



**Date:** September 12, 2013

**To:** Thomas J. Bonfield, City Manager  
**Through:** Keith Chadwell, Deputy City Manager  
**From:** Mark D. Ahrendsen, Transportation Director  
**Subject:** Response to Mr. William Traywick, Jr.

Durham Area Transit Authority has an informal process in place to get passengers who may have lost their wallet and/or bus pass to their destination. When a passenger discovers they have lost their wallet and/or pass they can call the GoTriangle Regional Transit Information Center at (919) 485-RIDE. The Customer Information Associate will evaluate the passenger's situation, and if warranted, will communicate with the DATA dispatcher. The dispatcher will record the passenger's name in a log book, and the passenger will be instructed to give the bus operator their name when boarding the bus. The bus operator will then radio the dispatcher for verification. This process allows the passenger to get to their destination safely.

This process may be valid for a particular trip, or in some cases, for a day. It is the passenger's responsibility to recover their lost pass or obtain a new pass or fare. Due to concerns about fare evasion and fraud, passengers who display the tendency to abuse this process will be required to pay the fare when boarding a bus. Unfortunately, at this time DATA does not have the technology to effectively and efficiently track and verify individual pass codes for every monthly or weekly pass that is sold. Therefore, the aforementioned process is the most effective means to ensuring passengers can still get to their destination when they have lost their wallet and/or pass.

We are very sorry to hear of Mr. Traywick's past experiences, and hope that the aforementioned process will ensure he does not encounter this problem again. Staff has communicated this information to Mr. Traywick, and have indicated that we can provide him with a pass that can secure to the lanyard that he carries, as well. If you have any additional questions, please do not hesitate to contact me.