

Overview:

Doug Middleton opened the meeting at 5:33 p.m.

- Doug addressed the Covid-19 pandemic and gave updates.
 - Due to covid-19 transit agencies have experienced bus operator shortage and as a result had to reduce services.
 - Masks remain mandatory on buses according to the FTA rules. Until FTA updates its rules on masks on transit it will be required.
- Sean covered topics including:
 - Fare-free to remain until June 30th when an announcement will be made regarding whether fares return or remain suspended.
 - Durham Station Improvements are coming in the next couple of years. Designs are being made to upgrade the bus island, allow more shade for riders, add bathrooms to the bus island among other updates.
 - Better Bus Project
 - The GoDurham Better Bus Project will design street, sidewalk, and bus stop improvements that provide safe access to bus stops, enhance comfort at bus stops, and improve bus service on GoDurham routes.
 - Bus stop improvements are being planned for Holloway Street Corridor and Village Transit Center Improvement.
- Brianna Reece shared information on GoDurham Senior Shuttle and the new GoDurham Connect.
 - 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.
 - GoDurham Connect is a pilot program with Lyft that allows riders to take a ride (up to \$25) between their homes and bus stops or shopping centers, schools, and libraries. *GoDurham Connect is an expansion of East Durham Connect.*
- Doug addressed service restoration.
 - Service restoration reminds a priority as is hiring to remedy the bus operator shortage.
 - Next 8-9 months to hopefully have fully restored service.
- Received comments and questions from attendees

Meeting concluded at 6:50

Category	Comment
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Admin **C:** When does fare come back?
R: We will announce fares returning or its free status June 30th 2022

Planning **C:** Route B needs to go back to 30 min frequency, is worried about safety, when you have people standing up in the corridor since it can cause riders to fall over when operators break quickly.
R: We note the concern and will look into how to address the issue.

Capital Projects **C:** Is the terminal going to be re-located at all [referring to future Durham Station renovations]?
R: We're not moving, the building is here to stay even during renovations. The island will receive upgrades but the terminal and building will not be moving.

Transit Amenities **C:** What is happening with solar power for bus stop?
R: Solar powered bus stops, being installed as part of the Participatory Budgeting initiative, are working to be installed this spring.

Transit Amenities **C:** What covers the budget of bus shelter repairs?
R: Amenities can cover issues if a bus stop is damaged in a car accident.

Transit Amenities **C:** Urban street side bus stop, directly across the Duke East Hospital. The bus stop is not a very welcoming experience.

Operations **C:** How long are we boarding in the center of the bus? Boarding from the back of the bus tends to cause issues with crowding and moving past people to find a seat. Some riders are not courteous when you need to move past them to find a seat.
R: As long as we remain fare-free due to covid-19 it will be in place. We will evaluate that scenario and see if we should make adjustments to boarding to help avoid those issues. However when fares return front boarding will return.

Admin **C:** When will we bring back Music Fridays? I liked that, it gave a good atmosphere at Durham Station.
R: It was stopped due to covid-19 but we see no reason not to bring it back and will look into it.

Admin **C:** For the fares, are there going to be changes to the fare/pass structure? Do we pay a dollar each time?
R: There is no plans to change fares or its structure.

Admin **C:** Some people are taking advantage of fare-free and not leaving the buses. They're rowdy and making it uncomfortable for other riders. I've seen some riders pee on the bus.

Operations/
Admin

C: Yes, I have seen your operators do a good job with telling these people it is time to leave the bus. But that is an issue, but your operators I've seen do a good job trying to handle that.

R: Sean shared information for Housing for New Hope, a funded program to send out ambassadors to help vulnerable residents to resources. They are hired to connect people to resources that they need.

Admin

R: Doug introduced Sangeet Dutta, the new Director of Customer Engagement, who explained circumstances of inappropriate behavior on the bus and ways we are working to address those issues. Riders were also encouraged to talk to Sangeet with any issues riders may have.

Staff Present:

- Doug Middleton
- Sangeet Dutta
- Sean Egan
- Evian Patterson
- Brianna Reece

Attendance: 14

(Two left early at the beginning of the meeting).