

Overview:

Meeting Open: 5:30 PM

- Brianna Reece shared that the plan to keep GoDurham fare free was included in the City of Durham Proposed Budget submitted to the Council on May 15th. The official vote for approval will occur on June 20th.
- The Proposed Budget includes:
 - Fare Free through June 2024
 - Expansion of GoDurham Routes in Northern Durham
 - Fleet modernization with 0 emission buses
- The hearing for the proposed budget will be held on June 5th at City where the public can leave their comments.

- June 24th Service Changes were announced. Routes 2, 8, 11, and 11B
 - Route 8 departing Durham Station at :30 will be restored back to regular service levels.
 - The Route 2 will go back to departing Durham Station at :15 and :45.
 - 11/11B will be restored to full service levels.
 - New times available at godurhamtransit.org/service-changes

- Doug Middleton shared challenges with manpower to run buses, celebrated that currently GoDurham has the highest number of bus operators on staff since the recent years after the pandemic.

- Sean Egan shared that the City will be transitioning to new contracts for transit service provisions. The City has hired a new Mobility Service Planning Manager and will be hiring for two planning staff positions.

- New starting wage going up to \$19.68 hourly, raising to over \$21 after 6 months.

- Jenny Green reviewed GoDurham's Short Range Transit Plan.
 - City expects proposals for specific transit improvements to be presented to the public in August
 - Improvements for services through the Short Range Transit Plan are expected to be communicated early next year including crosstown service.

- Sean Egan shared that the next focus for route improvements were Route 6 and 10B

- June 27th there will be a public meeting at Durham Station regarding ideas for Durham Station Design Improvements on the second floor of Durham Station from 6 pm – 9 pm.

Meeting concluded at 6:10 PM

Category	Comment
Planning/Transit Amenities	<p>C: On the route 3B near the Village right near Hardee St, I heard there used to be a stop but I don't know why it was moved? Also where does the money come from?</p> <p>R: Jenny Green: There are stop spacing guidelines that may have resulted in that stop being removed. We will look into it, transit funding comes from the Durham Transit Plan.</p>
Transit Amenities	<p>C: Why don't we have a seating on Route 4 on Roxboro Rd near the Burger King northbound?</p> <p>R: We will look into that stop and possible improvements.</p>
Planning	<p>C: We need a bus stop near Publix on Ellis Rd in Durham. Also, what does crosstown mean?</p> <p>R: Crosstown means having locations that connect to two different end points without going into the station. It is faster than a non-crosstown service.</p>
Planning	<p>C: Why doesn't the 10B run on Sunday? I can't get to the shopping center on Sunday.</p> <p>R: The 10B doesn't serve the shopping center because it runs on a reduced level on Sunday. We will note this concern.</p>
Planning/Operations	<p>C: I have an issue with customer service. One time they were out of from behind the customer service desk talking to an officer and they did not have a "I'll be right back." I also think bus operators are mean and don't say hi when back when you say hi to them.</p>
Operations/Transit Amenities	<p>R: Whenever there is an incident, please inform us when it happens and include the time and date. That way we can look into it most effectively. We are committed into providing high quality customer service.</p>

Rider Resources

C: In April you announced the Mobility Services Task Force, is that made up of staff or riders?

R: It will be a combination of staff from City of Durham's Department of Transportation, staff from Durham County Transportation and then representatives of the GoDurham ACCESS rider community. We are now working on a contract for a study to identify what are the near term improvements to make for GoDurham ACCESS riders.

Planning

C: I ride the 12, when I come when I come to Durham Station I have to run across to try to get to the 3B. If I miss it I have to wait an extra 12 min.

R: We'd like to talk with you more about this situation after the meeting. We are currently trying to make the Route 3B more frequent.

Customer Service/
Bus Operators

C: Is it still practical that when the bus is going to leave they won't wait until the riders sit down?

R: Bus operators are required to wait until passengers sit down before departing the bus stop. When this happens please report this to us by calling 919-485-RIDE (7433) or filling out a form godurhamtransit.org/feedback.

Transit Amenities

C: There are some bus stops that have spray paint them, are those going to be cleaned?

R: Yes, we are working on a new contract to maintain and clean our bus stops.

Operations

C: Is there a time for how long a bus is supposed to stop at a bus stop?

R: Some stops are time points and will require a bus stop to wait a certain amount of time and bus operators use that time to take short breaks if needed. Stops that are not time points will stay stopped long enough for riders to depart or board the bus safely.

Bus Fare

C: Are we going to use cards to pay for fares?

R: GoDurham and all other regional transit agencies are remaining fare free through June 2024, so currently there are no plans to pay for fare. Payment methods for fares will be determined if fare returns.

Transit Amenities/Capital
Projects

C: I have noticed a lot of bus stops don't have seating and coverings for the senior and young populations. Some bus stops need lights too. Maybe there could be collaboration with the Durham Youth Program and construction company.

R: Transportation Projects are funded through taxes in Durham and through grants. We have received funding to improve more bus stops a year and have worked with a public to focus in specific bus stops through the Better Bus Stop project.

Staff Present:

- Sean Egan
- Doug Middleton
- Jenny Green
- Brianna Reece
- Tara Walton

Attendance: 17