

2045 MTP – Goals –Comments (Final)

Background

The DCHC MPO released the Goals, Objectives and Performance Measures for a public comment period from February 12, 2016 through April 1, 2016, and provided several options for citizens to provide comments. This document is a compilation of comments received during the comment period, including those from the public comment form and emails.

Public Comment Form

This section is a compilation of the comments received on the public comment form. This form was only distributed and collected at the public workshop that took place at the Durham Center Station on March 17, 2016. These comments are mostly focused on the current public transportation system.

- Put plug-in phones; bathrooms
- The drivers as a whole are great, but not that good. A female driver even yelled at me. Some drivers get an attitude when I ask for the bus to be lowered due to my unseen physical limitations. The steps are up to my thighs. Ladies in the office act as if they hate being there, hate the people, etc. No matter who and when. I understand they deal with a lot here, but more importantly, I am not a lost, broken citizen.
- Enforce the profanity policy.
- More lighting at stops.
- The Go Durham bus arrives too early to the bus stop and they don't wait.
- Some buses can be cleaner than others.
- The biggest need is more routes that are on time.
- Connect more of the Triangle
- During rush hours have transit give at least a 3-minute delay.
- Watch for passengers running for the bus when another bus has arrived late at the terminal.
- Fares need to be lower so everybody can ride. I think if the fares were lower, more people would ride the bus.
- DATA buses need to change: the bus driver needs to learn how to talk to people; the bus is always late; and, the bus drivers need more respect.
- The bus service is really bad here. Buses can be close to an hour late. No one lets you know that he will be. Some of the drivers are really mean. They act like they don't care about the bus riders.
- Buses need more air and need to be on time.
- They are nice but some people are not nice at all.
- The buses have to improve a lot and are getting better. Keep up the good work!
- Make the buses faster and make faster connections and transfers.

- I would like better seats, a better smell and faster connections.
- Make the terminal bigger with better vanities.
- I would like trains – they are better.
- Need an interconnected rail system throughout the counties to relieve highways 440 and 540.
- Light rail or specialized bus lanes on highways instead of using breakdown lanes.
- That's a great plan that they are doing for the community.
- The buses are always late and the terminal is too crowded.
- If they could give us more time to get on the bus, better seating, faster and better buses, and better bus drivers, cleaner buses.

Email Comments

The following section compiles the email comments that were received. It includes the comment, date and the respondent's name, if available. The individual comments are separated by a line.

2/16/16

Andrew,

I live in SW Durham, and my office is on 15-501 near the I-40 interchange on the Durham side.

I feel strongly that we need to move forward with light rail as the back bone of a multi pronged approach to transit. Trains need to service large transit hubs that are in turn serviced by robust bus service.

Building more roads only encourages more cars, more trips, pollution.... we need to push our populace toward better, cleaner, and safer options.

Everyone on the proposed light rail routes have known for decades that something was coming.... I grow very tired of fighting battles that have already been won....

Good luck!

Tad DeBerry

Email – 2/17/16

Hi Andy -

I've already completed the survey, but also took a moment to review the proposed goals/objectives/measures and wanted to offer some additional feedback for consideration. I appreciate the MPO's work and found the proposed goals to be comprehensive and thoughtful with regard to the overall health and vitality of our community.

Although I currently represent the Town of Hillsborough as the Chair of the Planning Board, the following comments are strictly limited to my personal views and opinions. I am not submitting these comments in any official role or capacity with the Town or Orange County and, as such, they should not be misconstrued to represent any official statement or position.

Goal: Connect People

A. Connect people to jobs, education and other important destinations using all modes

Recommendation: Identify an objective that seeks to measure the improvement in total work/non-work transit trip time *relative to comparable transit times by automobile* (i.e., continue to seek ways to reduce total transit times to make transit a more desirable option when compared to travel by personal vehicle)

Goal: Promote Multi-Modal...

C. Increase utilization of affordable non-auto travel modes

Recommendation: Identify an objective that seeks to improve the efficient utilization of existing transit mode shares (e.g., encourage efforts to enhance usage of underused transit facilities and routes, employ strategies to address service and capacity issues on heavily trafficked routes, etc).

Goal: Manage Congestion & System Reliability

B. Promote Travel Demand Management (TDM, such as carpool, vanpool, and park-and-ride)

Recommendation: Identify an objective that seeks to emphasize flexible workplace schedules as an effective/preferred method of minimizing traffic and congestion during peak periods. Relatedly, ensure that TDM methods are aligned to effectively support these workplace flexibilities and avoid barriers to their usage (e.g., ensuring bus schedules for park & rides are not limited to peak schedules, offering vanpool/carpool incentives for individuals working non-traditional schedules, etc).

