

Overview:

Meeting Open: 5:30 PM

- Brenda Jones was introduced as the new Senior Director of Customer Engagement for GoDurham.
- Brianna Reece shared information on the Short Range Transit Plan for Durham and Orange County for the next 5 years. Opportunities for public comment will run throughout August. For more information about the Short Range Transit Plan, visit: goforwardnc.org/srtp
- Doug Middleton shared general operations updates:
 - GoDurham is on track to return to full service on all routes in January 2024, currently, most weekday service is fully running its pre-covid service.
 - GoDurham will hold a hiring event on August 5th at the GoDurham office on Fay Street to help recruit bus operators.
 - 6 new electric buses will be joining GoDurham's fleet in September 2023. The new electric buses will have improved charging and longer battery life.
- Tara Walton shared that GoDurham ACCESS has hired additional bus operators and are working to hire 5 bus operators to achieve their full operations staff.
- Sean Egan shared City of Durham Transportation Updates:
 - The City has awarded a design contract for **Durham Station Improvements**. There will be new renderings coming soon of what the improvements to Durham Station will look like. The new design would include 24 hour bathrooms and improved bus bays to make buses entering the station a quicker and more proficient process.
 - The City of Durham Transportation has applied for a grant to improve the Village bus stop area to better reflect its high boarding rate.
 - The City of Durham was awarded a \$292,500 federal grant to draft Phase 1 plans for a new **Village Transit Center (VTC) mobility hub**. If constructed, VTC would be in East Durham where Holloway St, North Miami Boulevard, and Raynor St intersect at The Village Shopping Center. To learn more about the grant, visit: <https://www.durhamnc.gov/CivicAlerts.aspx?AID=3470>
 - The City of Durham is looking at the **Holloway Corridor area** for a **federal grant to improve bus stops, crosswalks, and sidewalks**. The federal grant

and planned improvements are built upon recommendations received through the Better Bus Project. The City will apply for a grant called the Neighborhood Access and Equity Pill Grant to help improve the Holloway corridor.

- The City is aiming to award multiple engineering contracts for the **Holloway and Fayetteville Street corridor** by the end of the calendar year to continue progress in making improvements for these locations.
- The City of Durham many positions available, they can be learned about by visiting durhamnc.gov
- GoDurham Connect, the microtransit pilot program served by Lyft is now Durham Connect and has received a few updates. For more information about Durham Connect, visit <https://gotriangle.org/durham-connect>

Meeting concluded at 5:50 PM

Category	Comment
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Planning

C: When are the crosstown routes coming back?

R: We made a series of changes in Jan. 2020 to assist the frequency and reliability of our services. Our goal is to get back to the pre-covid frequency and routes that can operate crosstowns. Some of the routes 13 and 16 have been phased out but we know that there is significant demand to make those trips that used to be served by those crosstown routes.

Next round of improvements will include implementation of routes that can serve some of those crosstown trips. Some of the changes will come through the Short Range Transit Plan, which proposes bringing back Route 13 and creating a new crosstown route.

Planning

C: Will there be route changes to routes that connect to Route 1? Will some routes become different routes?

R: We will find ways to simplify routes, such as the 3, 3B and 3C through the Short Range Transit Plan outreach. Generally speaking we will continue to have connections at Durham Station, there will be a handful of routes that won't have that connect but most do and we will be working to improve and expand routes making the connections at Durham Station.

C: The destination signs have too small font.

Transit Amenities **R:** Thank you for that feedback. We will be looking into that.

Rider Resources/Bus Tracking **C:** What app can we use to plan our trip?
R: You can use the myStop app and the Google Maps app. Google maps is already on most phones which may be more convenient for some riders. Some of our riders have begun using an app called the Transit App. Our goal is provide real-time information to help you know if your bus is running on time.

Planning **C:** When we go back to full service, when will route 12 be restored? It doesn't run on one day.
R: We have gone back to full 100% Saturday and Sunday service on our route 12. Some of our routes have not gotten back to that service level yet but that is temporary and our goal is to get back to consistent service.

Fares **C:** When are we going back to fares?
R: Right now every transportation agency is fare free. GoDurham will be fare free through 2024.

Rider Resources/Bus Tracking **C:** To follow-up on the app question, will there be a plan in the next months or months to have an app that works with all the regional partners?
R: We were the first to be approved to publish Realtime location with google and meet all of their requirements and standards. We have had conversations with our partners, and they are all very close to providing the same real time GTFS location and will be available through the same and popular transportation apps. We have been well ahead of others which caused us to be available on different apps than other transportation agencies.

Operations/Planning **C:** At the last meeting you referenced the 6 and 10b being next in being restored, is that still going to happen soon?
R: The target is January that all of the remaining services will be restored.

Transit Amenities **C:** The buses still have issues with hand sanitizer making on the floor of the bus.
R: Thank you for your comment, we will look for possible solutions to address this issue.

Staff Present:

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

Attendance: 8