?</p> <p>R: CTAG does not go out into the community, they will meet together at GoDurham's administrative office and work with GoDurham staff to understand and provide comments on projects, services, and route changes</p>
Transit Amenities	<p>C: There's too much smoking at the stops.</p>
Planning	<p>Q: Is there a plan with reinstating the frequent service corridor on East Main St. now the Route 12 and 12B are in service?</p> <p>R: Labor shortages make it a challenge for reinstating the service but we will consider it when it becomes possible.</p>
Transit Amenities	<p>C: The village bus stop has too many people hanging around.</p> <p>R: The village transit service is the highest ridership stop. Right now the facilities do not reflect the high level of frequency of the service. We are looking at different places to move it. We are still working on solutions. Stay tuned for updates on that.</p>

Transit Amenities/Maintenance

C: #4 and #9 by McDonalds new building. Too many cigarette butts, beer and trash, needs to be improved. Needs monitoring to make sure people are not drinking there at the stop.

R: Durham County Public Department has prohibited public smoking at bus stops and sidewalks. It is also prohibited to have open alcohol to on the sidewalk and at bus stop. We are working with DPD to better monitor and enforce the law when it comes to bus stops. Taking feedback about the specific places are the best ways we can work to address these issues.

Transit Amenities/Capital Projects

C: Is the bus stop the other person was talking (Bus stop near the McDonald's along the route 4 and 9) about ADA accessible?

Sean: Every bus stop should meet ADA requirements and unfortunately currently half are ADA compliant. We're trying to increase the pace of improving bus stops, from 50 to 75 and fix these stops.

Operations/Transit Amenities

C: With the new bus stop designs/improvements, will there be a way to see if a bus isn't coming? They pass us by sometimes.

Sean: Pass-bys are a serious issue we want to address. We are looking into adding a button on the light pole to make a light pole flash to better alert bus operators so we can decrease pass by and improve visibility.

Planning/Capital Projects

C: Why don't we make it easier to get to the amtrack station?

R: They want to be able to stack the trains eventually, so while we looked into installing a bridge, a bridge it would be difficult.

Transit Amenities/Maintenance

C: I notice outside there is a lot of trash left at the Durham Station and around the bus bays. Outside I guess the marquees are updated, did you guys update them?

R: We are looking into solutions to handle excess trash at Durham Station. Yes, we did update the marquees.

Transit Amenities/
Capital Projects

C: Is there any interest in looking into electronic ink bus signs, like what Chapel Hill Transit is doing?

R: We are looking into it, in our design for ideal bus stops that kind of sign is included.

Transit Amenities/
Capital Projects

C: How many bus stops can get these, not just the stops that are going to get full improvement?

R: It would depend on what the stop's immediate needs are, such as if it doesn't have a seat, a seat would be prioritized first.

Maintenance/Operations

C: What do you recommend doing if a bus seat is soiled?

R: Our recommendation is to please let the bus operators know, policy requires a bus with a soiled seat to be cleaned immediately.

C: The strollers are too big and causing arguments and rolling on the feet of the passengers. The strollers these days are just too big on the bus.

C: Want to advocate to add a second route on the Route 6, a ton of Duke employees wait an hour on the bus. During commuter hours it would be great to add additional service.

Staff Present:

- Sean Egan
- Doug Middleton
- Roberta Fox
- Evian Patterson
- Jenny Green
- Brianna Reece
- Tara Caldwell

Attendance: 24