Goal: Ensure Equity

A. Ensure transportation needs are met for all populations

Recommendation: Expand Objective A1, which seeks to make bus and transit service available to Environmental Justice populations, to measure the percentage reduction of transit travel times for Environmental Justice populations over time. Making transit options available is a good starting point, but significant work is needed to make these transit options *effective* methods of transportation for expanding economic opportunity for Environmental Justice populations with limited time and alternatives.

D. Enhance public participation among all communities

Recommendation: Add an objective to measure the increase in number of public meetings, public hearings, and outreach opportunities conducted at “non-traditional” times and in venues located within/in close proximity to Environmental Justice populations.

Goal: Stimulate Economic Vitality

B. Link land use and transportation

Recommendation: Identify an objective that measures the number (or improved percentage) of newly developed/redeveloped parcels and developments that specifically provide connectivity to bus, pedestrian, and transit service within the established distances identified.

D. Improve project delivery for all modes

Recommendation: It is difficult to synchronize NCDOT/TIP projects with local development timelines, so it would be helpful to identify performance measures that seek to enhance responsiveness to local community questions and requests for information that are needed to inform local land-use decisions in support of identified TIP goals and objectives.

Please let me know if you have any questions regarding my comments. Thank you for the opportunity to provide comments and feedback.

Erin Eckert
Hillsborough, NC

Email – 2/18/16

Andy,

I took the survey today and looked over your goals as well, and wanted to give you some feedback.

The survey is good, although the “use the rating only once” scheme for some questions might be slightly confusing for people that are in a hurry. My only real comment on the survey is that if the software you’re using (SurveyMonkey) can switch up the order of the choices randomly for each respondent you would get more reliable answers for the ranking/rating questions (including the money allocation question). Otherwise, I’ve found that the first choices get substantially more “votes” or are rated/ranked more highly than later choices. Maybe that’s already happening; I didn’t check to see. At least a provision in the question to “read all of the answers first before starting the rating” might help, at least a little.

As far as the goals and performance measures, I had some thoughts on that, too, although there are a lot of philosophical issues that work their way into this that I’m going to avoid (as one example: if TIAs are used in Durham to measure individual performance at the development level, then should intersection LOS – which I assume is the main metric in those TIAs – have at least some role here as well...).

- Consider adding a measure for the ratio of transit travel time to auto travel time by route: I’m a huge fan of this one, since it gets right to the heart of what makes transit competitive (or not) and is really intuitive. Although it can be somewhat depressing.
- Since ridership per revenue service hour and per rider cost have been tracked (at a system level, but it should be relatively simple to get at by the route level as well) for many years and continue to be important metrics for transit providers, it might be good to show these measures as well as both a time series measure and peer city/system comparison.
- Instead of “ratio of sidewalk, bike lanes and multi-use paths to population” you may want to consider comparing bike/ped facilities to the number of centerline miles of non-freeway roadway, since (a) it’s an easy GIS calculation to count non-freeway miles, and (b) the resulting ratio makes

more intuitive sense since a value of 2.0 means you theoretically have facilities on both sides of every roadway and a 1.0 means you are competitive with roadways (it's also comparative to other modes instead of people). The drawback is that comparing bike/pedestrian facility miles to roadway miles may make it harder to conduct peer city comparisons (maybe).

- The "Percentage of VMT on roadways with real-time transportation information" seems like it might be hard to calculate or have an outcome that is less than intuitive.
- For the project delivery measure, maybe stating a measure like "average number of years (or months) a major capital project is extended beyond its original schedule."
- There are a LOT of measures here already, so I think giving serious consideration as to how to present all this data to people is well worth the time and effort. Perhaps looking at the CMP report we did, the one that NCDOT a while back, and other examples would be worthwhile – as would seeing how to achieve maximum coordination across the CMP to these goals/performance measures.

This is great stuff – I wish that more MPOs took this aspect of the process seriously. jsl

Email – 2/19/16

You should ask in the survey monkey not only where a person lives but where they work. Also how many hours do they spend driving in one week, on average? People who don't work but have activities outside the home need to be included as well. Demographics on their work schedule would be good, e.g., do you work at home any days, but the hours driving per week would capture that.

Sent from my iPad

Email – 2/22/16

Mr. Henry,

I reviewed the 2045 draft MTP goals document and see that as of now it is a high level document with detail coming in future versions of the document and others.

