

Overview:

Meeting Open: 5:30 PM

- Doug Middleton reviewed new stroller policy:
 - As of August 1st, GoDurham has a new stroller policy allowing riders with young children to stay in their strollers as they board the bus.
 - The stroller can use the accessible area on GoDurham buses as long as it is not in use.
 - Wheelchair users, mobility assistance users, and elderly riders will continue to have priority to accessible areas on the bus.
- Sangeet Dutta gave update on smoking at Durham Station
 - New messaging about smoking will play on buses
 - New shaded area designated for smoking to be introduced
 - Cops will be instructed to remind those smoking to use the designated area.
- Sean Egan went over the Federal FY22 Program of Projects and opened a public hearing at the meeting.
 - Priorities for investment of transit administration formula are the safety and repair of the GoDurham bus fleet.
 - Last year 10 new buses replaced the remaining DATA buses in the fleet.
 - Working to replacing all buses that worked a 15 year life-span.
 - Will also use federal funds for the routine preventative maintenance of buses.
- Brianna Reece reviewed existing GoDurham programs/services:
 - GoDurham Connect
 - GoDurham ACCESS Senior Shuttle

Meeting concluded at 6:47 pm

Category	Comment
Maintenance/ Facilities	<p>C: I've seen rats at the terminal, what are we going to do about the rats?</p> <p>R: We will take note of this issue and pass it along to our facilities and maintenance crew who will look this issue.</p>
Operations	<p>C: How long will there be masks on the bus?</p> <p>R: There is no set date to remove the disposable masks on the buses. We have given out over a million masks to riders-in accordance to the federal changes we don't require masks but will continue to provide them to riders.</p> <p>C: What happens if a bus operator gets sick with MonkeyPox? What about the 1.5 million people out of work due to coronavirus?</p> <p>R: We are monitoring the monkeypox situation closely and to the best of our knowledge no operators have caught this illness. We continue to keep buses clean and encourage our operators to take appropriate precautions and stay home if they are feeling ill or show any signs of potential illness. For those affected by coronavirus we are lucky that this has not impacted our workforce and will continue to take precautions.</p>
Planning	<p>C: When will we need to use IDs/passes again? Will the process be the same?</p> <p>R: There is no set date for bus passes to be required to use GoDurham transit as we are still operating fare free. However, if there are a return to fares it would be possible for the process to be different and we will keep the public informed (i.e. mobile ticketing).</p>
Planning	
Rider behavior	<p>C: What type of data collection will occur for the GoDurham Connect since it is a pilot program?</p> <p>R: Because it is in the first year GoDurham Connect is considered a pilot. We will look at ridership, where they are picked up and dropped off from as well as the frequency of the trips. We will use this data to make enhancements to this program.</p>
Planning	<p>C: Who are you connecting with regarding the newer developments in Durham and are you considering how the new developments that pop up in certain areas will effect service?</p> <p>R: Gotriangle and GoDurham are working with the City of Durham on developments that occur every week in Durham and the planning team provides comments and feedback-we do take in consideration how those developments affect service, especially if they're near bus routes. In most cases new developments won't harm bus routes. Typically we assume a</p>

stop that is near a new development will have an increase in ridership and may require updating the stop to handle new ridership.

C: Some of the buses seem to have a hard time making turns on certain routes, please make sure during their orientation or training they get assistance on how to make some of these turns. When they have difficulty turning on a road it causes delays and frustrates both drivers and riders.

R: Planning has addressed previous issues in the past and in one instance came to a conclusion to put Route 12 on Chapel Hill street when received concerns sending it down Vickers because of rocks being present near the road. We do keep these issues in consideration, unfortunately there are some circumstances where we don't have other options when it comes to some routes having tight turns. We do keep in contact with supervisors and drivers.

C: Is Route 12 and Route 7 every hour?

R: Yes the Route 12 and Route 7 is running every hour, we're working closely to get enough bus drivers to increase the frequency on those routes.

C: Will GoDurham buses run the shuttle for the State Fair this year?

R: We will try to provide that service this year, we need to determine if we have the resources to provide a bus but if we can we will make sure to update the public near the time of the fair.

C: Some of the bus stops are very far apart and don't have shelters. I know some of the shelters get damaged but it with the elderly using the stops is hard for them to walk in the rain or wait for the bus.

R: We are working to address this issue-the main goal of the Better Bus Project is to make improvements to shelters that need it most and the overall goal is to have at the very least seating at every bus stop. After that we will work to get as many shelters as possible added to our stops.

C: GoDurham should work and talk with the community to help give the information out about services and projects. If we talk about unity and talk about being a team, let's do it.

R: We would love to collaborate and we can discuss more after the meeting. For events, if you know of community events or meetings happening locally you can work with our marketing specialist Brianna Reece to arrange materials and/or GoDurham tabling.

C: Does GoTriangle, GoRaleigh and GoDurham all meet and communicate with one another? There needs to be better communication.

R: That is a great point, there will be a summit in September with all local transit agencies that we plan to discuss ways on how we can work together to serve our communities better.

Transit
Amenities

Maintenance,
Transit
Amenities,
Operations

Planning

Staff Present:

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

Attendance: 14