

GoDurham Public Meeting Report

6/1/2022, 5:30-7:00 p.m.

Overview: Meeting

Open: 5:30 p.m.

Meeting Summary:

- Brianna Reece reminded the public about fare updates; Fare updates will be announced on June 30th, it is anticipated that they will remain free for GoDurham. (5:30)
- David Jerrido provided information regarding upcoming service changes for Route 12 and information on transit services.
 - o Route 12 Temporary Service Change (Detour along NC-147) on July 16th
 - o GoDurham Connect can help connect riders to locations via Lyft and Uber in East Durham with upcoming expansion to North Durham.

Sean Egan and Doug Middleton gave general updates:

- Overview of plans to repair of damage at Durham Station from 5/18 incident
- Updates to the Stroller Policy: Plans to implement a policy to allow strollers on buses, so that they do not have to be folded while riding. If there is room on the bus (i.e. unused wheelchair space), the stroller can use that space. However, a wheelchair is priority and space will be first come first serve.

Sean provided updates for federal grant applications:

- Raised 20 million in federal funds, which will go towards servicing disadvantaged communities.
- Working to pursue additional federal funding and creating competitive grant applications.
- RAISE – Safe Streets for Transit on the Holloway Corridor
- Bus & Bus Facilities - Safe Streets for Transit on the Holloway Corridor and Zero-Emissions Buses

Roberta Fox provided information about the 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.
- The 18-month Better Bus Project consists of five individual projects that will identify GoDurham bus access and service improvements system-wide, with additional focus on GoDurham Routes 3 and 5.

Received comments and questions from attendees.

Meeting concluded at 7:00

Category	Comment
Maintenance/ Operations	<p>C: I feel like the buses need better maintenance, they shake around too much and I can tell they need to be looked at. Our bus operators also need more breaks; they rush quickly for bathroom breaks on routes; Our bus operators also need better pay; Our stops are dirty and there's too much smoking.</p> <p>R: We are currently working on a pay increase for our bus operators; our bus stops are being evaluated through Better Bus Project which is working to address these issues. We will pass along concerns about bus performance to our maintenance staff. Admin will talk with the rider offline.</p>
Operations	<p>C: Why isn't there a bus just for wheel chair users on routes?</p> <p>R: GoDurham does have GoDurham ACCESS for riders who use wheel chairs; Unfortunately GoDurham does not have the resources to provide an additional bus on fixed route for those who use wheelchairs.</p> <p>C: I think GoDurham will have to. Wheel chairs as they are made now are bigger and will have more difficulty getting on the bus. It's difficult for them to get on buses now.</p>
Planning	<p>C: Can we have more routes? What about JSK Towers (9B), can that get more service?</p> <p>R: We are working on expanding service with the Durham Transit Plan. GoDurham Connect could be a good transit option for traveling around JSK Towers since that is in the GoDurham Connect service zone.</p>
Planning	<p>C: What is happening with Route 12?</p> <p>R: To improve on reliability and frequency, Route 12 will temporarily detour along NC-147 to compensate for 12B temporarily not running.</p>
Rider behavior	<p>C: How drunk does a rider have to be to not be allowed on the bus?</p> <p>C: Whenever someone on the bus acts up or gets violent the police need to be called and the bus operators need to call them and report it. It feels like you don't do anything.</p> <p>R: Sangeet addressed concerns and shared the process GoDurham follows. Sometimes bus operators don't intervene or immediately make a report for</p>

loud or unruly to avoid delaying the route. Our operators are instructed to report any issues with riders to their supervisors and we try to then take the appropriate action. We are working to create a plan to better address these issues.

Transit
Amenities

C: Right now we don't have any transportation if we don't have ACCESS; I thought there was a plan to address it last year but there are still issues.

R: We know that most of our stops are not wheelchair accessible. We are looking at that Route 9 corridor to make improvements to the bus stops along that route and provide infrastructure improvements.

Maintenance,
Transit
Amenities,
Operations

C: I am more concerned about the safety of the buses. How safe it is for us to get here? The City is responsible for putting sidewalks in and that's the City of Durham's fault. After two years we're looking for change. We keep getting grant money but it doesn't feel like it is going into the buses, etc. I rode the bus on one instance and smelled anti-freeze in the air conditioning, the buses need better maintenance.

R: We understand, and have a lot to improve; we will continue to be working towards improving our routes and stops.

Planning

C: I think GoDurham should have a route to the airport. It would take less time than driving.

Staff Present:

- Doug Middleton
- Sangeet Dutta
- Sean Egan
- David Jerrido
- Roberta Fox
- Brianna Reece

Attendance: 17