This is likely too granular, but I would like to see plans to expand the light rail line to Carrboro, NC Central, and Park Center on the planning books sooner rather than later. I know funding is not complete on the initial line yet. However once, funding is together and build stage has begun; I believe then is the time to plan for the extension. Otherwise it would be another 15 years minimum to extend the line to these important locations.

Since the above is too detailed, perhaps planning can include 'extension and improvement' of all modes of public transportation.

Thanks,
Eric Ross

Email – 2/23/16

DCHC "GOALS & OBJECTIVES"

"Percentage of Environmental Justice (EJ) population and total population within census-defined urban area (UA) that is within ½ mile of bus transit service..."

Should be as it was: within 1/4 mile (0.4km);

backing off from 1/4 mile to 1/2 mile
is not defensible; elderly and school children
should not be expected to walk (esp. in dark)
1/2 mile to and from nearest bus stop;
1/2 mile to and from nearest bus stop is NOT accessible,
whereas a mile from light rail is obviously for people with cars,
not for pedestrians
like the so-called "riff-raff" you don't want on the BCC,
the Bull City (DIS)-Connector,
disconnected
from the Durham "Transit Station" (so called) that was
literally moved out
of, away from Downtown Durham, inc.,
to the "other side of the tracks" at GREAT expense because
"We don't want all those poor people downtown."

(and bus routes routed OUT of downtown for the same reason,
the #4 bus put through downtown after ADA complaints that
the elderly could no longer get to the US Post Office after the
US Gov't was used to pay for the gentrification/segregation of
Downtown Durham, inc.
routing so-called "riff-raff" bus riders OUT of Downtown Durham;
even the bus that
is SUPPOSED to go past City Hall often turns on Morgan Loop,
so **unreliable** that if you leave the library when it closes,
you might as well walk to the bus terminal
on the other side of the tracks)

- and now you want to further stratify
Us/them Durham with \$100,000,000/stop Light Rail?
& you've paid to reduce
the numbers of bus stops
& lag in putting up **BUS SHELTERS**
at far less than
a \$100,000,000 each.

A farmer built a school bus shelter from 5 sheets of plywood
when I was a kid for less than \$100
so we didn't have to wait in the rain;
at least **HE** was **CONSIDERATE**.

Be **SAFE, RELIABLE and CONSIDERATE**; need to have & **PROMOTE**

More & Better BUS

Service;

& DEFANG US/THEM GENTRIFICATION/SEGREGATION/STRATIFICATION
of "Gentrified"

**Durham, so hostile to pedestrians that pedestrians (especially
pedestrians living in minority "Target Areas") can be**

SLAMMED down on their faces,

in catch-&-release fishing expeditions (mostly at bus stops)

without even any documentation (if innocent),

nor use-of-force report, even if stopped-&-searched at GUNpoint:

<http://WNCN.com/2015/08/09/police-use-of-force-reports-inconsistent-across-jurisdictions>

(unlike Chapel Hill, for example, where a more professional approach
includes after-action review of use-of-force
against even 'mere' pedestrians).

(See attached

for **Gentrified bus map with no schedule**.)

P.S.: **You should get lobster-bibs to catch the drool**

from businessmen planning to make a klllling

on coffee-house franchises, etc.,

profiting from the

\$100,000,000/mile Light-rail for the Gentry...

- CATiffany@GMAIL.com

Email – 2/22/16

I would like to see Durham create a system that makes it easier for elderly people to get around. In Melbourne, Australia, seniors can get taxi coupons valid for transport within a certain area. Thus, they can use taxis without having to deal with money at the time. Some seniors are unsure or uncomfortable making payment and thus do not go out as much as they could. Their families could take care of obtaining the coupons, and the senior just has to order a taxi and present a coupon.

Sincerely,

Jean Hurwitz

Email – 2/23/16

Mr. Henry,

Bring on the light rail. Its time has come.

Tom Hadzor

Email – 3/2/16

Hi,

If we had a light rail from Pittsboro to hubs to lead to Raleigh, Durham, and Chapel Hill, with "key card" cars (little one-two seater light vehicles that can be taken to places of work or kiosks (like shared bikes) that could be invented in the future, we could eliminate so many cars on the roads and fossil fuel guzzling. One reason people don't take buses from Pittsboro to one of these towns is how long it takes to "connect" once you get there or the lack of options once you get there.

The tobacco trails could be utilized to run little carts on rails so people could move quickly to these towns.

As another way is a "zip line" like a trolley in the air to run along 15-501 and 64 (and other routes) to and from Pittsboro and these towns.

Sincerely,

Joy Hewett